



Public Service Commission

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

DATE: October 20, 1997
TO: Bev Demello, Division of Consumer Affairs
FROM: Ralph Jaeger, Senior Attorney, Division of Legal Services
RE: Docket No. 960545-WS - Investigation of utility rates of Aloha Utilities, Inc. in Pasco County.

Pursuant to our conversation, attached are two customer complaint letters which were forwarded to me by Representative Fasano. If I can be of any further assistance, please call me.

RRJ/der

Attachment

cc: Division of Records and Reporting ✓
 Division of Water and Wastewater (Starling, McRoy)

- ACK _____
- AFA _____
- APP _____
- CAF _____
- CMU _____
- CTR _____
- EAG _____
- LEG _____
- LIN _____
- OPC _____
- RCH _____
- SEC 1 _____
- WAS _____
- OTH _____

DOCUMENT NUMBER-DATE
 10800 OCT 21 5
 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
Tallahassee, FL 32399-1300
(904) 488-8528

October 9, 1997

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

Dear Mr. Jaeger:

Attached is a letter I received from Mr. Stanley Bujacich of New Port Richey. As you can see Mr. Bujacich is having a problem with Aloha Utilities. I would appreciate any assistance the Public Service Commission could give to Mr. Bujacich in this matter.

Thank you in advance for your help. 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".

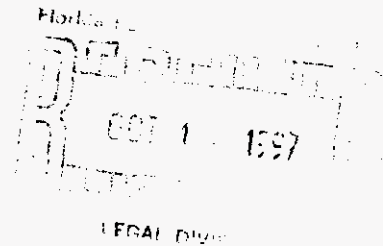
Mike Fasano
State Representative, District 45

MF/gg

cc: Stanley Bujacich

Committees

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



Stanley Bujacich.
4606 Sandpointe Dr.
N.P.Richey FL.34655.
September 29-1997.

PSC.Dept.of C.Affairs.
2540 Shumard Oak Blvd.
Tallahassee,FL.32399-0850.

In reference to Aloha utilities PSC.Docket #960545-WS.
Last bill I receive from Aloha was a shocker it shows that
two of us use in period of 30 days 20290 gal. of water which
breaks down to 676 gal.per day.At my request the meter was
field tested by Aloha technician on Sept.24-1997.and it shows
that from last reading on Sept.13 to Sept.24 water usage during
that 11 days period was 6700 gal.which breaks down to 609 gal.
per day.It is absolutely impossible that two of us could use that
much water.So I ask Aloha to please replace this meter with the
one that is more accurate.Aloha refused to do that instead they
told me that the meter can be bench tested at the cost of \$20.00
which I have to pay.Meter belongs to Aloha it should therefor be
Alohas responsibility to test repair or replace it.In the mean
time I have no choice but to pay this outrageous water and sewer
bill,since Aloha have the water monopoly in this area.
So I am asking PSC.to please help us resolve this problem in
fair and just manner.Your response to the above would be
greatly appreciated.Thank You.

Sincerely.


Stanley Bujacich.



Florida House of Representatives

Mike Fasano

Representative, 45th District
Majority Whip

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☒ 8217 Massachusetts Avenue
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Committees

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

October 15, 1997

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

Dear Mr. Jaeger:

Attached is a letter I received from Delores Greco of New Port Richey. As you can see Ms. Greco feels that her Aloha Utilities' water bill is incorrect and the utility is refusing to assist her. I would appreciate it very much if you or your staff would assist Ms. Greco in this very important matter.

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

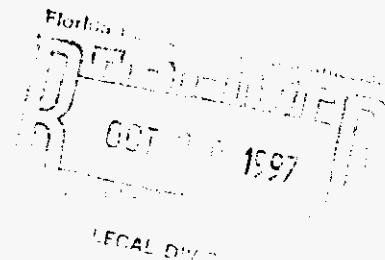
Yours truly,

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

Mike Fasano
State Representative, District 45

MF/gg

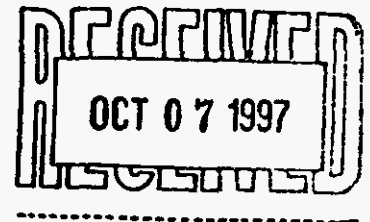
cc: Delores Greco



STATE REPRESENTATIVE

Mr. Ferguson

RE: Aloha Utilities



Dear Mr. Ferguson:

I have been to Aloha and as yet have not been able to make them understand the problem that I have with their Water Company.

My husband and I were traveling across country with two of our grandchildren for 2 1/2 months from June 1st to August 15, 1997.

When we left home we disconnected refrigerator, Toilets, Sinks, water softener, washer dishwasher, anything to do with water, Sprinklers were on for 6 cycles - 15 min. each) total 1 hour 15 min twice a week - that amounts to 10 hour in a month. Our electric other than a light, air conditioner, sprinklers were off at the fuse box.

My Question is if we did all this,

How can we use:

6/13 - 7/13 - 11830 gallons of water.
7/13 - 8/13 - 15200 " " "

when no one is home.

Our Bill for 8/13 - 9/13 - 14030 gallons.

We were home & using all the appliances & water, washers, Toilets, softener, everything.

last year (same time period) we had two extra people staying with us. We used more water, four people instead of two. This year no one home (0) then am I to assume that all the water I use when I am home must be a Bonus well, I think not.

— Getting back to Alpha. —

I went to the office & spoke to the clerk about my bill. She said, my bill was high because:

1. Sewer rate went up.
2. Sprinklers use a lot of water

I proceeded to tell her, that, we were not at home for 2 months & that we were not talking about sewer increase (though I thought it was outrageous that in 17 months it has gone up $\$18.33$) it was the amount of gallons of water that they claim we had used.

She then repeated that the sprinklers take a lot of water & maybe we had a leak in the plumbing or sprinklers. I said I had plumbing & my sprinklers checked & no leaks.

I asked her to send a man that knew what he was doing and that I wanted to talk to him. She told me someone would be out to talk to me the next day.

We waited all day. I called the next day to be told he was there at 3:30 & she must have misunderstood about having him see us. I told her no one could have been here as my husband was outside from 12 to 4:30 & no one showed. She said, she could have someone stop the following week. He came & saw the meter was working 100%. I asked for a new meter. He said, his superior would not allow it.

He told me the same thing as the clerk, that sprinklers use a lot of water. I thought, it is amazing, that we now have programmed robots in the Aloha Company. It seems they are programmed to block out what we humans are saying.

Aloha called the next day. The woman very condescending said:

"Did our man come and explain why you use so much water & now do you understand what he told you. Quiet!"

I hung up the phone - need say more

Do I feel used — You Bet

Do I feel no one listens — You Bet

Do I feel Aloha employees

are programmed — You Bet

Do I feel that what I want or anyone else wants is not important to Aloha - You Bet
Do I feel that Aloha makes mistakes
& you & I have to pay for these mistakes You Be
For example:

Suppose I have a tree removal
business. I was cutting down a tree and
the tree fell on my customer or neighbors
roof, I would have to pay for the damages
I made the mistake in judging where the tree
would fall. I and I alone am responsible for
my mistakes.

Then answer me this if you can.
Why do utilities, such as Aloha make
mistakes like not moving pipes or lines where
they should & delay construction? We have
to pick up the expense for their delay and mistake

Something is wrong with society, the water
companies such as Aloha have us over a barrel. We
have no other water company to go with, so we are
stuck with low pressure, small water & high rates

We know that we cannot be the only
one receiving bills that are unjust.

We want to thank you for all the work
you have put forth to resolve problems with Aloha

Thank you

Heritage Lakes

Deborah Greco
4644 Sandpointe Rd
N.P.R., FL 34655



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

Phone: 937-4275 / Night & Emergency 937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS
15400-5	6/15/96	7/10/96	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
WTR	5/13 649470	6/13 666580	1.0 17110



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

Phone: 937-4275 / Night & Emergency 937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS
15400-5	7/15/96	8/07/96	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
WTR	6/13 666580	7/13 677570	1.0 10990



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CUSTOMER	BILLING DATE	DUE DATE	DAYS
15400-5	8/15/96	9/09/96	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
WTR	7/13 677570	8/13 698800	1.0 21230



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CUSTOMER	BILLING DATE	DUE DATE	DAYS
15400-5	9/15/96	10/09/96	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
WTR	8/13 698800	9/13 709460	1.0 10660

RES WATER S.S. 16.60
SEWER CHARGE 21.37
TOTAL AMOUNT DUE 37.97

ck 1721
10/8/96

4644 SANDP
METER # W4



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

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CUSTOMER	BILLING DATE	DUE DATE	DAYS
15400-5	6/15/97	7/09/97	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
WTR	5/13 803590	6/13 817840	1.0 14250



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Holiday, FL 34691

Phone: 937-4275 / Night & Emergency 937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS
15400-5	7/15/97	8/08/97	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
WTR	6/13 817840	7/13 829670	1.0 11830



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Holiday, FL 34691

Phone: 937-4275 / Night & Emergency 937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS
15400-5	8/15/97	9/08/97	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
WTR	7/13 829670	8/13 844870	1.0 15200



MAIL TO: 2514 Aloha Place
Holiday, FL 34691

Phone: 937-4275 / Night & Emergency 937-4275

CUSTOMER	BILLING DATE	DUE DATE	DAYS
15400-5	9/15/97	10/09/97	30
SERVICE	PREVIOUS	CURRENT	MULT. USAGE
WTR	8/13 844870	9/13 858900	1.0 14030

RES WATER S.S. 21.13
RES SEWER S.S. 31.93
PSC ESCROW REFUND 21.70-
TOTAL AMOUNT DUE 31.36

4644 SANDPOINTE DRIVE
METER # W45761080

KEEP THIS STUB/SEE REVERSE SIDE