

Case Assignment and Scheduling Record

Section 1 - Division of Records and Report (RAR) Completes

Docket No. 010156-WU Date Docketed: 02/01/2001 Title: Application for increase in service availability charges for water customers in the Seven Springs service area in Pasco County by Aloha Utilities, Inc.

Official Filing Date: Last Day to Suspend: Expiration:

Referred to: ADM AFA APP CAF CMP CMU EAG (ECR) GCL LEG PAI RAR RGO SER WAW (") indicates OPR

Section 2 - OPR Completes and returns to RAR in 10 workdays. Time Schedule

Program/Module A4(a)

Staff Assignments

Table with columns for OPR Staff, Staff Counsel, and OCRs, with rows for assignment details.

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Current CASR revision level

0

Due Dates

Previous Current

Large table with 40 numbered rows and 2 columns for Due Dates (Previous/Current).

Recommended assignments for hearing and/or deciding this case:

Full Commission Hearing Examiner Commission Panel Staff

Date filed with RAR:

Initials: OPR Staff Counsel

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Table for Hearing Officer(s) assignments with columns for Commissioners (ALL, JC, DS, JB, BZ, PL), Hrg. Exam., and Staff.

- Prehearing Officer

Table for Prehearing Officer assignments with columns for Commissioners (JC, DS, JB, BZ, PL), ADM, and Staff.

DOCUMENT NO.

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: 15297-02

Date: / /

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Services Completes

Docket No. 010156-WU Date Docketed: 02/01/2001 Title: Application for increase in service availability charges for water customers in the Seven Springs service area in Pasco County by Aloha Utilities, Inc.

Official Filing Date: 02/01/2001 Expiration: 08/31/2002
Last Day to Suspend: 04/02/2001
Referred to: AUS CAF CCA CMP (ECR) EXT GCL MMS PIF
("()") indicates OPR

Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule

Program/Module A4(a)

Staff Assignments

OPR Staff B Fletcher, T Merchant, M Wetherington

Staff Counsel R Jaeger

OCRs ()

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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel
Hearing Examiner Staff

Date filed with CCA: 01/30/2002

Initials: OPR
Staff Counsel

WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Current CASR revision level

2

Table with 4 columns: Item #, Description, Previous Due Date, Current Due Date. Includes items like Staff Recommendation - PAA, Agenda - Regular - PAA, PAA Order, Protest Period Expires, Consummating Order if No Protest, Close Docket or Revise CASR.

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Table for Hearing Officer(s) assignments with columns for Commissioners (ALL, JB, DS, BZ, PL, BD), Hrg. Exam., and Staff.

- Prehearing Officer

Table for Prehearing Officer assignments with columns for Commissioners (JB, DS, BZ, PL, BD), ADM, and Staff.

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature]

Date: Pending 2/19/02

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Services Completes

Docket No. 010156-WU Date Docketed: 02/01/2001 Title: Application for increase in service availability charges for water customers in the Seven Springs service area in Pasco County by Aloha Utilities, Inc.
 Company: Aloha Utilities, Inc.

Official Filing Date: 02/01/2001
 Last Day to Suspend: 04/02/2001 Expiration: 09/03/2002
 Referred to: AUS CAF CCA CMP (ECR) EXT GCL MMS PIF
 ("()") indicates OPR: _____ X _____ X _____

Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule

Program/Module A4(a)
Staff Assignments
 OPR Staff B Fletcher, T Merchant,
M Wetherington

Staff Counsel R Jaeger

OCRs () _____
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**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
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 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level**

3

	<u>Due Dates</u>	
	Previous	Current
1. Staff Recommendation - PAA	08/08/2002	08/22/2002
2. Agenda - Regular - PAA	08/20/2002	09/03/2002
3. PAA Order	09/09/2002	09/23/2002
4. Protest Period Expires	09/30/2002	10/14/2002
5. Consummating Order if No Protest	10/04/2002	10/18/2002
6. Close Docket or Revise CASR	10/11/2002	10/25/2002
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Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with CCA: 08/05/2002

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JB	DS	BZ	PL	BD		
X							

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	PL	BD	
		X			

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: _____

Date: Pending 8/12/02

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing ices Completes

Docket No. 010156-WU Date Docketed: 02/01/2001 Title: Application for increase in service availability charges for water customers in the Seven Springs service area in Pasco County by Aloha Utilities, Inc.
 Company: Aloha Utilities, Inc.

Official Filing Date: 02/01/2001
 Last Day to Suspend: 04/02/2001 Expiration: 10/01/2002

Referred to: _____ AUS CAF CCA CMP (ECR) EXT GCL MMS PIF
 ("(") indicates OPR) _____ X _____ X _____

Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule

Program/Module A4(a)

Staff Assignments

OPR Staff B Fletcher, T Merchant

Staff Counsel R Jaeger

OCRs () _____

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WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level

	Due Dates	
	Previous	Current
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1. Staff Recommendation - PAA	08/22/2002	09/19/2002
2. Agenda - Regular - PAA	09/03/2002	10/01/2002
3. PAA Order	09/23/2002	10/21/2002
4. Protest Period Expires	10/14/2002	11/12/2002
5. Consummating Order if No Protest	10/18/2002	11/15/2002
6. Close Docket or Revise CASR	10/25/2002	11/27/2002
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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with CCA: 08/21/2002

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JB	DS	BZ	PL	BD		
X							

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	PL	BD	
		X			

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: *[Signature]*
 Date: Pending 8/26/02

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing ices Completes

Docket No. 010156-WU Date Docketed: 02/01/2001 Title: Application for increase in service availability charges for water customers in the Seven Springs service area in Pasco County by Aloha Utilities, Inc.
 Company: Aloha Utilities, Inc.

Official Filing Date: 02/01/2001
 Last Day to Suspend: 04/02/2001 Expiration: 09/30/2001

Referred to: APP CAF CCA CMP (ECR) GCL LEG PAI RGO SER
 ("(") indicates OPR) _____ _____ _____ _____ X _____ X _____ _____

Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule

Program/Module A4(a)

Staff Assignments
OPR Staff B Davis, B Crouch, T Merchant, M Wetherington

Staff Counsel R Jaeger

OCRs () _____

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WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level

1

	Due Dates	
	Previous	Current
1. Staff Recommendation - PAA	09/06/2001	02/07/2002
2. Agenda - Regular - PAA	09/18/2001	02/19/2002
3. PAA Order	10/08/2001	03/11/2002
4. Protest Period Expires	10/29/2001	04/01/2002
5. Consummating Order if No Protest	11/02/2001	04/05/2002
6. Close Docket or Revise CASR	11/09/2001	04/12/2002
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Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with CCA: 08/09/2001

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JC	DS	JB	BZ	PL		
X							

- Prehearing Officer

Commissioners					ADM
JC	DS	JB	BZ	PL	
			X		

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature]
 Date: Pending 8/27/01

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF RECORDS & REPORTING
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770

Public Service Commission

February 5, 2001

F. Marshall Deterding, Esquire
Rose, Sundstrom & Bentley, LLP
2548 Blairstone Pines Drive
Tallahassee, Florida 32301

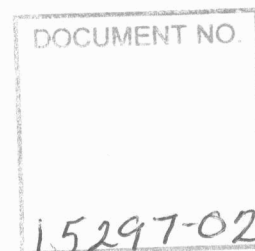
Re: Docket No. 010156-WU

Dear Mr. Deterding:

This will acknowledge receipt of an application for increase in service availability charges for water customers in the Seven Springs service area in Pasco County by Aloha Utilities, Inc., which was filed in this office on February 1, 2001 and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6248 or FAX (850) 413-7180.

Division of Records and Reporting
Florida Public Service Commission



Hong Wang

From: Ralph Jaeger
Sent: Thursday, February 15, 2001 11:17 AM
To: Hong Wang
Subject: All Aloha Utilities, Inc., Dockets

010156

Please continue to add Representative Mike Fasano to all Aloha dockets. If you have any questions, please call me at 3-6234.

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF LEGAL SERVICES
NOREEN S. DAVIS
DIRECTOR
(850) 413-6199

Public Service Commission

February 20, 2001

RECEIVED-PPSC
01 FEB 21 AM 10:41
RECORDS AND
REPORTING

Mr. Edward O. Wood
1043 Daleside Lane
New Port Richey, Florida 34655-4293

Re: Docket No. 991643-SU - Application for increase in wastewater rates in Seven Springs System in Pasco County by Aloha Utilities, Inc.

Docket No. 010168-WU - Application for limited proceeding emergency, temporary, and permanent increase in water rates to customers in Seven Springs service area in Pasco County, by Aloha Utilities, Inc.

Docket No. 010156-WU - Application for increase in service availability charges for water customers in the Seven Springs service area in Pasco County by Aloha Utilities, Inc.

Dear Mr. Wood:

This letter is in response to your letters dated January 25, and February 10, 2001, to Chairman Jacobs regarding the above-noted applications of Aloha Utilities, Inc. (Aloha or utility). Because these are pending cases, it would be improper for the Chairman to comment upon them. Therefore, the Chairman's Office forwarded your letters to the Division of Legal Services for response.

In your January 25, 2001 letter, you question a \$1.11 per thousand gallons water rate increase. The only increases authorized by Order No. PSC-01-0326-FOF-SU, issued February 6, 2001, in Docket No. 991643-SU, were for: (1) increased wastewater rates (increased gallonage charge for wastewater by \$1.09 per one thousand gallons with a ten-thousand gallon maximum per month, and increased the base facility charge for wastewater from \$8.99 to \$13.99); (2) increased reuse rates (increased from \$.25 per 1,000 gallons to \$.29 per 1,000 gallons); and (3) increased service availability charges (increased wastewater service availability charges from \$206.75 per equivalent residential connection (ERC) to \$1,650 per residential ERC). No increases for water rates were authorized in Order No. PSC-01-0326-FOF-SU.

However, the wastewater part of your utility bill will now consist of a \$13.99 base facility charge (a \$5 increase), and a gallonage charge of \$3.41 per 1,000 gallons (a \$1.09 increase per 1,000

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. Edward O. Wood

Page 2

February 20, 2001

gallons), based on your water consumption up to a maximum of 10,000 gallons per month. Therefore, if you were to use 5,000 gallons of water, your wastewater bill would be the \$13.99 base facility charge plus five times the gallonage charge of \$3.41 (\$13.99 fixed charge plus \$17.05 usage charge). This latter amount of \$17.05 is not a water bill, but the variable portion of your wastewater bill based on the estimate that an average residential consumer will return 80 percent of its water consumption through the wastewater system. The currently approved water rate is a \$7.17 base facility charge (includes 3,000 gallons), with a charge of \$1.28 per one thousand gallons over the three thousand gallons included. This water rate was not changed in Docket No. 991643-SU.

As for the change in wastewater rates, the Commission found, after an evidentiary hearing, that the increase in wastewater rates was warranted due to improvements required by the Department of Environmental Protection (DEP). Section 367.081, Florida Statutes, requires this Commission to approve rates which will give the utility an opportunity to earn a fair rate of return on its investment required by DEP. In this wastewater rate case, the utility requested an increase of 57.29%, and the Commission determined that a 49.49% increase was warranted.

In your February 10, 2001 letter, you refer to two new dockets - Dockets Nos. 010168-WU and 010156-WU. These dockets were opened when Aloha filed, respectively, a limited proceeding for increased water rates and a proceeding for increased water service availability charges. The latter filing was required by the Commission in Order No. PSC-00-1285-FOF-WS, issued July 14, 2000, in Docket No. 960545-WS.

As you state, in Docket No. 010156-WU, Aloha is asking for increased "Impact Fees," i.e., what the Commission calls "service availability charges." In Docket No. 960545-WS, the Commission noted that Aloha had very low impact fees and directed Aloha to file a water service availability case by February 1, 2001. The objective of this water service availability case is to assure that future customers pay their fair share for the cost of growth. Therefore, Docket No. 010156-WU should benefit you and the other current customers.

As for Docket No. 010168-WU, Aloha is asking for increased water rates from its Seven Springs customers to recognize the increased costs that it will incur for having to purchase water from Pasco County. You argue that these increased costs are the result of poor management and Aloha's failure to plan ahead. That is exactly what the staff and the Commission will investigate in determining whether an increase in water rates is warranted. Only those expenses that are found to be prudent will be allowed by the Commission. If the Commission determines that the utility could have avoided some or all of these increased costs through proper management, then it will not allow those costs which it deems to be imprudent.

Pending the determination of the appropriate final water rates, the utility has requested an emergency, temporary increase in water rates. If the Commission does approve emergency, temporary rates, then they will be subject to refund and protected by an appropriate security. Also, prior to final water rates being set, the Commission will give the customers and/or the Office of

Mr. Edward O. Wood
Page 3
February 20, 2001

Public Counsel an opportunity to request a hearing. As always, if a hearing is scheduled, the hearing will be in the New Port Richey area, and the customers will have the opportunity to testify.

If you have any further questions, please feel free to call me at (850) 413-6234.

Sincerely,



Ralph R. Jaeger
Senior Attorney

RRJ/lw
Enclosure

cc: Representative Mike Fasano
F. Marshall Deterding
Division of Economic Regulation (Willis, Merchant, Fletcher)
Division of Records and Reporting
Office of Public Counsel
Office of Chairman E. Leon Jacobs

RAR Official Filing:

3/30/01***11:01 AM*****Matilda Sanders*****1**

Matilda Sanders

PCO 0829

From: Lysa White
Sent: Friday, March 30, 2001 11:02 AM
To: RAR - Orders-Notices
Cc: Janet Harrison
Subject: Order in DN 010156

3 pm

The order saved in WP9 as i:010156or.rrj ^{wd} has been filed electronically.

S

2f



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

010156-W

RECORDS AND
REPORTING

01 APR 20 AM 11:21

RECEIVED-PPSC

DATE: April 18, 2001
TO: Richard Tudor, Division of Economic Services
FROM: Ralph Jaeger, Division of Legal Services
RE: Complaint of Betty Prishvalko, customer of Aloha Utilities, Inc., forwarded by Representative Mike Fasano

By letter dated April 11, 2001, Representative Mike Fasano forwarded the complaint letter of Betty Prishvalko. Both Representative Fasano's cover letter and the customer's complaint are forwarded for your appropriate response.

cc: Representative Mike Fasano
Division of Records and Reporting
F. Marshall Deterding, Esquire
Office of Public Counsel (Burgess)



Florida House of Representatives
Majority Leader

Mike Fasano
Representative, 45th District

Reply to:

8217 Massachusetts Avenue
New Port Richey, FL 34653-3111
(727) 848-5885
fasano.mike@leg.state.fl.us

322 The Capitol
402 South Monroe Street
Tallahassee, FL 32399-1300
(850) 488-8528

April 11, 2001

Ralph Jaeger, Senior Attorney
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. Jaeger:

A constituent of mine, Betty Prishvalko of 3519 Jackson Drive, Holiday 34691, sent me the attached letter regarding Aloha Utilities. I would appreciate it very much if you or your staff would review her comments and provide any assistance that may be appropriate.

Thank you for your attention to this matter. As always, if there is anything I can ever do for you please do not hesitate to contact me.

Yours truly,

Mike Fasano
State Representative, District 45
Majority Leader

MF/gg

Attachment

cc: Betty Prishvalko

APR 13 2001
PUBLIC SERVICE COMMISSION
LEGISLATIVE DIVISION

Betty J. Prishvalko
3519 Jackson Drive
Holiday, Florida 34691
(727) 934-7618

March 26, 2001

Hon. Michael Fasano
Florida House of Representatives
1101 The Capitol
Tallahassee, FL 32399-1300

Hon. Michael Bilirakis
4111 Land O'Lakes Blvd.
Suite 306
Land O'Lakes, FL 34639

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Eric Seidel, Consumer Lawyer
Fox 13 NEWS
via E-mail

Pasco Times
Letters to the Editor
via E-mail

Re: Aloha Utilities, Inc.

Dear Sirs:

I write this letter out of sheer frustration because of a billing situation with Aloha Utilities, Inc., the company which supplies water and sewer service to my home in Aloha Gardens, Holiday.

I have lived at 3519 Jackson Drive in Holiday, Florida, for more than 25 years. During that time period, my water usage has never exceeded 3,000 gallons per month, even during times when I entertained visitors in my home. I have always taken great pains to conserve water. I never watered my gardens or lawns, or washed my cars with public water. I collected water in rainbarrels for those purposes. My husband and I always had a great respect for this valuable resource.

Last November, I decided to visit my family for an extended period of time. Before I left, I went to the office of Aloha Utilities and explained that I was going away on vacation for approximately two months, but I did not want to leave any unpaid water bills during the time I was away. I left a deposit of \$100.00 to be used for any bills which would be issued during my vacation.

Upon my return on January 3, 2001, I received a water bill for the period November 25 through December 22, 2000, showing water usage of 52,250 gallons of water. You can imagine my disbelief. I immediately went to Aloha Utilities to get some answers, and I took my billing history with me to be reviewed.

The person with whom I spoke would not listen to anything I had to say. She simply stated that there must have been a leak, because the meter could not be incorrect. Therefore, someone must have used the water, or there was a leak under my house. You have to admit, a leak of some 50,000 gallons of water would have left an awfully large puddle as evidence somewhere. Incidentally, before I left, I turned the water off at the main shutoff valve.

After visiting the utility, I decided to check their "leak" theory. I ran the water in my home, and checked the meter as it was running. I turned the water off and checked the meter, and it did not advance with the faucets turned off. Still no answers, other than "then someone must have stolen your water" from Aloha Utilities.

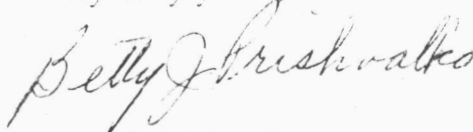
I wrote the Utility a detailed letter, including my billing history for the past year, a copy of which is enclosed. I received a response, stating that they would do a flow test of the meter, and report the findings. After approximately 3 weeks, I received another phone call stating that the meter was running properly, but that I could request a "bench" test of the meter, at a cost to me of yet another \$20.00. I have not yet made the decision to "throw good money after bad," because I have a sneaky suspicion that their bench test will also reveal that nothing is wrong with the meter.

I know that I am not the only consumer who has had this same problem with Aloha Utilities. One of my neighbors experienced the exact same problem when she returned from a visit north. She received a water bill for an outrageous amount of water usage, with no apparent leaks. I have also read various letters to the editors of our local papers complaining of similar problems with Aloha Utilities.

I believe that something should be done to look into this matter. I personally am on a fixed income, and receive only my social security benefits. I paid the outrageous bill to avoid having my water turned off for nonpayment, but the additional \$200 outlay seriously affected my cash flow for the first three months of this year.

I would appreciate your investigation of this situation and the utility's billing practices. Thank you very much for your attention to this matter.

Very truly yours,

A handwritten signature in cursive script that reads "Betty J. Prishvalko". The signature is written in dark ink and is positioned above the printed name.

Betty J. Prishvalko

Enclosures

ATTORNEYS, PLLC

LEE ALCOTT
MICHAEL J. BALANOFF
SARAH LEWIS BELCHER
LAURENCE G. BOUSQUET
PHILIP S. BOUSQUET
RICHARD J. BRICKWEDDE**
DAVID A. HOLSTEIN †
VIRGINIA A. HOVEMAN*
KEVIN R. MCAULIFFE***
SHARON A. MCAULIFFE
PAUL M. PREDMORE
LOWELL A. SEIFTER ‡
JOHN L. VALENTINO
ROBERT K. WEILER

COPY

February 9, 2001
Personal Correspondence

OF COUNSEL:
EDWARD S. GREEN †
SIDNEY L. MANES
HARRISON V. WILLIAMS, JR.
DAVID A. YAFFEE

ROBERT D. MCAULIFFE
1993-1995

CHRISTINE WOODCOCK DETTOR
MELINDA J. HARTNETT
DAFNI S. KIRITSIS
TIMOTHY M. LYNN

* ALSO ADMITTED TO IL. BAR
** ALSO ADMITTED TO D.C. BAR
*** ALSO ADMITTED TO N.C. BAR
† ALSO ADMITTED TO FL. & PA. BAR
‡ ALSO CERTIFIED PUBLIC ACCOUNTANT
§ NOT FOR SERVICE OF PROCESS

Aloha Utilities, Inc.
6915 Perrine Road
New Port Richey, FL 34655

**Re: Customer #3115
3519 Jackson Drive - Meter #47642998
Betty Prishvalko**

Dear Sir or Madam:

I am writing this letter on behalf of my Mother, Betty Prishvalko. My Mother advises me that she has received and paid a water bill for the period 11/25/00 through 12/22/00 in the amount of \$229.44. The bill indicated that she had used 52,250 gallons of water during that period. She has resided in her home for almost 30 years, and her average water usage has been 2,500 gallons per month for the entire time. Copies of some of her more recent bills are enclosed for your convenience.

My Mother was visiting with me from November 20 through January 3, 2001. During the time she was away from her home in Holiday, the water in her house was turned off at the main shutoff valve. Before she left for vacation, she came to your office and left a \$100.00 deposit to be applied to any bills which would become due during the time she was away.

When she received the bill in question, my Mother tells me that she immediately came to your office for an explanation, and brought her past bills showing her usage for the year 2000. She tried to explain the problem to your



Aloha Utilities, Inc.

February 9, 2001

Page -2-

representative, and asked that her water use history be reviewed to determine where the error could have been made. She was very rudely told that the meter reading was correct, and there was nothing anyone could do to help her. She was told that she must have a leak somewhere.

I'm sure you will agree that a 52,250 gallon leak would leave some evidence somewhere in a one month period. My Mother found no indication of any leaks anywhere in her house, or outside of the house. In addition, she has been monitoring the meter since she returned home. The meter reading only advances when the water is turned on somewhere in the house. Therefore, the only conclusion is that there is no leak, and that the meter is defective.

My Mother has paid the amount billed to her to avoid having her water turned off for nonpayment. However, we respectfully request an immediate review of her account, replacement of the obviously defective water meter, and a refund of the overpayment for the error.

Thank you for your attention to this matter.

Very truly yours,

Helen Maltese, Paralegal

Enclosures
cc: Betty Prishvalko



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

010156-WS

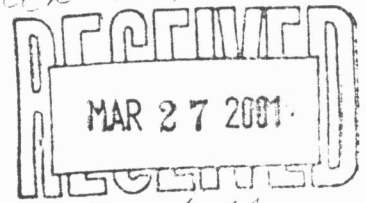
DATE: April 18, 2001
TO: Richard Tudor, Division of Economic Services
FROM: Ralph Jaeger, Division of Legal Services
RE: Complaint of Julie DePiro, customer of Aloha Utilities, Inc., forwarded by Representative Mike Fasano

RECEIVED-FPSC
 01 APR 20 11 21
 RECORDS AND REPORTING

By letter dated April 11, 2001, Representative Mike Fasano forwarded the complaint letter of Julie DePiro. Both Representative Fasano's cover letter and the customer's complaint are forwarded for your appropriate response. I note that in Ms. DePiro's letter, she references bills from November 2000 to now. However, only the bill for the period 10/13/00 through 11/13/00 was attached. I called the aid for Representative Fasano, who was in Tallahassee, and he stated that, to his knowledge, they had sent everything they had received.

cc: Representative Mike Fasano
 Division of Records and Reporting
 F. Marshall Deterding, Esquire
 Office of Public Counsel (Burgess)

March 20, 2001



Dear Representative Fasano,

I am sending you copies of my ~~utility bills~~ from Aloha Utilities to show you the large increase in my bills from November 2000 to now. The increase amounts to \$30.00 more a month.

When I complained to Aloha Utilities they state the additional amount is due to the \$7.00 a month increase in the sewer charge. If this is the case why am I being billed for an additional \$23.00!

I have also attached a reply from the Public Service Commission in regards to my complaint against Aloha.

Since we have not changed our habits concerning water usage from November until now, there is no possible way Aloha can justify what they are charging us for water and sewer.

Please let me know what I can do to help you fight Aloha Utilities. It sickens me to write a check to them each month for \$80.00 plus dollar knowing they are ripping me off and getting away with it!

Sincerely,

Orville P. ...
(727) 372-5631



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

Phone: 727-937-4275 / Night & Emergency 727-937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
32312	11/15/00	12/21/00	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
	10/13	11/13		
SRO	290760	299200	1.	8440
PREVIOUS BALANCE				0.00
WATER				14.13
SEWER				27.81
GARBAGE FEE				8.77
STREET LIGHTS				2.00
TOTAL AMOUNT DUE				52.71

KEEP THIS STUB / SEE REVERSE SIDE

ANDOVER STREET, 4131
METER # 53343119 D

STATE OF FLORIDA

Commissioners:
E. LEON JACOBS, JR., CHAIRMAN
J. TERRY DEASON
LILA A. JABER
BRAULIO L. BAEZ
MICHAEL A. PALECKI



DIVISION OF CONSUMER AFFAIRS
BEVERLEE DEMELLO
DIRECTOR
(850) 413-6100
TOLL FREE 1-800-342-3552

Public Service Commission

March 12, 2001

Mr. and Mrs. Vinnie Depiro
4131 Andover Street
New Port Richey, FL 34653

RE: FPSC Inquiry #361436W

Dear Mr. and Mrs. Depiro:

This is a response to your communications with the Florida Public Service Commission concerning Aloha Utilities, Inc.

A review of the information developed in our investigation indicates that a company representative has been in touch with you and that the matter appears to be resolved.

If this is not the case, or if you have additional questions with which I can be of assistance, please contact me toll free at 1-800-342-3552, by toll free fax at 1-800-511-0809, or by e-mail at dflores@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Dan Flores".

Dan Flores
Regulatory Specialist I
Division of Consumer Affairs

DF:ewe



Public Service Commission

-M-E-M-O-R-A-N-D-U-M-

A

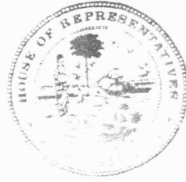
RECEIVED - FPSC
01 APR 20 AM 11:21
RECORDS AND REPORTING

DATE: April 18, 2001
TO: Richard Taylor, Division of Economic Services
FROM: Ralph Jaeger, Division of Legal Services
RE: Complaint of Mary C. Reilly, customer of Aloha Utilities, Inc., forwarded by Representative Mike Fasano

010156-WS

By letter dated April 11, 2001, Representative Mike Fasano forwarded the complaint letter of Mary C. Reilly. Both Representative Fasano's cover letter and the customer's complaint are forwarded for your appropriate response.

cc: Representative Mike Fasano
Division of Records and Reporting
F. Marshall Deterding, Esquire
Office of Public Counsel (Burgess)



Florida House of Representatives
Majority Leader

Mike Fasano
Representative, 45th District

Reply to:

- 8217 Massachusetts Avenue
New Port Richey, FL 34653-3111
(727) 848-5885
fasano.mike@leg.state.fl.us
- 322 The Capitol
402 South Monroe Street
Tallahassee, FL 32399-1300
(850) 488-8528

April 11, 2001

Ralph Jaeger, Senior Attorney
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Dear Mr. Jaeger,

A constituent of mine, Mary C. Reilly of 4251 Revere Circle, New Port Richey 34653, sent me the attached letter regarding Aloha Utilities. I would appreciate it very much if you or your staff would review her comments and provide any assistance that may be appropriate.

Thank you for your attention to this matter. As always, if there is anything I can ever do for you please do not hesitate to contact me.

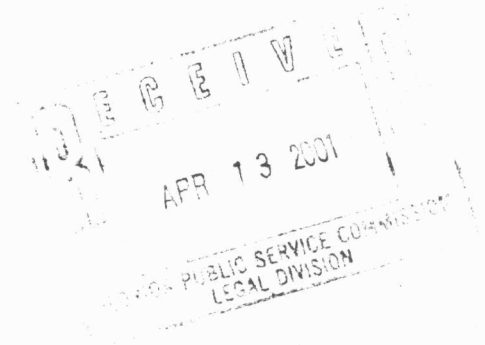
Yours truly,

Mike Fasano
State Representative, District 45
Majority Leader

MF/gg

Attachment

cc: Mary Reilly



RECEIVED
MAR 26 2001
REGULATED

Dear Mr. [Name] [Address] [City] [State] [Zip]

Thank you for your letter of [Date] regarding [Subject].

I am sorry to hear that you are experiencing [Problem]. I will do my best to assist you in resolving this matter.

As I have mentioned, I have been unable to locate the account you are referring to. I will continue to search for it and will contact you again once I have more information.

I have also spoken with [Name] about the situation. They will be in contact with you regarding the account as soon as possible.

I am sorry that I cannot provide a more definitive answer at this time. I will keep you updated as soon as I have more information.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO: Aloha Utilities, Inc.
 6915 Perrine Ranch Road
 New Port Richey, FL 34655

Office Hours
 Monday - Friday 8:30 - 4:00
 Telephone (727) 372-0115
 24 Hour Emergency (727) 372-0115

ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE
19163		REVERE CIRCLE, 4251			02/15/01		03/10/01
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE
		FROM	TO		CURRENT	PREVIOUS	
55209888	SR0	01/08/01	02/01/01	30	106840	99170	7670

Last payment received on 02/06/01 for \$66.44 - Thank you

PREVIOUS BALANCE	0.0
WATER	13.1
SEWER	42.5
GARBAGE	8.7
STREET LIGHTS	2.0

Pd 3-1-01

PAY THIS AMOUNT ►

66.44

24
 I.
 P

Bills are due when rendered, and delinquent if not paid within 20 days. Water service may then, after five (5) days written notice, be discontinued for non-payment of either water or sewer service. Service will be resumed only upon payment of all past due water and sewer bills and penalties together with a reconnect charge.

PLEASE TEAR HERE AND RETURN TOP PORTION OF BILL WITH YOUR PAYMENT.

MAKE CHECKS PAYABLE IN U.S. FUNDS TO: Aloha Utilities, Inc.
 6915 Perrine Ranch Road
 New Port Richey, FL 34655

Office Hours:
 Monday - Friday 8:30 - 4:00
 Telephone (727) 372-0115
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ACCOUNT NUMBER		SERVICE ADDRESS			STATEMENT DATE		DUE DATE	
19163		REVERE CIRCLE, 4251			03/15/01		04/06/01	
METER NUMBER	CLASS	SERVICE USED		# OF DAYS	METER READING		USAGE	
		FROM	TO		CURRENT	PREVIOUS		
55209888	SR0	02/01/01	03/01/01	30	115510	106840	8670	

Last payment received on 02/28/01 for \$66.46 - Thank you

PREVIOUS BALANCE	0.00
WATER	14.43
SEWER	46.19
GARBAGE	8.77
STREET LIGHTS	2.00

PAY THIS AMOUNT ▶

71.39

Aloha Utilities, Inc.

*6915 Perrine Ranch Road
New Port Richey, FL 34655*

(727) 372-0115 Fax (727) 372-2677

February 2001

Dear Customer:

As mentioned in our last newsletter, Pasco County is still experiencing severe drought conditions. The irrigation schedule has been reduced to once a day, either before 9:00 a.m. or after 5:00 p.m., on your designated watering day. Refer to the chart below to determine what is your designated watering day:

<u>Address That End In</u>	<u>Watering Day</u>
0 or 1	Monday
2 or 3	Tuesday
4 or 5	Wednesday
6 or 7	Thursday
8 or 9	Friday

We have recently received approval from the Florida Department of Environmental Protection (FDEP) to provide reuse water in the Seven Springs service area. This will enable us to provide reclaimed water for irrigation to customers at a much lower price than they are now paying for potable water. We will be looking for input from our various Homeowner Associations to determine the desirability of providing reuse water to customer's homes. The availability of reuse to your area will be based upon your location and customer demand. If you are interested in receiving reuse for irrigation please state your request in writing to our office.

For your convenience, we will be installing a payment drop box in our parking lot for payment drop off. Look for it as you exit the parking lot at the end of the island.

The Florida Public Service Commission (FPSC) issued a final order approving an increase in rates for the Seven Springs Wastewater System on February 6, 2001. Representative Fasano stated in the press that he planned to protest the FPSC decision even before it was released. The Office of Public Counsel, apparently at Mr. Fasano's urging, has requested reconsideration of that order. We have now begun the process of preparing a response to deal with the request and are incurring costs that will ultimately increase your rates. Mr. Fasano has written that he believes the cost of reconsideration and appeal of an order was exaggerated in our last newsletter. However, Mr. Fasano has been informed by the FPSC that this is a feasible number. At the present time, since a request for reconsideration has been filed, the final rates cannot be implemented. Due to the request, you will continue to pay approximately a 6% higher rate than approved by the FPSC in the final order until this matter is resolved. This process will potentially take many months and cost thousands of additional dollars. The higher rate, or one even higher than originally requested, may well result once costs of responding to this reconsideration request and any possible appeal actions are added on.

We will continue to update you on various issues that affect your water and/or wastewater service. As always, we value your business and appreciate the opportunity to serve you.

Sincerely,



Stephen Q. Watford
President

CCA Official Filing:

10/18/02***** 8:02 AM*****Marguerite Lockard *****1

Marguerite Lockard

PSC-02-1428-TRF-WU

From: Janice Banka
Sent: Thursday, October 17, 2002 5:05 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

9 pgs

Date and Time: 10/17/02 5:04:00 PM
Docket Number: 010156-WU
Filename / Path: 010156or.rrj

Order Finalizing Water System Plant Capacity Charges and Releasing Escrowed Funds.

Number of pages in order - 9.

Thanks "J"

3/0 + 2 Pasco Clerk

CCA Official Filing:

11/12/02*****3:01 PM*****Matilda Sanders*****1

Matilda Sanders

1553 - CD

From: Janice Banka
Sent: Tuesday, November 12, 2002 2:54 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

Date and Time: 11/12/02 2:53:00 PM
Docket Number: 010156-WU
Filename / Path: 010156co.rvj

2

CONSUMMATING ORDER.

Number of pages in order - 2.

Thanks "J"

3/0 + 2 Pasco Clrk

CCA Official Filing:
11/21/02*****2:02 PM*****Kay Flynn*****1

Kay Flynn

From: Ralph Jaeger
Sent: Thursday, November 21, 2002 1:47 PM
To: Kay Flynn; Bart Fletcher; Tricia Merchant
Cc: Sandy Moses
Subject: RE: Docket 010156-WU - Aloha Utilities - SAC Increase

The utility has filed revised tariffs and notice. However, Bart is out sick and he is the one to verify/approve. Also, I am on vacation until Dec. 2, 2002. Bart, when you get back in, please do memo as requested below and copy me.

-----Original Message-----

From: Kay Flynn
Sent: Monday, November 18, 2002 9:08 AM
To: Ralph Jaeger; Bart Fletcher
Cc: Sandy Moses
Subject: RE: Docket 010156-WU - Aloha Utilities - SAC Increase

Ralph/Bart, we will need an indication for the record and CMS that the company filed notice and tariffs which were verified/approved by staff. This will negate the need for an a-order and also provide explanation for CO order closing the docket.

Kay

-----Original Message-----

From: Ralph Jaeger
Sent: Monday, November 18, 2002 8:50 AM
To: Sandy Moses
Cc: Bart Fletcher; Kay Flynn
Subject: RE: Docket 010156-WU - Aloha Utilities - SAC Increase

I got copies and it shows it going to Bart also -- don't know why he didn't get his -- he came up and copied mine and is reviewing now.

-----Original Message-----

From: Sandy Moses
Sent: Monday, November 18, 2002 8:40 AM
To: Ralph Jaeger
Cc: Bart Fletcher; Kay Flynn
Subject: RE: Docket 010156-WU - Aloha Utilities - SAC Increase

CMS does not indicated that the notice or tariffs have been filed, and last week when I talked to Bart, he wasn't aware of it either.

-----Original Message-----

From: Ralph Jaeger
Sent: Monday, November 18, 2002 8:21 AM
To: Kay Flynn
Cc: Sandy Moses; Bart Fletcher
Subject: RE: Docket 010156-WU - Aloha Utilities - SAC Increase

They have filed notice and tariffs -- if they are correct why do we need an amendatory Order??

-----Original Message-----

From: Kay Flynn
Sent: Thursday, November 14, 2002 12:06 PM
To: Ralph Jaeger
Cc: Sandy Moses; Bart Fletcher
Subject: FW: Docket 010156-WU - Aloha Utilities - SAC Increase

CCA Official Filing:

11/21/02*****2:02 PM*****Kay Flynn*****2

Ralph, please see contents of e-mail below. The CO order should have stated the docket would remain open, so we will need an amendatory order to correct this. Order number will be:

PSC-02-1553A-CO-WU

Kay

-----Original Message-----

From: Sandy Moses
Sent: Thursday, November 14, 2002 12:01 PM
To: Kay Flynn
Cc: Bart Fletcher
Subject: Docket 010156-WU - Aloha Utilities - SAC Increase

Ralph needs to issue an amendatory consummating order for PSC-02-1553-CO-WU (issued 11/13/02) leaving the docket open to allow staff to verify requirements in the PAA order (shown below).

Order PSC-02-1428-TRF-WU finalizing water system plant capacity charges for Aloha; if no protest service availability charge to become final upon issuance of CO order; escrowed funds to be released and account closed if no protest; **upon staff's verification of revised tariff sheets and appropriate notice to customers, docket to close administratively**; protests due 11/8/02. (JDBPB)