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JOHNNIE BYRD
Speaker



Charles J. Beck
Deputy Public Counsel

November 18, 2004

Blanca S. Bayo, Director
Division of the Commission Clerk
and Administrative Services
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED-FPSC
04 NOV 18 PM 1:50
COMMISSION
CLERK

Re: Docket Nos. 020896-WS & 010503-WU

Dear Ms. Bayo:

Enclosed for filing, on behalf of the Petitioners, are the original and 15 copies of the Direct Testimony of Virginia Rulman Gennuso.

Please indicate the time and date of receipt on the enclosed duplicate of this letter and return it to our office.

- CMP _____
- COM _____
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- ECR _____
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- RCA _____
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CJB:bsr

Enclosure

RECEIVED & FILED

R. V. N

FPSC-BUREAU OF RECORDS

Sincerely,

Charles J. Beck
Deputy Public Counsel

DOCUMENT NUMBER-DATE

12389 NOV 18 04

FPSC-COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Petition by customers of Aloha)
Utilities, Inc. for deletion of portion)
of territory in Seven Springs area in)
Pasco County)

Docket No. 020896-WS

In re: Application for Increase in)
Water Rates for Seven Springs)
System in Pasco County by Aloha)
Utilities, Inc.)
_____)

Docket No. 010503-WU

Filed: November 18, 2004

DIRECT TESTIMONY

OF

VIRGINIA RUHLMAN GENNUSO

DOCUMENT NUMBER-DATE

12389 NOV 18 04

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Filed: November 18, 2004

DIRECT TESTIMONY

OF

VIRGINIA RUHLMAN GENNUSO

1 **BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION**

2 **Dockets Nos. 020896-WS & 010503-WU**

3 **DIRECT TESTIMONY**

4 **OF**

5 **VIRGINIA RULMAN GENNUSO**

6

7 **Q. PLEASE STATE YOUR NAME AND PROVIDE YOUR PLACE OF**
8 **RESIDENCE.**

9 A. My name is Virginia Rulman Gennuso, and I live at 9301 Santa
10 Monica Way, New Port Richey, FL 34655.

11

12 **Q. IN WHAT AREA DO YOU LIVE?**

13 A. Riverside Villas.

14

15 **Q. DO YOU DRINK ALOHA WATER FROM YOU TAP?**

16 A. NO. The smell and taste are very bad.

17

18 **Q. HOW FREQUENTLY DO YOU EXPERIENCE POOR WATER**
19 **QUALITY?**

20 A. Daily.

21

22 **Q. WHAT IS IT THAT OFFENDS YOU ABOUT THE QUALITY OF THE**
23 **WATER?**

24 A. It leaves black stains in my sink and the smell is bad and the taste is awful.

1 **Q. DO YOU USE ANY TYPE OF FILTERS? IF SO, WHERE IN THE**
2 **DOMESTIC PIPES DO YOU USE THEM? BEFORE WATER**
3 **ENTERS HOUSE/AFTER WATER ENTERS HOUSE - BEFORE**
4 **SOFTENER/AFTER SOFTENER?**

5 A. After the water enters the house. I have one under the kitchen sink and one
6 before the water enters the ice maker. They are after the softener.

7

8 **Q. IF A REASONABLE INCREASE IN COST IS NECESSARY TO**
9 **IMPROVE WATER QUALITY, WILL YOU BE WILLING TO**
10 **ACCEPT AN INCREASE IN WATER RATES SIMILAR TO WHAT**
11 **NEIGHBORING UTILITIES CHARGE? EXPLAIN THE**
12 **CONDITIONS UNDER WHICH YOU WILL AGREE TO AN**
13 **INCREASED COST, SUCH AS GUARANTEED IMPROVEMENT.**

14 A. Yes. As long as there is a guaranteed improvement in the water quality.

15

16 **Q. DOES THAT CONCLUDE YOUR TESTIMONY?**

17 A. Yes.

**DOCKET NOS. 001503-TP and 020896-WU
CERTIFICATE OF SERVICE**

I HEREBY CERTIFY that a copy of the foregoing has been furnished by U.S. Mail or hand-delivery to the following parties on this 18th day of November, 2004.


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