

ORIGINAL

M E M O R A N D U M

January 8, 1999

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

Please place the attached letter dated December 5, 1998, in the docket file.

RRJ/lw

Attachment

cc: Division of Water and Wastewater (Crouch, McRoy, Willis)

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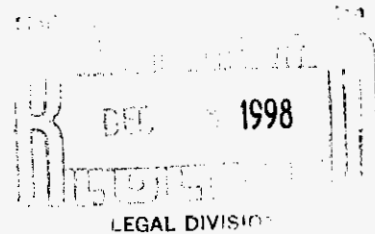
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EPSC-RECORDS/REPORTING

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December 5, 1998

Ralph R. Jaeger, Senior Attorney
Public Service Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850



Dear Chairman,

Aloha Utilities continues to supply black water that no one is able to drink. When they open fire hydrants the black pours out, when we open our faucets, the same smelly black water enters our houses.

We have new homes and the copper plumbing in our homes is not the problem. Copper plumbing has been used in homes for over 50 years. The water heaters are not the problem because the cold water is black also. The water is black in the water supply system as evidenced when the fire hydrants are opened.

Please help us in forcing the Aloha utilities supply water we can drink.

The utility has already raised rates 50% and has refused to open their books for review. They are rapidly expanding the number of homes they supply here in the Trinity area. I also understand that they charge a much smaller impact fee to the developers of new areas than other water suppliers. Then, they must overcharge the existing homeowners to make up for the minimal impact fees collected but still provide this terrible water and poor service.

We really need your help.

Wayne Forehand