

ORIGINAL

MEMORANDUM

November 29, 2000

RECEIVED-FPSC
00 NOV 29 PM 3:43
RECORDS AND REPORTING

TO: DIVISION OF RECORDS AND REPORTING (BAYO)
FROM: DIVISION OF LEGAL SERVICES (JAEGER)
RE: DOCKET NO. 960545-WS - INVESTIGATION OF UTILITY RATES OF ALOHA UTILITIES, INC. IN PASCO COUNTY.

Please place the attached letter dated October 27, 2000, from Representative Mike Fasano (complaint of Dr. Jeffrey Baumrucker) in the correspondence section of the above-referenced docket file. Also, please classify this item in CMS as "complaint letter of Dr. Jeffrey Baumrucker forwarded by Representative Fasano," instead of using the generic term "attachment."

Thank you.

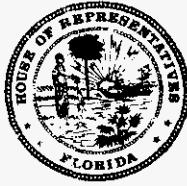
RRJ/lw

Attachment

cc: Division of Economic Regulation (Tudor)

APP
CAF
CMP
COM
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EGR
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OTH

DOCUMENT NUMBER-DATE
15278 NOV 29 8
FPSC-RECORDS/REPORTING



Florida House of Representatives

Representative Mike Fasano

Majority Floor Leader

District 45

Reply to:

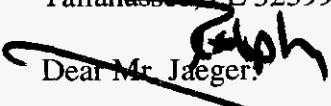
- ☒ 8217 Massachusetts Avenue
New Port Richey, FL 34653-3111
(727) 848-5885
fasano.mike@leg.state.fl.us
- ☐ 402 South Monroe Street
1101 The Capitol
Tallahassee, Florida 32399-1300
(850) 488-8528

Committees:

Chair, Health Care Licensing & Regulation
Health & Family Services Council
Finance & Taxation
Governmental Operations
Regulated Services

October 27, 2000

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


Dear Mr. Jaeger:

Enclosed are copies of several bills that my constituent, Dr. Jeffrey Baumrucker, has received from Aloha Utilities. As you can see, he uses an average of 38,000 to 80,000 gallons per month. In June he received a bill indicating that he used 232,600 gallons and in July Aloha claimed he used 376,400 gallons. He called Aloha and they claimed that their meters are correct. However, Aloha was surprised to learn that Dr. Baumrucker has his own meters installed and the readings on his meters are in line with his previous bills.

Dr. Baumrucker has tried unsuccessfully to work with Aloha in getting this matter straightened out. I am hoping that someone on your staff might be able to assist him. His telephone number is 727-376-1384.

Thanks in advance for any assistance you can provide. As always, if I can ever do anything for you, please do not hesitate to contact me.

Yours truly,

A handwritten signature in black ink that reads "Mike".

Mike Fasano
State Representative, District 45
Majority Floor Leader

MF/cmh

Enclosure

Cc: Dr. Jeffrey Baumrucker

JEFFREY H. BAUMRUCKER, D.D.S., P.A.

3130 SEVEN SPRINGS BLVD. ■ NEW PORT RICHEY, FL 34655 ■ (813) 376-1384

Mike,

A couple of weeks ago I called your office and explained to Chris Hunter about a situation I have with Aloha Utilities. As you can see by my previous bills, I use an average of anywhere from 38,000 to 80,000 gallons per month. Aloha sent me a bill claiming I used 232,600 gallons in June and 376,400 gallons in July. To say the least, I was shocked. I called Aloha and told them they had mistakenly billed me. They said, that was the reading on the meter and I used the amount on the bill. I said that was impossible I couldn't possibly have used that amount. We had no leaks or plumbing problems and we never noticed any wet areas or percolation on our property. I told them I have meters on all my buildings to determine water usage in them and that the amount on my meters was in line with my previous bills not what they had metered. They seemed a little surprised when they realized I had my own meters. I'm not sure what to do. They tested their meter and say it is correct and that I owe the money. Any help from you would be greatly appreciated.

Dr. Jeffrey H. Baumrucker



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

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

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
3513	09/30/99	10/28/99	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
SB3	08/28	09/28		
SB3	7010100	7384600	1.	74500
PREVIOUS BALANCE				0.00
WATER				121.38
SEWER				277.06
TOTAL AMOUNT DUE				398.46

*Pd 10/22
15605*

SEVEN SPRINGS BLVD, 3118
METER # 45124435



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

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

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
3513	11/30/99	12/30/99	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
SB3	10/28	11/28		
SB3	7430900	7481600	1.	50700
PREVIOUS BALANCE				0.00
WATER				91.15
SEWER				211.39
TOTAL AMOUNT DUE				302.54

Pd. 12/16 15756

SEVEN SPRINGS BLVD, 3118
METER # 45124435



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

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

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
3513	01/31/00	03/04/00	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
SB3	12/28	01/28		
SB3	7524600	7568100	1.	43500
PREVIOUS BALANCE				271.51
WATER				82.01
SEWER				191.52
TOTAL AMOUNT DUE				545.04

*Pd 2/29 15956
273.53*

SEVEN SPRINGS BLVD, 3118
METER # 45124435



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

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

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
3513	12/31/99	02/02/00	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
SB3	11/28	12/28		
SB3	7481600	7524600	1.	43000
PREVIOUS BALANCE				0.00
WATER				81.37
SEWER				190.14
TOTAL AMOUNT DUE				271.51

Pd 2/9 15886

SEVEN SPRINGS BLVD, 3118
METER # 45124435



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

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

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
3513	03/31/00	05/08/00	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
	02/28	03/28		
SB3	7648300	7710700	1.	62400
PREVIOUS BALANCE			<i>pd.</i>	424.45
WATER				106.76
SEWER				245.41
TOTAL AMOUNT DUE				776.62

*352.17 total
pd 4/27 ✓ 6131*

SEVEN SPRINGS BLVD, 3118
METER # 45124435 p



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

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

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
3513	02/29/00	03/28/00	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
	01/28	02/28		
SB3	7568100	7648300	1.	80200
PREVIOUS BALANCE				0.00
WATER				129.55
SEWER				294.90
TOTAL AMOUNT DUE				424.45

pd 3/27, 6052

SEVEN SPRINGS BLVD, 3118
METER # 45124435 p



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

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

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
3513	05/31/00	06/30/00	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
	04/28	05/28		
SB3	7781300	7853000	1.	71700
PREVIOUS BALANCE				0.00
WATER				118.67
SEWER				271.27
TOTAL AMOUNT DUE				389.94

*pd 6/14
✓ 6250*

SEVEN SPRINGS BLVD., 3118
METER # 45124435 p



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

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

CUSTOMER	BILLING DATE	DUE DATE	DAYS	
3513	04/30/00	05/31/00	30	
SERVICE	PREVIOUS	CURRENT	MULT.	USAGE
	03/28	04/28		
SB3	7710700	7781300	1.	70600
PREVIOUS BALANCE			<i>pd.</i>	352.17
WATER				117.26
SEWER				268.21
TOTAL AMOUNT DUE				737.64

*10225
10229
385.47*

SEVEN SPRINGS BLVD., 3118
METER # 45124435 p

CUSTOMER	BILLING DATE	DUE DATE	DA
3513	06/30/00	08/04/00	
SERVICE	PREVIOUS	CURRENT	MULT. USA
	05/28	06/28	
SB3 7853000	8085600	1.	232600
PREVIOUS BALANCE			0.00
WATER			324.62
SEWER			718.57
TOTAL AMOUNT DUE			1043.19

JUL 17 2000
 3513 06/30 1043.19
RETURN THIS STUB WITH PAYMENT
 Amount Paid \$
 JEFFREY BAUMRUCKER DDS
 3130 SEVEN SPRINGS BLVD
 NEW PORT RICHEY FL 34655

SEVEN SPRINGS BLVD. 34655
 METER # 45124435 p

CUSTOMER	BILLING DATE	DUE DATE	DAYS
3513	07/31/00	09/08/00	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
	06/28	07/28	
SB3 8085600	8462000	1.	376400
PREVIOUS BALANCE			1043.19
WATER			508.68
SEWER			1118.33
TOTAL AMOUNT DUE			2670.20

ALOHA UTILITIES, INC.
 2514 Aloha Place
 Holiday, FL 34691
 Phone: 727-937-4275 / Night & Emergency 727-937-4275
 PRE-SORTED
 FIRST CLASS MAIL
 U.S. POSTAGE PAID
 HOLIDAY, FL
 34691
 PERMIT NO. 81
 TEMP - RETURN SERVICE
 REQUESTED
RETURN THIS STUB WITH PAYMENT
 Amount Paid \$
 JEFFREY BAUMRUCKER DDS
 3130 SEVEN SPRINGS BLVD
 NEW PORT RICHEY FL 34655

SEVEN SPRINGS BLVD. 34655
 METER # 45124435 p

CUSTOMER	BILLING DATE	DUE DATE	DAYS
3513	08/31/00	10/05/00	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
	07/28	08/28	
SB3 8462000	8500400	1.	38400
PREVIOUS BALANCE			2670.20
WATER			76.04
SEWER			178.69

Except for those two months I'm back where I should be.