

Mr. & Mrs. E.O. Wood
1043 Daleside Lane
New Port Richey, Fl. 34655-4293
January 24, 1999

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Ms. Blanca S. Bayo, Director
Division of Records and Reporting
Public Service Commission
Capital Circle Office Center
2540 Shumard Blvd.
Tallahassee, Fl. 32399-0850

Dear Ms. Bayo:

Reference: Order Number PSC-99-0061-FOF-WS
Docket Number 960545-WS

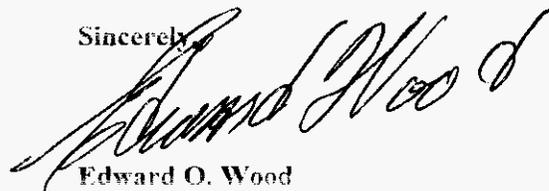
I was very disappointed in the ruling of the commission on December 15, 1998 regarding Aloha Utilities. I believe that Aloha Utilities should supply clean, clear water to all of its customers. I think that the Commission sent a message to Aloha that it is "ok" to supply dirty, filthy water if you can find a loophole that might let you off the hook. The corrosive water that Aloha supplies, does not make for clean, clear water in the home.

As of the hearing date, Aloha has never included one (1) home supplied with water from wells Eight (8) and Nine (9) in the tap test for lead and copper. Yet Aloha states that they meet all standards. They further state that it is the copper leaching from the customer's copper pipe that is causing the discoloration. To have this discoloration would require a high level of copper in the water coming from the tap. The lead and copper test is the means of measuring unsafe levels of lead and copper coming from the a tap inside the customers home.

Every contractor that worked on my home met the regulations set forth by the State of Florida and County of Pasco for building materials. With the knowledge of the materials going into the home then why isn't the supplier of water required to treat the water, and remove the corrosive elements that interact with the plumbing. Since Aloha has a monopoly on the water supplied to my home, the State of Florida (which licensed the monopoly) must do something to force compliance to a clean water standard.

I am writing this letter to you as an appeal to the ruling. I request that you reopen Docket Number 960545-WS. I would hope that you would hold your public hearings in Pasco County on this issue so that all the customers may have a chance to express their concerns.

Sincerely,



Edward O. Wood

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Done 1/29/99

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PSC-99-0061-FOF-REPORTING

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Investigation of utility rates of Aloha Utilities, Inc. in Pasco County.

DOCKET NO. 960545-WS
ORDER NO. PSC-99-0061-FOF-WS
ISSUED: JANUARY 7, 1999

The following Commissioners participated in the disposition of this matter:

JOE GARCIA, Chairman
SUSAN F. CLARK
E. LEON JACOBS, JR.

NOTICE OF PROPOSED AGENCY ACTION ORDER DETERMINING THAT THE COMMISSION SHOULD TAKE NO FURTHER ACTIONS IN REGARDS TO QUALITY OF SERVICE IN THIS DOCKET AND CLOSING DOCKET
AND
FINAL ORDER DENYING THE UTILITY'S REQUEST THAT THE COMMISSION ISSUE AN ORDER DECLARING IT TO BE PRUDENT TO BEGIN CONSTRUCTION OF THREE CENTRAL WATER TREATMENT FACILITIES

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission that the action concerning any further action in regards to quality of service discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code.

BACKGROUND

Aloha Utilities, Inc. (Aloha or utility) is a class A water and wastewater utility in Pasco County. The utility consists of two distinct service areas -- Aloha Gardens and Seven Springs. As of December 31, 1997, Aloha was serving approximately 8,457 water customers in its Seven Springs service area.

The utility initially filed a reuse application (Docket No. 950615-SU), and a customer meeting was held on August 9, 1995. Approximately 200 customers attended the meeting, and eight of the eighteen customers who testified offered complaints about poor

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