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Public Service Commission

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

DATE: August 1, 1997
TO: Division of Records & Reporting
FROM: Ralph R. Jaeger, Senior Attorney, Division of Legal Services
RE: Docket No. 960545-WS - Investigation of utility rates of Aloha Utilities, Inc. in Pasco County.

Please file the attached letter, dated June 13, 1997, in the above referenced docket.

RRJ:mw

Attachment

cc: Harold McLean, Office of Public Counsel
 F. Marshall Deterding, Esquire
 (Rose, Sundstrom & Bentley, LLP)
 Division of Water & Wastewater (McRoy, Starling)

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 APP _____
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DOCUMENT NUMBER-DATE
 07821 AUG-15
 FPSC-RECORDS/REPORTING



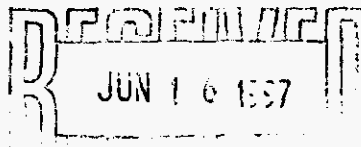
TILITIES, INC.

2514 Aloha Place
Holiday, Florida 34691
(813) 937-4275

June 13, 1997

The Honorable Mike Fasano
State Representative, District 45
8217 Massachusetts Avenue
New Port Richey, FL 34653

Florida Public Service Commission



LEGAL DIVISION

Dear Mr. Fasano:

I am in receipt of the several letters which you have sent to me, from May 27th through June 4th. Each of the letters list between one and four customers who have complained to you about "black smelly water" or "brackish smelly water" received from Aloha Utilities, Inc.

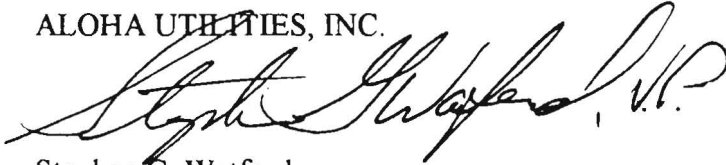
We, at Aloha Utilities, are very much concerned with the quality of water service provided to our customers and ensuring that they receive the highest quality of water service possible. In order to do this, we must be able to communicate directly with those customers when they have a problem with their service so that we can get all of the pertinent information concerning the nature of their complaints. We have told you, several times in the past, that in order for us to properly respond to these customers, we must have information directly provided to the Utility. This is necessary so that we can properly evaluate their concerns and provide them with a response and correct their problem if possible.

Only five of the fifteen customers you have listed in your letters have contacted us about a problem with their water quality this year. Three of those five customers, contacted us the same day they contacted you, and those calls were the only calls we received from them this year concerning their water quality. Six customers from your list have never contacted us for any sort of complaint since establishing service with us years ago. As such, we are having difficulty understanding why customers of the Utility Company are calling or writing their complaints to you about Aloha's service without even contacting the Utility directly.

We have undertaken to contact each of the fifteen customers listed in your letters on our own to try and obtain the facts and circumstances surrounding their problems and address those problems. When speaking with the customers, many have told us that they were instructed, by a newsletter or their Association's leaders, not to contact the Utility but to contact you instead. Your acting as a "go-between" is not serving the interest of those customers in getting their problems resolved satisfactorily or expeditiously. Therefore, from this point forward, we request that you instruct any customers who contact your office to contact the Utility directly, either in writing or by phone and we will help them to address their problems. We cannot continue to have Utility complaints handled through your office. If the customers wish to contact you at the same time they contact the Utility, that is their prerogative. However, we cannot handle complaints in this matter on a continuing basis. Thank you for your prompt attention to this problem. If you have any questions in this regard, please let me know.

Sincerely,

ALOHA UTILITIES, INC.



Stephen G. Watford
Vice President

SGW/ck

Cc: Dr. Richard Garrity, Department of Environmental Protection
Dr. Marc Yacht, Pasco County Health Department
Ralph Jaegar, Public Service Commission