

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: Request to decrease) DOCKET NO. 931108-WU
violation reconnection charge) ORDER NO. PSC-94-0085-FOF-WU
(a part of miscellaneous service) ISSUED: January 24, 1994
charges) in Escambia County by)
THE PEOPLES WATER SERVICE)
COMPANY.)
_____)

The following Commissioners participated in the disposition of this matter:

J. TERRY DEASON, Chairman
SUSAN F. CLARK
LUIS J. LAUREDO

ORDER APPROVING DECREASE IN VIOLATION
RECONNECTION CHARGE

BY THE COMMISSION:

The Peoples Water Service Company (utility) is a Class A water utility in Escambia County. On August 25, 1992 Order No. PSC-92-0866-FOF-WU was issued approving the utility's application for a grandfather water certificate, and establishing the utility's initial rates and charges. According to the 1992 Annual Report, the utility served 7,672 water customers. The utility reported annual revenues of \$2,198,645, and operating income of \$490,063 with an achieved rate of return of 13.61%.

On November 9, 1993 the utility filed a tariff sheet requesting approval to change its violation reconnection charge by decreasing it from \$50.00 to \$30.00. The utility stated that it needs this change in order to improve public relations and employee morale. In the past many utility customers argued with its office staff about the high charge, thus creating a strain on customer relations and the employees' work environment. More specifically, the utility's representative told Staff that there have been incidents in their District Office, including a customer physically damaging the front door, and another customer threatening to come behind the counter to harm utility personnel. In the past it has been necessary in some cases to call for police assistance. The utility believes it can better serve its customers by lowering the present charge, thereby decreasing the possibility of confrontations between office staff and customers.

DOCUMENT NUMBER-DATE

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FPSC-RECORDS/REPORTING

The proposed change will not cause the utility to underearn. In the utility's survey of the month of June 1993, there were 151 violation reconnections at \$50.00 each, resulting in a total of \$7,550.00 collected. A decrease of this fee to \$30.00 would net \$4,530.00 for the same month. According to the utility's representative, this difference will not cause the utility to underearn.

According to the utility, the cost to perform a violation reconnection in the utility's service area has not decreased; it still costs \$50.00 to perform this type service. However, the utility's greatest concern is to improve its present customer relations, and to do something positive to improve employee safety and morale. Therefore, we hereby approve the utility's request to decrease this charge to \$30.00. The approved violation reconnection charge will become effective thirty days from the stamped approval date of the tariff sheets.

Based on the foregoing, it is, therefore,

ORDERED by the Florida Public Service Commission that the request by The People's Water Service Company for a decrease in its violation reconnection charge is hereby approved. It is further

ORDERED that the violation reconnection charge approved herein shall be effective for meter readings thirty days from the stamped approval date of the tariff sheets. It is further

ORDERED that if a timely protest is filed, the charge shall remain in effect pending resolution of the protest process. It is further

ORDERED that if no protest of this Order is timely filed, the charge shall become final and this docket shall be closed.

By ORDER of the Florida Public Service Commission, this 24th day of January, 1994.



STEVE TRIBBLE, Director
Division of Records and Reporting

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NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

The Commission's decision on this tariff is interim in nature and will become final, unless a person whose substantial interests are affected by the action proposed files a petition for a formal proceeding, as provided by Rule 25-22.036(4), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a)(d) and (e), Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting at his office at 101 East Gaines Street, Tallahassee, Florida 32399-0870, by the close of business on February 14, 1994.

In the absence of such a petition, this order shall become final on the day subsequent to the above date.

Any objection or protest filed in this docket before the issuance date of this Order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

If this Order becomes final on the date described above, any party adversely affected may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or wastewater utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days of the date this Order becomes final, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.