

STATE OF FLORIDA

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Commissioners:  
JULIA L. JOHNSON, CHAIRMAN  
SUSAN F. CLARK  
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JOE GARCIA  
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DIVISION OF WATER & WASTEWATER  
CHARLES H. HILL  
DIRECTOR  
(904) 413-6900

Public Service Commission

April 2, 1997

Mr. Norwood Hope  
158 Turkey Creek  
Alachua, FL 32615

**Re: Docket No. 921098-WS: Application for certificates to provide water and wastewater service in Alachua County under grandfather rights by Turkey Creek, Inc. and Family Diner, Inc. d/b/a Turkey Creek Utilities**

Dear Mr. Hope:

This is in response to your letter of March 26, 1997. We appreciate the list of customers and the refunds they received, however, the amounts of the refunds received by the customers were not broken down by the five refunds shown on page 2 of our letter of February 19, 1997 (a copy of which is enclosed). Therefore, we request that you provide a revised list of refunds. This revised list should show the refunds broken down by water, wastewater, late fee, miscellaneous service charges and interest on customer deposit. If the refunds shown on your March 26, 1997, letter include interest, the revised list should specify the amount of interest and provide an explanation as to how the interest was calculated.

- ACK \_\_\_\_\_ With regard to future refunds, as requested on page 2 of our previous letter, please provide the
- AFA \_\_\_\_\_ following:
- APP \_\_\_\_\_ 1. An estimate of the date when all refunds will be completed.
- CAF \_\_\_\_\_
- CMU \_\_\_\_\_ 2. The amounts received by the customers broken down by the five refunds shown on
- CTR \_\_\_\_\_ page 2.
- EAG \_\_\_\_\_ 3. The amount of interest included in the refund and an explanation as to how it was
- LEG \_\_\_\_\_ calculated.
- LIN \_\_\_\_\_ With regard to the customer notice, we note that according to your notice, the customers are
- OFC \_\_\_\_\_ to advise you whether they want the refund within a twenty day time frame prior to Turkey Creek
- RCH \_\_\_\_\_ making the refund. Staff is concerned with this notice since Turkey Creek is required by Order No.
- SEC \_\_\_\_\_ PSC-93-1769-FOF-WS to make a refund to all customers. If the customers do not notify you within
- WAS \_\_\_\_\_ twenty days or if they indicate that they do not want a refund, this does not mean that they are no
- OTH \_\_\_\_\_ longer eligible for the refund. Therefore, in accordance with Rule 25-30.360, Florida Administrative
- Code, (a copy of which is enclosed) we request that you send a refund check to all customers who

RECEIVED WATER-02

03402 APR-26

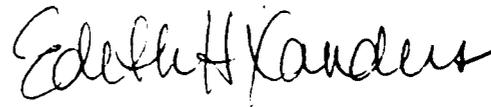
FPSC-RECORDS/REPORTING

Mr. Norwood Hope  
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April 2, 1997

are eligible for the refund, including those customers who have not replied to your notice. Pursuant to Rule 25-30.360(5), Florida Administrative Code, the refund check must be sent to the last known billing address. As required by Order No. PSC-93-1769-FOF-WS, if any refunds are unclaimed, they must be forwarded to the City of Alachua.

Please file a response by April 15, 1997. If you have any questions, please feel free to contact me.

Sincerely,



Edith H. Xanders  
Regulatory Analyst IV  
Bureau of Policy Development and  
Industry Structure

EHX:ehx  
Enclosure

cc: Charles H. Hill  
Ralph Jaeger, Division of Legal Services  
Division of Records and Reporting

STATE OF FLORIDA

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DIVISION OF WATER & WASTEWATER  
CHARLES H. HILL  
DIRECTOR  
(904) 413-6900

# Public Service Commission

February 19, 1997

Mr. Norwood Hope  
158 Turkey Creek  
Alachua, FL 32615

**Re: Docket No. 921098-WS: Application for certificates to provide water and wastewater service in Alachua County under grandfather rights by Turkey Creek, Inc. and Family Diner, Inc. d/b/a Turkey Creek Utilities, Inc.**

Dear Mr. Hope:

Pursuant to my discussions with Mr. Jones, enclosed is a copy of the worksheets used to calculate the interest on the refunds as well as the interest rates which were used. As required by Rule 25-30.360(4), Florida Administrative Code, the interest was calculated using the average monthly interest rate based on the 30 day commercial paper rate for high grade, unsecured notes as regularly published in The Wall Street Journal.

As you can see from the enclosed worksheets the interest was calculated as follows:

1. The refund without interest (Column A) was added to the beginning balance (Column B). This gives you the ending balance (Column C).

$$\text{Column A} + \text{Column B} = \text{Column C}$$

2. The ending balance (Column C) is then added to the beginning balance (Column B). The sum of these balances is divided by 2, which gives you the average balance (Column D).

$$(\text{Column C} + \text{Column B}) / 2 = \text{Column D}$$

3. The monthly interest rate (Column E) is applied to the average balance (Column D). The resulting interest (Column F) added to the ending balance (Column C) to give you the refund with interest (Column G).

$$(\text{Column E} * \text{Column D}) = \text{Column F}$$

$$(\text{Column F} + \text{Column C}) = \text{Column G}$$

Mr. Norwood Hope  
Page 2  
February 19, 1997

4. The refund with interest (Column G) then becomes the beginning balance (Column B ) for the next period.

As you will note from the different spreadsheets, the refund without interest column (Column A) applies only when a charge was in place. For example, on the water spreadsheet , Column A is blank after September 1993 since this was when the utility was purchased by the City of Alachua and Turkey Creek discontinued charging rates for water service.

The interest calculated in these spreadsheets is based on the spreadsheets which you provided as well as the data contained in the Settlement Offer letter of June 13, 1996. Based on this information, I have calculated the following refunds and interest:

	Refund without interest	Interest	Refund with interest
Water	\$4,939.79	\$1,009.22	\$5,949.01
Wastewater	18,321.93	3,733.08	22,055.01
Misc Svc Charges	650.00	125.96	775.96
Late Fee	459.00	87.41	546.41
Customer Deposits	0.00	284.59	284.59
Total	\$24,370.72	\$5,240.26	\$29,610.98

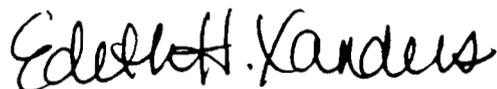
It is our understanding from conversations with Mr. Jones that you have completed a portion of the refunds and that you have notified the customers of the pending refund. As I discussed with Mr. Jones, we request that you provide us a copy of the letter sent to the customers regarding the refund as well as an estimate of the date when the refunds will be completed. Once the refunds are complete, we will need a final report to reflect the final distribution of the refunds. Included in the report should be:

1. A list of the customers who received refunds and the amount they received. The amount they received should be broken down by the five types of refunds shown above.
2. The number of customers who did not claim their refunds and the amount that was unclaimed. Please be advised that Order No. PSC 93-1769-FOF-WS requires that any unclaimed refunds be forwarded to the City of Alachua for further distribution.

Mr. Norwood Hope  
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February 19, 1997

Please contact me at (904) 413-7011 if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Edith H. Xanders". The signature is written in a cursive style with a large, prominent "E" and "X".

Edith H. Xanders  
Regulatory Analyst IV  
Bureau of Policy Development and  
Industry Structure

EHX:ehx  
Enclosures

cc: Charles H. Hill  
Michael Jones  
Division of Records and Reporting  
Division of Legal Services (Jaeger)

**Late Fee Refund**

	A	B	C	D	E	F	G
Month	Refund Without Interest	Beginning Balance	Ending Balance	Average Balance	Monthly Interest Rate	Monthly Interest	Refund With Interest
							\$0.00
Jul 93	\$153.00	\$0.00	\$153.00	\$76.50	0.265%	\$0.20	\$153.20
Aug 93	\$153.00	\$153.20	\$306.20	\$229.70	0.263%	\$0.60	\$306.81
Sep 93	\$153.00	\$306.81	\$459.81	\$383.31	0.264%	\$1.01	\$460.82
Oct 93		\$460.82	\$460.82	\$460.82	0.264%	\$1.22	\$462.04
Nov 93		\$462.04	\$462.04	\$462.04	0.263%	\$1.21	\$463.25
Dec 93		\$463.25	\$463.25	\$463.25	0.271%	\$1.25	\$464.50
Jan 94		\$464.50	\$464.50	\$464.50	0.268%	\$1.25	\$465.75
Feb 94		\$465.75	\$465.75	\$465.75	0.276%	\$1.28	\$467.03
Mar 94		\$467.03	\$467.03	\$467.03	0.300%	\$1.40	\$468.44
April 94		\$468.44	\$468.44	\$468.44	0.316%	\$1.48	\$469.92
May 94		\$469.92	\$469.92	\$469.92	0.344%	\$1.62	\$471.54
Jun 94		\$471.54	\$471.54	\$471.54	0.369%	\$1.74	\$473.28
Jul 94		\$473.28	\$473.28	\$473.28	0.373%	\$1.77	\$475.04
Aug 94		\$475.04	\$475.04	\$475.04	0.387%	\$1.84	\$476.88
Sept 94		\$476.88	\$476.88	\$476.88	0.411%	\$1.96	\$478.84
Oct 94		\$478.84	\$478.84	\$478.84	0.418%	\$2.00	\$480.84
Nov 94		\$480.84	\$480.84	\$480.84	0.444%	\$2.14	\$482.98
Dec 94		\$482.98	\$482.98	\$482.98	0.487%	\$2.35	\$485.33
Jan 95		\$485.33	\$485.33	\$485.33	0.505%	\$2.45	\$487.78
Feb 95		\$487.78	\$487.78	\$487.78	0.506%	\$2.47	\$490.25
Mar 95		\$490.25	\$490.25	\$490.25	0.507%	\$2.49	\$492.74
Apr 95		\$492.74	\$492.74	\$492.74	0.508%	\$2.50	\$495.24
May 95		\$495.24	\$495.24	\$495.24	0.506%	\$2.51	\$497.75
Jun 95		\$497.75	\$497.75	\$497.75	0.507%	\$2.52	\$500.27
Jul 95		\$500.27	\$500.27	\$500.27	0.498%	\$2.49	\$502.76
Aug 95		\$502.76	\$502.76	\$502.76	0.488%	\$2.45	\$505.22
Sept 95		\$505.22	\$505.22	\$505.22	0.491%	\$2.48	\$507.69
Oct 95		\$507.69	\$507.69	\$507.69	0.490%	\$2.49	\$510.18
Nov 95		\$510.18	\$510.18	\$510.18	0.485%	\$2.47	\$512.65
Dec 95		\$512.65	\$512.65	\$512.65	0.478%	\$2.45	\$515.10
Jan 96		\$515.10	\$515.10	\$515.10	0.460%	\$2.37	\$517.47
Feb 96		\$517.47	\$517.47	\$517.47	0.447%	\$2.31	\$519.78
Mar 96		\$519.78	\$519.78	\$519.78	0.451%	\$2.35	\$522.13
Apr 96		\$522.13	\$522.13	\$522.13	0.454%	\$2.37	\$524.50
May 96		\$524.50	\$524.50	\$524.50	0.450%	\$2.36	\$526.86
Jun 96		\$526.86	\$526.86	\$526.86	0.457%	\$2.41	\$529.27
Jul 96		\$529.27	\$529.27	\$529.27	0.457%	\$2.42	\$531.69
Aug 96		\$531.69	\$531.69	\$531.69	0.452%	\$2.43	\$534.12
Sept 96		\$534.12	\$534.12	\$534.12	0.452%	\$2.41	\$536.53
Oct 96		\$536.53	\$536.53	\$536.53	0.451%	\$2.42	\$538.95
Nov 96		\$538.95	\$538.95	\$538.95	0.451%	\$2.43	\$541.38
Dec 96		\$541.38	\$541.38	\$541.38	0.475%	\$2.44	\$543.83
Jan 97		\$543.83	\$543.83	\$543.83	0.475%	\$2.58	\$546.41
Totals	\$459.00						(\$459.00)
						Interest on Refund =	<u>\$87.41</u>

**Miscellaneous Service Charges Refund**

	A	B	C	D	E	F	G
Month	Refund Without Interest	Beginning Balance	Ending Balance	Average Balance	Monthly Interest Rate	Monthly Interest	Refund With Interest
							\$0.00
Jul 93	\$650.00	\$0.00	\$650.00	\$325.00	0.265%	\$0.86	\$650.86
Aug 93		\$650.86	\$650.86	\$650.86	0.263%	\$1.71	\$652.57
Sep 93		\$652.57	\$652.57	\$652.57	0.264%	\$1.72	\$654.29
Oct 93		\$654.29	\$654.29	\$654.29	0.264%	\$1.73	\$656.02
Nov 93		\$656.02	\$656.02	\$656.02	0.263%	\$1.72	\$657.74
Dec 93		\$657.74	\$657.74	\$657.74	0.271%	\$1.78	\$659.53
Jan 94		\$659.53	\$659.53	\$659.53	0.268%	\$1.77	\$661.30
Feb 94		\$661.30	\$661.30	\$661.30	0.276%	\$1.82	\$663.12
Mar 94		\$663.12	\$663.12	\$663.12	0.300%	\$1.99	\$665.11
April 94		\$665.11	\$665.11	\$665.11	0.316%	\$2.10	\$667.21
May 94		\$667.21	\$667.21	\$667.21	0.344%	\$2.30	\$669.51
Jun 94		\$669.51	\$669.51	\$669.51	0.369%	\$2.47	\$671.98
Jul 94		\$671.98	\$671.98	\$671.98	0.373%	\$2.51	\$674.49
Aug 94		\$674.49	\$674.49	\$674.49	0.387%	\$2.61	\$677.10
Sept 94		\$677.10	\$677.10	\$677.10	0.411%	\$2.78	\$679.88
Oct 94		\$679.88	\$679.88	\$679.88	0.418%	\$2.84	\$682.73
Nov 94		\$682.73	\$682.73	\$682.73	0.444%	\$3.03	\$685.76
Dec 94		\$685.76	\$685.76	\$685.76	0.487%	\$3.34	\$689.10
Jan 95		\$689.10	\$689.10	\$689.10	0.505%	\$3.48	\$692.58
Feb 95		\$692.58	\$692.58	\$692.58	0.506%	\$3.51	\$696.09
Mar 95		\$696.09	\$696.09	\$696.09	0.507%	\$3.53	\$699.62
Apr 95		\$699.62	\$699.62	\$699.62	0.508%	\$3.55	\$703.17
May 95		\$703.17	\$703.17	\$703.17	0.506%	\$3.56	\$706.73
Jun 95		\$706.73	\$706.73	\$706.73	0.507%	\$3.58	\$710.31
Jul 95		\$710.31	\$710.31	\$710.31	0.498%	\$3.54	\$713.85
Aug 95		\$713.85	\$713.85	\$713.85	0.488%	\$3.48	\$717.33
Sept 95		\$717.33	\$717.33	\$717.33	0.491%	\$3.52	\$720.85
Oct 95		\$720.85	\$720.85	\$720.85	0.490%	\$3.53	\$724.38
Nov 95		\$724.38	\$724.38	\$724.38	0.485%	\$3.51	\$727.89
Dec 95		\$727.89	\$727.89	\$727.89	0.478%	\$3.48	\$731.37
Jan 96		\$731.37	\$731.37	\$731.37	0.460%	\$3.36	\$734.73
Feb 96		\$734.73	\$734.73	\$734.73	0.447%	\$3.28	\$738.02
Mar 96		\$738.02	\$738.02	\$738.02	0.451%	\$3.33	\$741.35
Apr 96		\$741.35	\$741.35	\$741.35	0.454%	\$3.37	\$744.71
May 96		\$744.71	\$744.71	\$744.71	0.450%	\$3.35	\$748.06
Jun 96		\$748.06	\$748.06	\$748.06	0.457%	\$3.42	\$751.48
Jul 96		\$751.48	\$751.48	\$751.48	0.457%	\$3.43	\$754.92
Aug 96		\$754.92	\$754.92	\$754.92	0.452%	\$3.41	\$758.33
Sept 96		\$758.33	\$758.33	\$758.33	0.452%	\$3.43	\$761.75
Oct 96		\$761.75	\$761.75	\$761.75	0.451%	\$3.43	\$765.19
Nov 96		\$765.19	\$765.19	\$765.19	0.451%	\$3.45	\$768.64
Dec 96		\$768.64	\$768.64	\$768.64	0.475%	\$3.65	\$772.29
Jan 97		\$772.29	\$772.29	\$772.29	0.475%	\$3.67	\$775.96
	\$650.00						<u>(\$650.00)</u>
					Interest on Refund =		<u>\$125.96</u>

Interest on Customer Deposit Refund

	A	B	C	D	E	F	G
Month	Refund Without Interest	Beginning Balance	Ending Balance	Average Balance	Monthly Interest Rate	Monthly Interest	Refund With Interest
	\$1,200.00	\$0.00	\$1,200.00	\$600.00	0.326%	\$1.98	\$1,201.98
Jun 82		\$1,201.98	\$1,201.98	\$1,201.98	0.303%	\$3.64	\$1,205.59
Jul 82		\$1,205.59	\$1,205.59	\$1,205.59	0.282%	\$3.40	\$1,208.99
Aug 82		\$1,208.99	\$1,208.99	\$1,208.99	0.261%	\$3.40	\$1,212.38
Sep 82		\$1,212.38	\$1,212.38	\$1,212.38	0.274%	\$3.32	\$1,215.71
Oct 82		\$1,215.71	\$1,215.71	\$1,215.71	0.272%	\$3.30	\$1,219.01
Nov 82		\$1,219.01	\$1,219.01	\$1,219.01	0.281%	\$3.42	\$1,222.43
Dec 82		\$1,222.43	\$1,222.43	\$1,222.43	0.275%	\$3.36	\$1,225.79
Jan 83		\$1,225.79	\$1,225.79	\$1,225.79	0.261%	\$3.20	\$1,228.99
Feb 83		\$1,228.99	\$1,228.99	\$1,228.99	0.263%	\$3.24	\$1,232.23
Mar 83		\$1,232.23	\$1,232.23	\$1,232.23	0.262%	\$3.22	\$1,235.45
Apr 83		\$1,235.45	\$1,235.45	\$1,235.45	0.261%	\$3.22	\$1,238.67
May 83		\$1,238.67	\$1,238.67	\$1,238.67	0.265%	\$3.28	\$1,241.96
Jun 83		\$1,241.96	\$1,241.96	\$1,241.96	0.265%	\$3.29	\$1,245.25
Jul 83		\$1,245.25	\$1,245.25	\$1,245.25	0.263%	\$3.27	\$1,248.52
Aug 83		\$1,248.52	\$1,248.52	\$1,248.52	0.264%	\$3.30	\$1,251.81
Sep 83		\$1,251.81	\$1,251.81	\$1,251.81	0.264%	\$3.31	\$1,255.12
Oct 83		\$1,255.12	\$1,255.12	\$1,255.12	0.263%	\$3.29	\$1,258.42
Nov 83		\$1,258.42	\$1,258.42	\$1,258.42	0.271%	\$3.41	\$1,261.82
Dec 83		\$1,261.82	\$1,261.82	\$1,261.82	0.268%	\$3.39	\$1,265.21
Jan 84		\$1,265.21	\$1,265.21	\$1,265.21	0.276%	\$3.49	\$1,268.70
Feb 84		\$1,268.70	\$1,268.70	\$1,268.70	0.300%	\$3.81	\$1,272.51
Mar 84		\$1,272.51	\$1,272.51	\$1,272.51	0.316%	\$4.82	\$1,278.54
Apr 84		\$1,278.54	\$1,278.54	\$1,278.54	0.344%	\$4.98	\$1,286.93
May 84		\$1,286.93	\$1,286.93	\$1,286.93	0.369%	\$4.73	\$1,286.86
Jun 84		\$1,286.86	\$1,286.86	\$1,286.86	0.373%	\$4.80	\$1,290.46
Jul 84		\$1,290.46	\$1,290.46	\$1,290.46	0.367%	\$4.89	\$1,295.45
Aug 84		\$1,295.45	\$1,295.45	\$1,295.45	0.411%	\$6.32	\$1,300.77
Sept 84		\$1,300.77	\$1,300.77	\$1,300.77	0.418%	\$6.44	\$1,306.21
Oct 84		\$1,306.21	\$1,306.21	\$1,306.21	0.444%	\$6.80	\$1,312.01
Nov 84		\$1,312.01	\$1,312.01	\$1,312.01	0.457%	\$6.98	\$1,318.40
Dec 84		\$1,318.40	\$1,318.40	\$1,318.40	0.505%	\$6.66	\$1,325.07
Jan 85		\$1,325.07	\$1,325.07	\$1,325.07	0.509%	\$6.71	\$1,331.78
Feb 85		\$1,331.78	\$1,331.78	\$1,331.78	0.507%	\$6.75	\$1,338.53
Mar 85		\$1,338.53	\$1,338.53	\$1,338.53	0.508%	\$6.80	\$1,345.33
Apr 85		\$1,345.33	\$1,345.33	\$1,345.33	0.506%	\$6.81	\$1,352.13
May 85		\$1,352.13	\$1,352.13	\$1,352.13	0.507%	\$6.86	\$1,358.99
Jun 85		\$1,358.99	\$1,358.99	\$1,358.99	0.496%	\$6.77	\$1,365.76
Jul 85		\$1,365.76	\$1,365.76	\$1,365.76	0.486%	\$6.66	\$1,372.42
Aug 85		\$1,372.42	\$1,372.42	\$1,372.42	0.491%	\$6.74	\$1,379.16
Sept 85		\$1,379.16	\$1,379.16	\$1,379.16	0.490%	\$6.75	\$1,385.91
Oct 85		\$1,385.91	\$1,385.91	\$1,385.91	0.486%	\$6.72	\$1,392.62
Nov 85		\$1,392.62	\$1,392.62	\$1,392.62	0.478%	\$6.65	\$1,399.27
Dec 85		\$1,399.27	\$1,399.27	\$1,399.27	0.490%	\$6.44	\$1,405.71
Jan 86		\$1,405.71	\$1,405.71	\$1,405.71	0.447%	\$6.28	\$1,411.99
Feb 86		\$1,411.99	\$1,411.99	\$1,411.99	0.451%	\$6.37	\$1,418.37
Mar 86		\$1,418.37	\$1,418.37	\$1,418.37	0.454%	\$6.44	\$1,424.81
Apr 86		\$1,424.81	\$1,424.81	\$1,424.81	0.450%	\$6.41	\$1,431.22
May 86		\$1,431.22	\$1,431.22	\$1,431.22	0.457%	\$6.54	\$1,437.76
Jun 86		\$1,437.76	\$1,437.76	\$1,437.76	0.457%	\$6.57	\$1,444.33
Jul 86		\$1,444.33	\$1,444.33	\$1,444.33	0.452%	\$6.53	\$1,450.86
Aug 86		\$1,450.86	\$1,450.86	\$1,450.86	0.452%	\$6.55	\$1,457.41
Sept 86		\$1,457.41	\$1,457.41	\$1,457.41	0.451%	\$6.57	\$1,463.98
Oct 86		\$1,463.98	\$1,463.98	\$1,463.98	0.451%	\$6.61	\$1,470.59
Nov 86		\$1,470.59	\$1,470.59	\$1,470.59	0.475%	\$6.99	\$1,477.57
Dec 86		\$1,477.57	\$1,477.57	\$1,477.57	0.475%	\$7.02	\$1,484.59
Jan 87							

(\$1,200.00)

Interest to be refunded = \$284.59

Water Refund

	A	B	C	D	E	F	G
Month	Refund Without Interest	Beginning Balance	Ending Balance	Average Balance	Monthly Interest Rate	Monthly Interest	Refund With Interest
Sep 92	\$189.24	\$0.00	\$189.24	\$94.62	0.281%	\$0.27	\$189.51
Oct 92	\$202.14	\$189.51	\$391.65	\$290.58	0.274%	\$0.80	\$392.44
Nov 92	\$363.13	\$392.44	\$755.57	\$574.01	0.272%	\$1.56	\$757.13
Dec 92	\$370.48	\$757.13	\$1,127.61	\$942.37	0.281%	\$2.65	\$1,130.26
Jan 93	\$401.05	\$1,130.26	\$1,531.31	\$1,330.78	0.275%	\$3.66	\$1,534.97
Feb 93	\$362.42	\$1,534.97	\$1,897.39	\$1,716.18	0.261%	\$4.48	\$1,901.86
Mar 93	\$368.23	\$1,901.86	\$2,270.09	\$2,086.98	0.263%	\$6.49	\$2,276.58
Apr 93	\$377.48	\$2,276.58	\$2,653.07	\$2,464.33	0.262%	\$6.45	\$2,659.52
May 93	\$528.45	\$2,659.52	\$3,185.97	\$2,922.74	0.261%	\$7.62	\$3,193.59
Jun 93	\$498.05	\$3,193.59	\$3,691.64	\$3,442.61	0.265%	\$9.12	\$3,700.76
Jul 93	\$383.75	\$3,700.76	\$4,084.51	\$3,892.64	0.265%	\$10.32	\$4,094.83
Aug 93	\$477.52	\$4,094.83	\$4,572.35	\$4,333.59	0.263%	\$11.38	\$4,583.72
Sep 93	\$419.85	\$4,583.72	\$5,003.57	\$4,793.65	0.264%	\$12.66	\$5,016.24
Oct 93		\$5,016.24	\$5,016.24	\$5,016.24	0.264%	\$13.25	\$5,029.49
Nov 93		\$5,029.49	\$5,029.49	\$5,029.49	0.263%	\$13.20	\$5,042.69
Dec 93		\$5,042.69	\$5,042.69	\$5,042.69	0.271%	\$13.66	\$5,056.35
Jan 94		\$5,056.35	\$5,056.35	\$5,056.35	0.266%	\$13.57	\$5,069.92
Feb 94		\$5,069.92	\$5,069.92	\$5,069.92	0.276%	\$13.98	\$5,083.90
Mar 94		\$5,083.90	\$5,083.90	\$5,083.90	0.300%	\$15.27	\$5,099.17
April 94		\$5,099.17	\$5,099.17	\$5,099.17	0.316%	\$16.13	\$5,115.30
May 94		\$5,115.30	\$5,115.30	\$5,115.30	0.344%	\$17.61	\$5,132.90
Jun 94		\$5,132.90	\$5,132.90	\$5,132.90	0.369%	\$18.95	\$5,151.85
Jul 94		\$5,151.85	\$5,151.85	\$5,151.85	0.373%	\$19.23	\$5,171.08
Aug 94		\$5,171.08	\$5,171.08	\$5,171.08	0.367%	\$18.99	\$5,191.06
Sept 94		\$5,191.06	\$5,191.06	\$5,191.06	0.411%	\$21.33	\$5,212.41
Oct 94		\$5,212.41	\$5,212.41	\$5,212.41	0.416%	\$21.61	\$5,234.21
Nov 94		\$5,234.21	\$5,234.21	\$5,234.21	0.444%	\$23.25	\$5,257.46
Dec 94		\$5,257.46	\$5,257.46	\$5,257.46	0.467%	\$25.61	\$5,283.07
Jan 95		\$5,283.07	\$5,283.07	\$5,283.07	0.506%	\$26.70	\$5,309.77
Feb 95		\$5,309.77	\$5,309.77	\$5,309.77	0.506%	\$26.88	\$5,336.65
Mar 95		\$5,336.65	\$5,336.65	\$5,336.65	0.507%	\$27.08	\$5,363.71
Apr 95		\$5,363.71	\$5,363.71	\$5,363.71	0.506%	\$27.24	\$5,390.95
May 95		\$5,390.95	\$5,390.95	\$5,390.95	0.506%	\$27.27	\$5,418.23
Jan 95		\$5,418.23	\$5,418.23	\$5,418.23	0.507%	\$27.47	\$5,445.70
Jul 95		\$5,445.70	\$5,445.70	\$5,445.70	0.496%	\$27.14	\$5,472.84
Aug 95		\$5,472.84	\$5,472.84	\$5,472.84	0.496%	\$26.88	\$5,499.52
Sept 95		\$5,499.52	\$5,499.52	\$5,499.52	0.491%	\$26.99	\$5,526.51
Oct 95		\$5,526.51	\$5,526.51	\$5,526.51	0.490%	\$27.08	\$5,553.57
Nov 95		\$5,553.57	\$5,553.57	\$5,553.57	0.486%	\$26.91	\$5,580.48
Dec 95		\$5,580.48	\$5,580.48	\$5,580.48	0.478%	\$26.65	\$5,607.13
Jan 96		\$5,607.13	\$5,607.13	\$5,607.13	0.460%	\$25.79	\$5,632.92
Feb 96		\$5,632.92	\$5,632.92	\$5,632.92	0.447%	\$25.18	\$5,658.10
Mar 96		\$5,658.10	\$5,658.10	\$5,658.10	0.451%	\$25.53	\$5,683.64
Apr 96		\$5,683.64	\$5,683.64	\$5,683.64	0.454%	\$25.81	\$5,709.45
May 96		\$5,709.45	\$5,709.45	\$5,709.45	0.450%	\$25.69	\$5,735.14
Jun 96		\$5,735.14	\$5,735.14	\$5,735.14	0.457%	\$26.19	\$5,761.33
Jul 96		\$5,761.33	\$5,761.33	\$5,761.33	0.457%	\$26.33	\$5,787.67
Aug 96		\$5,787.67	\$5,787.67	\$5,787.67	0.462%	\$26.17	\$5,813.83
Sept 96		\$5,813.83	\$5,813.83	\$5,813.83	0.452%	\$26.28	\$5,840.09
Oct 96		\$5,840.09	\$5,840.09	\$5,840.09	0.451%	\$26.33	\$5,866.42
Nov 96		\$5,866.42	\$5,866.42	\$5,866.42	0.451%	\$26.47	\$5,892.89
Dec 96		\$5,892.89	\$5,892.89	\$5,892.89	0.475%	\$27.99	\$5,920.88
Jan 97		\$5,920.88	\$5,920.88	\$5,920.88	0.475%	\$28.12	\$5,949.01
Totals	\$4,939.79						<u>\$4,939.79</u>
						Interest on Refund =	<u>\$1,009.22</u>

Wastewater Refund

	A	B	C	D	E	F	G
Month	Refund Without Interest	Beginning Balance	Ending Balance	Average Balance	Monthly Interest Rate	Monthly Interest	Refund With Interest
							\$0.00
Sep 82	\$384.26	\$0.00	\$384.26	\$182.13	0.281%	\$0.54	\$384.80
Oct 82	\$401.96	\$384.80	\$786.76	\$586.78	0.274%	\$1.61	\$788.37
Nov 82	\$1,510.59	\$788.37	\$2,298.96	\$1,543.66	0.272%	\$4.19	\$2,303.15
Dec 82	\$1,534.92	\$2,303.15	\$3,838.07	\$3,070.61	0.281%	\$8.62	\$3,846.69
Jan 83	\$1,831.75	\$3,846.69	\$5,478.44	\$4,662.57	0.275%	\$12.82	\$5,491.26
Feb 83	\$1,529.10	\$5,491.26	\$7,020.36	\$6,255.81	0.261%	\$16.32	\$7,036.68
Mar 83	\$1,500.56	\$7,036.68	\$8,537.24	\$7,786.96	0.263%	\$20.51	\$8,557.75
Apr 83	\$1,554.09	\$8,557.75	\$10,111.84	\$9,334.79	0.262%	\$24.43	\$10,136.28
May 83	\$1,700.30	\$10,136.28	\$11,836.58	\$10,986.41	0.261%	\$28.66	\$11,865.22
Jun 83	\$1,676.17	\$11,865.22	\$13,541.39	\$12,703.30	0.265%	\$33.66	\$13,575.05
Jul 83	\$1,565.47	\$13,575.05	\$15,140.52	\$14,367.79	0.265%	\$38.05	\$15,178.57
Aug 83	\$1,684.23	\$15,178.57	\$16,862.80	\$16,020.69	0.263%	\$42.05	\$16,904.86
Sep 83	\$1,648.53	\$16,904.86	\$18,563.39	\$17,729.12	0.264%	\$46.83	\$18,600.22
Oct 83		\$18,600.22	\$18,600.22	\$18,600.22	0.264%	\$49.14	\$18,649.36
Nov 83		\$18,649.36	\$18,649.36	\$18,649.36	0.263%	\$48.95	\$18,698.31
Dec 83		\$18,698.31	\$18,698.31	\$18,698.31	0.271%	\$50.64	\$18,748.95
Jan 84		\$18,748.95	\$18,748.95	\$18,748.95	0.268%	\$50.31	\$18,799.26
Feb 84		\$18,799.26	\$18,799.26	\$18,799.26	0.278%	\$51.85	\$18,851.12
Mar 84		\$18,851.12	\$18,851.12	\$18,851.12	0.300%	\$56.83	\$18,907.95
April 84		\$18,907.95	\$18,907.95	\$18,907.95	0.316%	\$60.80	\$18,967.74
May 84		\$18,967.74	\$18,967.74	\$18,967.74	0.344%	\$65.28	\$19,032.02
Jun 84		\$19,032.02	\$19,032.02	\$19,032.02	0.369%	\$70.26	\$19,103.09
Jul 84		\$19,103.09	\$19,103.09	\$19,103.09	0.373%	\$71.32	\$19,174.40
Aug 84		\$19,174.40	\$19,174.40	\$19,174.40	0.387%	\$74.14	\$19,248.55
Sept 84		\$19,248.55	\$19,248.55	\$19,248.55	0.411%	\$79.68	\$19,327.63
Oct 84		\$19,327.63	\$19,327.63	\$19,327.63	0.418%	\$80.85	\$19,408.48
Nov 84		\$19,408.48	\$19,408.48	\$19,408.48	0.444%	\$88.21	\$19,494.69
Dec 84		\$19,494.69	\$19,494.69	\$19,494.69	0.467%	\$94.85	\$19,586.54
Jan 85		\$19,586.54	\$19,586.54	\$19,586.54	0.500%	\$98.01	\$19,686.55
Feb 85		\$19,686.55	\$19,686.55	\$19,686.55	0.500%	\$98.67	\$19,788.32
Mar 85		\$19,788.32	\$19,788.32	\$19,788.32	0.507%	\$100.34	\$19,896.67
Apr 85		\$19,896.67	\$19,896.67	\$19,896.67	0.508%	\$101.82	\$19,999.69
May 85		\$19,999.69	\$19,999.69	\$19,999.69	0.509%	\$101.11	\$20,099.80
Jun 85		\$20,099.80	\$20,099.80	\$20,099.80	0.507%	\$101.88	\$20,192.68
Jul 85		\$20,192.68	\$20,192.68	\$20,192.68	0.498%	\$100.83	\$20,293.30
Aug 85		\$20,293.30	\$20,293.30	\$20,293.30	0.488%	\$98.93	\$20,392.23
Sept 85		\$20,392.23	\$20,392.23	\$20,392.23	0.491%	\$100.09	\$20,492.32
Oct 85		\$20,492.32	\$20,492.32	\$20,492.32	0.490%	\$100.33	\$20,592.65
Nov 85		\$20,592.65	\$20,592.65	\$20,592.65	0.490%	\$98.79	\$20,692.44
Dec 85		\$20,692.44	\$20,692.44	\$20,692.44	0.478%	\$96.81	\$20,791.25
Jan 86		\$20,791.25	\$20,791.25	\$20,791.25	0.490%	\$96.84	\$20,896.99
Feb 86		\$20,896.99	\$20,896.99	\$20,896.99	0.447%	\$93.36	\$20,990.27
Mar 86		\$20,990.27	\$20,990.27	\$20,990.27	0.461%	\$94.67	\$21,074.94
Apr 86		\$21,074.94	\$21,074.94	\$21,074.94	0.464%	\$95.72	\$21,170.66
May 86		\$21,170.66	\$21,170.66	\$21,170.66	0.490%	\$96.27	\$21,266.93
Jun 86		\$21,266.93	\$21,266.93	\$21,266.93	0.467%	\$97.11	\$21,363.04
Jul 86		\$21,363.04	\$21,363.04	\$21,363.04	0.467%	\$97.65	\$21,460.69
Aug 86		\$21,460.69	\$21,460.69	\$21,460.69	0.462%	\$96.09	\$21,558.78
Sept 86		\$21,558.78	\$21,558.78	\$21,558.78	0.462%	\$97.45	\$21,658.24
Oct 86		\$21,658.24	\$21,658.24	\$21,658.24	0.461%	\$97.81	\$21,754.06
Nov 86		\$21,754.06	\$21,754.06	\$21,754.06	0.461%	\$98.07	\$21,852.13
Dec 86		\$21,852.13	\$21,852.13	\$21,852.13	0.479%	\$98.61	\$21,950.74
Jan 87		\$21,950.74	\$21,950.74	\$21,950.74	0.479%	\$104.27	\$22,055.01
Totals	\$18,321.93						(\$18,321.93)
					Interest on Refund =		\$3,733.06

30 DAY COMMERCIAL PAPER RATE

AS POSTED IN THE WSJ ON THE  
1ST BUSINESS DAY OF THE MONTH

MONTH	RATE ON 1ST DAY OF THE MONTH PER WSJ	
JAN '92	4.74	4.44
FEB	4.13	4.17
MAR	4.20	4.24
APR	4.28	4.09
MAY	3.90	3.91
JUNE	3.91	3.91
JULY	3.90	3.63
AUG	3.36	3.38
SEPT	3.40	3.37
OCT	3.33	3.29
NOV	3.24	3.26
DEC	3.28	3.37
JAN '93	3.28	3.30
FEB	3.13	3.13
MAR	3.16	3.16
APR	3.19	3.19
MAY	3.09	3.09
JUNE	3.16	3.18
JULY	3.20	3.18
AUG	3.15	3.15
SEPT	3.14	3.17
OCT	3.19	3.17
NOV	3.14	3.15
DEC	3.15	3.25
JAN '94	3.2	3.22
FEB	3.16	3.31
MAR	3.52	3.65
APR	3.69	3.75
MAY	3.9	4.13
JUNE	4.36	4.43
JULY	4.50	4.48
AUG	4.46	4.64
SEPT	4.23	4.93
OCT	5.0	5.02
NOV	5.0	5.33
DEC	5.66	5.845

30 DAY COMMERCIAL PAPER RATE

AS POSTED IN THE WSJ ON THE  
1ST BUSINESS DAY OF THE MONTH

	MONTH	RATE ON 1ST DAY OF THE MONTH PER WSJ	AVERAGE FOR MONTH
1	JAN '95	6.03	6.065
2	FEB '95	6.100	6.075
3	MAR '95	6.050	6.085
4	APR	6.120	6.095
5	MAY	6.07	6.07
6	JUNE	6.07	6.085
7	JULY	6.10	5.95
8	AUG	5.56	5.85
9	SEPT	5.84	5.89
10	OCT	5.95	5.875
11	NOV	5.81	5.865
12	DEC	5.82	5.73
13	JAN	5.81	5.63
14	FEB	5.82	5.765
15	MAR	5.730	5.45
16	APR	5.31	5.46
17	MAY	5.40	5.400
18	JUNE	5.40	5.48
19	JULY	5.52	5.485
20	AUG	5.45	5.425
21	SEPT	5.40	5.42
22	OCT	5.44	5.472
23	NOV	5.372	5.4676
24	DEC	5.472	5.703
25	JAN '97	5.953	5.708
26	FEB	5.452	
27	MAR		
28	APR		
29	MAY		
30	JUNE		
31	JULY		
32	AUG		
33	SEPT		
34	OCT		
35	NOV		
36	DEC		

this provision.

**Specific Authority:** 367.121, F.S.

**Law Implemented:** 367.121, F.S.

**History:** New 11/9/86.

#### 25-30.355 Complaints.

(1) A utility shall make a full and prompt acknowledgement and investigation of all customer complaints and shall respond fully and promptly to all customer requests.

(2) For the purpose of this rule the word "complaint" used in this rule shall mean an objection made to the utility by the customer as to the utility's charges, facilities or service, where the disposal of the complaint requires action on the part of the utility.

(3) Replies to inquiries by the Commission's staff shall be furnished within fifteen (15) days from the date of the inquiry and shall be in writing, if requested.

**Specific Authority:** 367.121, F.S.

**Law Implemented:** 367.121, F.S.

**History:** Amended 9/12/74, formerly 25-10.70, Transferred from 25-10.070 and Amended 11/9/86.

#### 25-30.360 Refunds.

(1) Applicability. With the exception of deposit refunds, all refunds ordered by the Commission shall be made in accordance with the provisions of this Rule, unless otherwise ordered by the Commission.

(2) Timing of Refunds. Refunds must be made within 90 days of the Commission's order unless a different time frame is prescribed by the Commission. A timely motion for reconsideration temporarily stays the refund, pending the final order on the motion for reconsideration. In the event of a stay pending reconsideration, the timing of the refund shall commence from the date of the order disposing of any motion for reconsideration. This rule does not authorize any motion for reconsideration not otherwise authorized by Chapter 25-22, Florida Administrative Code.

(3) Basis of Refund. Where the refund is the result of a specific rate change, including interim rate increases, and the refund can be computed on a per customer basis, that will be the basis of the refund. However, where the refund is not related to specific rate changes, such as a refund for overearnings, the refund shall be made to customers of record as of a date specified by the Commission. In such case, refunds shall be made on the basis of usage. Per customer refund refers to a refund to every customer receiving service during the refund period. Customer of record refund refers to a refund to every customer receiving service as of a date specified by the Commission.

#### (4) Interest.

(a) In the case of refunds which the Commission orders to be made with interest, the average monthly interest rate until refund is posted to the customer's account shall be based on the 30 day commercial paper rate for high grade, unsecured notes sold through dealers by major corporations in multiples of \$1,000 as regularly published in the Wall Street Journal.

(b) This average monthly interest rate shall be calculated for each month of the refund period:

1. By adding the published interest rate in effect for the last business day of the month prior to each month of the refund period and the published rate in effect for the last business day of each month of the refund period divided by 24 to obtain the average monthly interest rate;
2. The average monthly interest rate for the month prior to distribution shall be the same as the last calculated average monthly interest rate.

(c) The average monthly interest rate shall be applied to the sum of the

previous month's ending balance (including monthly interest accruals) and the current month's ending balance divided by 2 to accomplish a compounding effect.

(d) Interest Multiplier. When the refund is computed for each customer, an interest multiplier may be applied against the amount of each customer's refund in lieu of a monthly calculation of the interest for each customer. The interest multiplier shall be calculated by dividing the total amount refundable to all customers, including interest, by the total amount of the refund, excluding interest. For the purpose of calculating the interest multiplier, the utility may, upon approval by the Commission, estimate the monthly refundable amount.

(e) Commission staff shall provide applicable interest rate figures and assistance in calculations under this Rule upon request of the affected utility.

(5) Method of Refund Distribution. For those customers still on the system, a credit shall be made on the bill. In the event the refund is for a greater amount than the bill, the remainder of the credit shall be carried forward until the refund is completed. If the customer so requests, a check for any negative balance must be sent to the customer within 10 days of the request. For customers entitled to a refund but no longer on the system, the company shall mail a refund check to the last known billing address except that no refund for less than \$1.00 will be made to these customers.

(6) Security for Money Collected Subject to Refund. In the case of money being collected subject to refund, the money shall be secured by a bond unless the Commission specifically authorizes some other type of security such as placing the money in escrow, approving a corporate undertaking, or providing a letter of credit. The company shall provide a report by the 20th of each month indicating the monthly and total amount of money subject to refund as of the end of the preceding month. The report shall also indicate the status of whatever security is being used to guarantee repayment of the money.

(7) Refund Reports. During the processing of the refund, monthly reports on the status of the refund shall be made by the 20th of the following month. In addition, a preliminary report shall be made within 30 days after the date the refund is completed and again 90 days thereafter. A final report shall be made after all administrative aspects of the refund are completed. The above reports shall specify the following:

- (a) The amount of money to be refunded and how that amount was computed;
- (b) The amount of money actually refunded;
- (c) The amount of any unclaimed refunds; and
- (d) The status of any unclaimed amounts.

(8) Any unclaimed refunds shall be treated as cash contributions-in-aid-of-construction.

**Specific Authority:** 350.127(2), F.S.

**Law Implemented:** 367.081(6), 367.082(2), F.S.

**History:** New 8/17/83, Formerly 25-10.76, 25-10.076, Amended 11/9/86, 11/30/93.