

M E M O R A N D U M

September 15, 1998

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

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Please place the two attached letters dated August 28, 1998 and September 1, 1998 in the docket file.

RRJ/lw

Attachment

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

ACK \_\_\_\_\_  
AFA \_\_\_\_\_  
APP \_\_\_\_\_  
CAF \_\_\_\_\_  
CMU \_\_\_\_\_  
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SEC 1 \_\_\_\_\_  
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OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE

10122 SEP 15 88

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  
402 South Monroe Street  
Tallahassee, FL 32399-1300  
(850) 488-8528

September 1, 1998

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

Dear Mr. Jaeger:

I have received the attached correspondence from a former constituent of mine, Mr. David Pollack. Mr. Pollack raises a very good question in his letter regarding the garbage fee that Aloha Utilities collects. I would appreciate knowing whether or not Aloha, as Mr. Pollack states, is allowed to continue collecting that fee after service has been stopped.

Thank you in advance for your assistance. As always, if there is ever anything I can do for you please do not hesitate to call on me.

Yours truly,

A handwritten signature in cursive script that reads "Mike Fasano".

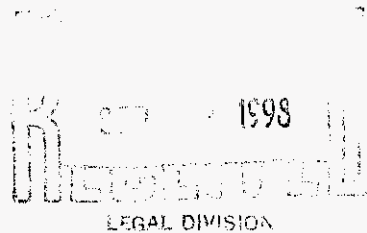
Mike Fasano  
State Representative, District 45  
Majority Whip

MF/gg

cc: David H. Pollack

### Committees

Vice Chair, Community Colleges  
& Career Prep  
Finance & Taxation  
Governmental Operations  
Regulated Services  
Joint Legislative Auditing



August 27, 1998  
732 Clover Hill Ct.  
Elk Grove Vg., IL 60007

Former FL address:  
4133 McClung Dr.  
New Port Richey, FL 34653

Honorable Mike Fasano  
Representative - 45 th District  
8217 Massachusetts Ave.  
New Port Richey, FL 34653

Dear Mr. Fasano:

During our residence in FL I followed with interest your attempts to obtain remedial action by Aloha Utilities, Inc to improve water quality and lower the exorbitant sewer rates. Aloha has another billing ploy which, in my estimation, is pure and simple a scam.

Early in 1998 we decided to return to IL. We moved prior to the sale of our home, had the water disconnected, (big mistake - no rain), and then had it re-connected. The house was empty with no garbage, trash, or re-cycling being generated. Aloha continued to bill me for the garbage fee. I wrote Aloha requesting an explanation for the fee and received no answer. I withheld the garbage fee on one bill, to see what would happen, and the fee showed up on the next bill as "past due." As the house sold I paid all the billings including the garbage fees. (Didn't want a goofy lien to foul up the closing.) Thus, Aloha and I are "even" so that is not the problem.

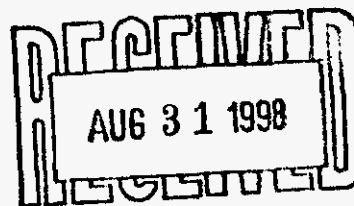
My question is how can Aloha bill for a service that is neither used nor needed ? Is there something in the "franchise agreement" that allows this or is Aloha putting a few more dollars on the "bottom line ?" I mentioned to Aloha that I was not in the habit of paying for a service that I did not use.

I realize that this is a minor matter until you multiply the errant "garbage fee" by the number of empty houses that still have water service from Aloha. This is not an earthshaking matter but it is irritating and a rip off.

Thank you for taking the time to read this and "good luck" in the primary and general elections.

Sincerely,

  
David H. Pollack





## Florida House of Representatives

### Mike Fasano

Representative, 45th District  
Majority Whip

Reply to:

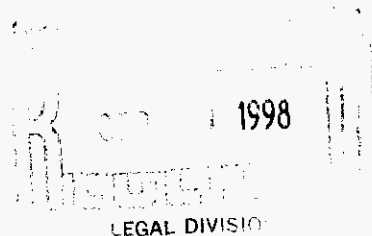
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### Committees

Vice Chair, Community Colleges  
& Career Prep  
Finance & Taxation  
Governmental Operations  
Regulated Services  
Joint Legislative Auditing

August 28, 1998

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



Dear Mr. Jaeger:

Marie Porreca of 1045 Trafalgar Drive in New Port Richey recently contacted me. She is a customer of Aloha Utilities and, like so many people before her, she is experiencing black and smelly water. I would appreciate your adding Ms. Porreca's complaint to the vast database already compiled.

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 cursive script that reads "Mike".

Mike Fasano  
State Representative, District 45  
Majority Whip

MF/cmh

cc: Marie Porreca