

ORIGINAL

MEMORANDUM

November 19, 1997

TO: DIVISION OF RECORDS AND REPORTING

FROM: DIVISION OF LEGAL SERVICES (JAESER) *RRJ*

RE: DOCKET NO. 960545-WS - INVESTIGATION OF UTILITY RATES OF ALOHA UTILITIES, INC. IN PASCO COUNTY.

Please place the attached letters in the docket file. Also, the last letter dated November 11, 1997, states that the customer has a problem with black water even though his home is plumbed with PVC.

RRJ/lw

Attachment

cc: Division of Water and Wastewater (Starling, McRoy)
 James Goldberg
 Office of Public Counsel (McLean)
 F. Marshall Deterding, Esquire

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
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- OTH _____

DOCUMENT NUMBER-DATE
 11979 NOV 20 5
 FPSC-RECORDS/REPORTING



Florida House of Representatives

Mike Fasano
Representative, 45th District
Majority Whip

Reply to:

■ 8217 Massachusetts Avenue
New Port Richey, FL 34653-3111
(813) 848-5885

□ 323 The Capitol
Tallahassee, FL 32399-1300
(904) 488-8528

FAX

TO: Ralph Jaeger
FROM: Greg Giordano
DATE: November 14, 1997

Committees
Vice Chair, Community Colleges
& Career Prep
Finance & Taxation
Governmental Operations
Regulated Services

Our office received the attached faxes regarding the black water situation in the Trinity Oaks subdivision. Please add these items to the record.



From the TelePort. of

A. M. PORTER

FAX: 813-372-1439

DATE: Nov. 10/97

NUMBER OF PAGES: 3

TO : Greg

FAX # : 844-4453

MEMO

Rec'd this today from a home-owner from Trinity Oaks, close to Wyntree. As you can see by his business card, he knows of what he speaks!

stage time helps...

Ginny Porter

Mr. Water
CUSTOM WATER TREATMENT

MICHAEL G. CROCKER

8225 Bell Pond Court - New Port Richey, FL 34655
Pasco (813) 372-1884 Hillsborough / Pinellas 785-1888

11-10-97

To : GINNY PORTER
Re : ALOHA WATER CONDITION

WHEN WE PURCHASED OUR NEW HOME IN TRINITY OAKS IN 12-16-96, ONE OF THE FIRST THINGS WE DID WAS DRAIN THE HOT WATER HEATER TO TRY TO ELIMINATE THE GREY, ROTTEN-EGG SMELL IN OUR HOT WATER.

OUR HOUSE HAD 100% CPVC PLUMBING AND NO WATER SOFTENER AND THE ROTTEN-EGG SMELL PERSISTED EVEN AFTER WE INSTALLED A WATER SOFTENER WITH 30 FEET OF COPPER PIPE TO CREATE A LOOP FROM OUR WATER MAIN TO AND FROM THE WATER SOFTENER.

I DID NOT EXPECT THE WATER SOFTENER TO ELIMINATE THE ROTTEN-EGG SMELL, BUT I ALSO KNOW THAT IT DID NOT CAUSE THE PROBLEM NOR DID THE ADDITION OF 30 FEET OF COPPER PIPE.

I HAVE BEEN IN THE WATER TREATMENT BUSINESS FOR NEARLY 7 YEARS AND HAVE SOLD OVER 300 WATER SOFTENERS THROUGHOUT THE TAMPA BAY AREA, MANY OF WHICH HAVE COPPER PLUMBING.

I HAVE NEVER HAD A CUSTOMER TELL ME THAT THEY DEVELOPED A ROTTEN-EGG SMELL AFTER THEIR WATER SOFTENER WAS INSTALLED.

THE ROTTEN-EGG SMELL IS A CONDITION THAT I HAVE EXPERIENCED IN A FEW NEWLY DEVELOPED COMMUNITIES, BUT THE CONDITION NORMALLY IS ELIMINATED WHEN VACANT LOTS ARE ELIMINATED AND THE CHLORINE LEVEL IS MAINTAINED THROUGHOUT THE COMMUNITY.

THE WIDE-SPREAD PERSISTENCE OF THIS PROBLEM IN FULLY DEVELOPED COMMUNITIES THAT ALOHA WATER SERVES LEADS ME TO BELIEVE THAT ALOHA WATER IS POINTING FINGERS IN THE WRONG DIRECTION.

REGARDS,

MICHAEL G. CROCKER
8225 STILL POINT COURT
NEW PORT RICHEY FL 34655
813-372-1654

A. O. SMITH WATER PRODUCTS COMPANY

BOCHELLE PARK, SUITE 200 - 400 EAST JOHN CARPENTER FREEWAY
IRVING, TEXAS 75038

RUSTY / SMELLY WATER

Complaints of smelly and rusty water are frequent in the water heater industry. Both are caused by water borne bacteria that flourish in a warm water environment such as a water heater or hot water storage tank.

SMELLY WATER

The most common cause of smelly water is a non-toxic sulfate reducing bacteria called *Divibrio Sulfuricans*. These bacteria convert sulfates into sulfides that when mixed with hydrogen create **HYDROGEN SULFIDE GAS**. The associated "rotten egg" odor may be quite strong.

Along with the sulfur bacteria, required elements are high concentrations of sulfates, active hydrogen, and water with little or no dissolved oxygen. Sulfates provide the food for the bacteria. Hydrogen is already present in the water, and can be enhanced by the water heater anode rod(s). Permanent removal of the anode rod(s) is not an acceptable solution, as it will void tank warranty. Examples of water heating systems often low on dissolved oxygen are systems served by well water, vacation or weekend cabins, any water heater with long standby periods and municipal water systems with large reserves and low flow conditions.

RUSTY WATER

Water heaters and storage tanks are often blamed for rusty or discolored water. In fact, it is very unusual for today's high quality glass lined tanks to have a lining failure significant enough to allow water to contact enough bare metal to discolor the contents of even a small tank.

The common cause of rusty water is iron reducing bacteria called *Crenothrix*, *Leptothrix*, and *Gallionella*. Iron bacteria is commonly found in soil, water wells, water treatment plants, and water distribution piping systems where soluble iron exceeds 0.2 ppm. Higher levels make conditions even more favorable. Soluble iron in the water provides food for the bacteria. Rusty discolored water is the end result of the bacteria feeding process. Left unchecked laundry, tableware and plumbing fixtures can be stained.

Heaters and tanks with iron bacteria usually require new anode rods as presence of iron bacteria causes premature anode failure.

SOLUTION

Chlorinate the water heater or tank as per the following instructions. Heaters and tanks with extended iron bacteria infestation may require more than one treatment. A chlorine fixer may be the only permanent solution to repeated iron or sulfur bacteria infestation.

From the TelePort of: *State* FAX: 813-375-4000

DATE: 11/11/97 NUMBER OF PAGES: 2

TO: *Breg*

PHONE: *813-4453*

MEMO: *Here's a good one to add to your collection!*

GD.

NOV. 11. 1997 12:18PM CIRIUS LOGIC ST PETERSBURG FL

NO. 474 11/11/97

Donald C. Snell
1248 1/2 1st Street Dr.
New Port Richey, FL 34655
813-375 3076

November 11, 1997

Dear Mike Fasano (State Representative):

My family (Joan my wife, and Brooks my 8 month old baby (id) has recently moved into our newly built home in the community of Trinity Oaks. I have written this letter to address some issues with the very poor drinking water we receive from our water supplier (Aloha Water).

When we use any hot water, a very foul rotten egg smell gets released into the room. Also, the water is dark gray (almost black) in color. I have been told by a plumber that if I remove the magnesium ion treatment rod from my water heater the foul smell should be reduced. However, removal of this rod will cause my water heater to deteriorate much faster (i.e. I will have to replace the water heater sooner).

I am also keeping up with the articles in the Pasco Times section of the Pasco Times newspaper concerning numerous customer complaints about their Aloha water quality. Aloha has been stating that the only homes who might have a problem are those with copper plumbing. This appears to be a false statement since my home is run with CPVC piping only (i.e. a form of plastic).

Also, my water pressure is weak. If more than one faucet is running at the same time, a very noticeable reduction in water pressure is observed.

Could you please respond and let me know what action I may take to eliminate this issue ASAP? I am concerned for the health of my family.

Sincerely,

Donald C. Snell

Donald C. Snell