### Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Services Completes

| Docket No             | . 03025             | 0-WU     | D          | ate Dock      | eted:  | 03/13   | /2003                          | Titl  | le: A  | Applic | ation<br>ino Pi | for   | staf   | f-ass  | isted | l rat | te ca      | se i | n Pasc | o Count | y, by     |
|-----------------------|---------------------|----------|------------|---------------|--------|---------|--------------------------------|-------|--------|--------|-----------------|-------|--------|--------|-------|-------|------------|------|--------|---------|-----------|
| Company:              | Florali             | no Pro   | opertie    | es, Inc.      |        |         |                                |       | Г      | TUTAL  | THO PI          | opei  | LIES   | , IIIC |       |       |            |      |        |         |           |
|                       |                     |          |            |               |        |         |                                |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
| 066:-:-1              | C:1: D              |          |            |               |        |         |                                |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
| Official<br>Last Day  |                     |          |            |               | Ехр    | iration | : _                            |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
| Referred<br>("()" ind |                     | PR)      |            |               |        |         | CCA                            |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
| Section 2             | - OPR C             | omple    | tes and    | returns       | to C   | CA in 1 | 0 workd                        | ays.  |        |        |                 |       |        | Tir    | me Sc | hedu  | <u>ule</u> |      |        |         |           |
| Program/M             | <u>odule</u> A      | 1(b)     |            |               |        |         | WARNIN<br>IT IS                | G: T  | THIS S | CHEDU  | ILE IS          | AN :  | INTERI | NAL P  | LANNI | NG [  | OCUM       | ENT. |        |         |           |
|                       |                     | <u>S</u> | taff As    | signment      | S      |         | FOR UP                         | DATE  | S CON  | ITACT  | THE R           | ECORI | OS SE  | CTION  | : (85 | 50) 4 | 413-6      | 770  |        | Due T   | lat as    |
| OPR Staff             | _                   |          |            |               |        |         | curre                          | nic ( | JASK I |        |                 | vei   |        |        |       |       |            |      | D.s.   | Due [   |           |
|                       | _                   |          |            |               |        |         |                                |       |        | 0      |                 |       |        |        |       |       |            |      | Pre    | evious  | Current   |
|                       | _                   |          |            |               |        |         |                                |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
|                       |                     |          |            |               |        |         |                                |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
| Staff Cou             | <u>nsel</u>         |          |            |               |        |         |                                |       |        |        |                 |       |        |        | -     |       |            |      |        |         |           |
| OCRs (AUS             | )                   |          |            |               |        |         | 8.                             |       |        |        |                 |       |        |        |       |       |            |      | -      |         |           |
|                       |                     |          |            |               |        | -       | 9                              |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
| (                     | ) -                 |          |            |               |        |         |                                |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
|                       |                     |          |            |               |        |         | 13                             |       |        |        |                 |       |        |        |       |       |            |      | 1      |         |           |
| (                     | )                   |          | -          |               |        |         | 15.                            |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
| ,                     |                     |          |            |               |        |         | 1/.                            |       |        |        |                 |       |        |        |       |       |            |      | 1      |         |           |
| (                     | )                   |          |            |               |        |         | 18. –                          |       |        |        |                 |       |        |        |       |       |            |      | 1      |         |           |
|                       | /                   |          |            |               |        |         | C1.                            |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
| (                     | )                   |          |            |               |        |         | 24                             |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
|                       |                     |          |            |               |        |         | 25.                            |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
| ,                     |                     |          |            |               |        |         | 21.                            |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
|                       |                     |          |            |               |        |         | 28. —<br>29. —<br>30. —<br>31. |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
| Recommend             |                     |          |            | earing        |        |         |                                |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
| and/or de             |                     |          |            |               |        |         | 33.                            |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
| Full Com<br>Hearing   | mmission<br>Examine | r        | Com<br>Sta | mission<br>ff | Panel  |         | 35.                            |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
| Date file             |                     |          |            |               |        |         | 37.                            |       |        |        |                 |       |        |        |       |       |            |      | -      |         |           |
| Initials:             | OPR                 |          |            |               |        |         | 1 00.                          |       |        |        |                 |       |        |        |       |       |            |      |        |         |           |
|                       |                     |          |            |               |        |         | 39                             |       |        |        |                 |       |        |        |       |       |            |      |        | 10      | OCUMENT N |
| Section 3             | - Chair             | man Co   | omplete    | S             |        |         | Assignm                        | ents  | are    | as fo  | llows           | :     |        |        |       |       |            |      |        |         |           |
|                       |                     |          | - Heari    | ng Offic      | er(s)  |         |                                |       |        |        |                 |       |        | - Prel | heari | na (  | Offic      | er   |        | 1       |           |
|                       |                     |          | issione    |               |        | Hrg.    | Staff                          | 7     |        |        |                 | 9     |        |        | issio | -     |            | T    | ADM    | -       |           |
|                       | ALL                 | JB       |            | BZ BD         | DV     | Exam.   |                                |       |        |        |                 |       | JB     | DS     | BZ    | T-    |            | V    |        | )       | nzaloro   |
|                       | - 16.6              |          |            |               | -      |         |                                | -     |        |        |                 |       |        | 00     | 1     |       |            | +    |        | 1/      | 2000      |
| Where pane            | ols are             | assign   | ned the    | senior        | Commis | sioner  | is Dane                        | _]    | `hairm | ian.   |                 |       |        | L      |       |       |            |      |        |         |           |
| the ident             | ical pane           | el dec   | cides t    | he case.      |        |         |                                |       |        | idil,  |                 | A     | Appro  | ved:   |       |       |            |      |        |         |           |
| assigned t            | the full            | Commi    | ission     | decides       | the ca | ise.    | carr nei                       | iner  | 15     |        |                 | [     | Date:  | _/     | /     |       |            |      |        |         |           |
| PSC/CCA015            | 5-C (Rev            | . 01/0   | 03)        |               |        |         |                                | *     | COMPL  | ETED   | EVENTS          |       |        |        |       |       |            |      |        |         |           |

### Case Scheduling/Rescheduling Advice

### Last Revised 04/07/2003 at 14:29

Printed on 04/08/2003 at 14:36

Page 1 of 1

| To: X Commissioner Deason X Commissioner Baez Commissioner Bradley X Commissioner Davidson X Executive Director X Public Information Office | X General C<br>X Auditing<br>X Comm. C<br>Competit | Executive Directions of the Counsel Direction & Safety Direction & ADM tive Markets/For Affairs Directions of the Country of t | Services X Court Report X Staff Control X Staff Control | Regulation Director<br>ffairs Director<br>orter<br>act - Katherine Echternac |
|---|--|--|---|--|
| From: Office of Chairman Lila Ja  | aber   |  |   |  |
| Docket Number: 030250-WU  |  |  |   |  |
| Docket Title: Application for state  1. Schedule Information  | f-assisted rate case                               | in Pasco County,   | by Floralino Properties, Inc.                           |  |
| Event   | Former Date  | New Date   | Location  | Time   |
| Prehearing Conference   |  | 03/29/2004   | Tallahassee, Room 152                                   | 3:30 PM - 5:00 PM  |
| Service Hearing   |  | 04/27/2004   | Pasco County  | 10:00 AM - 12:00 PM  |
| Hearing   |  | 04/27/2004   | Pasco County  | 12:00 PM - 5:00 PM   |
| Service Hearing   |  | 04/27/2004   | Pasco County  | 6:00 PM - 8:00 PM  |
| Hearing   |  | 04/28/2004   | Pasco County  | 10:00 AM - 5:00 PM   |
|   |  |  |   |  |
| 2. Hearing/Prehearing Assignme  | ent Information                                    |  | Current Assi  | gnments  |
| Hearing Officers  ALL JB DS B   | Exar   |  | Commissioners  ALL JB DS BZ BD D  X X X                 | Hearing Staff Exam.  |
| Prehearing Officer  Commission  JB DS BZ BD   | oners<br>DV ADM                                    |  | Commissioners  JB DS BZ BD DV AD X                      | DM   |
| Reason for Revision: A. N   | New Assignment                                     | 1. Unavailability  | 2. Good Cause 3. Recused 4. D                           | isqualified 5. See Remarks   |

CCS Form Number: 030250-WU-00001-001

#### Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing ices Completes Date Docketed:  $\underline{03/13/2003}$  Title: Application for staff-assisted rate case in Pasco County, by Floralino Properties, Inc. Docket No. 030250-WU

Company: Floralino Properties, Inc.

| 0 | CC.   |    | 7   | F . 7 |      | Date: | 05/12  |
|---|-------|----|-----|-------|------|-------|--------|
|   | TTT   | 07 | 2   | F7 I  | Tha  | Hate. | 115/1/ |
| v | 1 1 1 | 61 | u i | 1 1 1 | 1114 | Date. | 00/12  |

Last Day to Suspend: 07/11/2003 15 MoExpiration:

Referred to: ("()" indicates OPR)

AUS CAF CCA CMP (ECR) EXT GCL MMS PIF

Section 2 - OPR Completes and returns to CCA in 10 workdays

|                                 | compretes and recurris to con in   | 10 Workdays.  |                                      |  |
|---------------------------------|--|---|--------------------------------------|--|
| Program/Module                  | Al(b)  | WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION.   |                                      |  |
|                                 | Staff Assignments  | FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Current CASR revision level   | Due D                                | Dates  |
| OPR Staff                       | S Moniz, T Davis, S Hudson,<br>C Kummer, J Lingo, T Rendell,<br>P Stallcup, M Willis | 0   |                                      | Current  |
| Staff Counsel                   | K Echternacht  | 1.*Forms Requesting Assistance Filed 2.*AUS Initial Review Report 3. AUS Audit Request 4. SARC Approval/Denial Letter 5. Committee Meets to Discuss 6. Company Pays Filing Fee (Official Filing Date) | NONE<br>NONE<br>NONE<br>NONE<br>NONE | 03/13/2003<br>04/03/2003<br>04/10/2003<br>04/10/2003<br>04/10/2003<br>05/12/2003 |
| OCRs (AUS)                      |  | 7. Audit Report Due 8. Engineering Analysis Due to Analyst 9. Prlmnry Staff Report to Eco. & Rates for Analysis 10. Repression/Conservation Analysis to Staff   | NONE<br>NONE<br>NONE                 | 06/09/2003<br>06/16/2003<br>07/07/2003<br>07/14/2003                             |
| ( )                             |  | 11. Engineering/Repression Cons. Issues to Analyst 12. Prlmnry Staff Report to Supervisor 13. OPR Provides Legal with Customer Notice Data 14. Legal Sends Notice and Reports to Company              | NONE<br>NONE<br>NONE                 | 07/21/2003<br>07/28/2003<br>08/04/2003<br>08/11/2003                             |
| ( )                             |  | 15. FAW Notice Filed 16. Customer Meeting 17. Staff Recommendation 18. Agenda   | NONE<br>NONE<br>NONE                 | 08/12/2003<br>09/10/2003<br>10/09/2003<br>10/21/2003                             |
| ( )                             |  | 19. PAA Order 20. Protest Period Expires 21. Consummating Order if No Protest 22. Close Docket or Revise CASR if Protested  | NONE<br>NONE<br>NONE                 | 11/10/2003<br>12/01/2003<br>12/05/2003<br>12/10/2003                             |
| ( )                             |  | 23. Prehearing, if PAA Protested 24. Hearing, if PAA Protested (4/27.28/04) 25  | NONE<br>NONE                         | 03/29/2004 04/27/2004  |
| ( )                             |  | 27.<br>28.<br>29.   |                                      |  |
| Recommended ass and/or deciding | ignments for hearing<br>this case:   | 30.<br>31.<br>32.<br>33.  |                                      |  |
| Full Commissi<br>Hearing Exami  | on X Commission Panel<br>ner Staff   | 35.   |                                      |  |
| Date filed with                 | CCA: 04/10/2003  | 36.<br>37.<br>38.   |                                      |  |
| Initials: OPR Staf              | f Counsel  | 39.<br>40.  |                                      |  |

Section 3 - Chairman Completes

Assignments are as follows:

CSRA

#### - Hearing Officer(s)

|     | Comm <sup>-</sup> | ission | ners |    |    | Hrg.<br>Exam. | Staff |
|-----|-------------------|--------|------|----|----|---------------|-------|
| ALL | JB                | DS     | BZ   | BD | DV | LAdiii.       |       |
| Χ   |                   |        |      |    |    |               |       |

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case. Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

| - | Prehea | rina | Offi | cer |
|---|--------|------|------|-----|
|   |        |      |      |     |

| Commissioners |    |    |    |  |  |  |  |  |  |  |
|---------------|----|----|----|--|--|--|--|--|--|--|
| DS            | BZ | BD | DV |  |  |  |  |  |  |  |
|               |    |    | χ  |  |  |  |  |  |  |  |
|               |    |    |    |  |  |  |  |  |  |  |

Approved:

Date: 04/10/2003

PSC/CCA015-C (Rev. 01/03)

\* COMPLETED EVENTS

### Case Scheduling/Rescheduling Advice

### Last Revised 12/04/2003 at 15:19 Printed on 12/04/2003 at 15:20

Page 1 of 1

| X<br>X<br>X | Commissioner Baez<br>Commissioner Bradley<br>Commissioner Davidson<br>Executive Director | X<br>X<br>X | Deputy Executive Director/EXA General Counsel Director Auditing & Safety Director Comm. Clerk & ADM Services Competitive Markets/Enforcement Consumer Affairs Director | X | Economic Regulation Director External Affairs Director Court Reporter Staff Contact - Katherine Echternacht |
|-------------|--|-------------|--|---|---|
| IX.         | Public information Officer   | IX.         | Consumer Affairs Director  | _ | J   |

From: Office of Chairman Lila Jaber

Docket Number: 030250-WU

**Docket Title:** 

Application for staff-assisted rate case in Pasco County, by Floralino Properties, Inc.

#### 1. Schedule Information

| Event                 | Former Date | New Date  | Location              | Time                |
|-----------------------|-------------|-----------|-----------------------|---------------------|
| Prehearing Conference | 03/29/2004  | Cancelled | Tallahassee, Room 152 | 3:30 PM - 5:00 PM   |
| Service Hearing       | 04/27/2004  | Cancelled | Pasco County          | 10:00 AM - 12:00 PM |
| Hearing               | 04/27/2004  | Cancelled | Pasco County          | 12:00 PM - 5:00 PM  |
| Service Hearing       | 04/27/2004  | Cancelled | Pasco County          | 6:00 PM - 8:00 PM   |
| Hearing               | 04/28/2004  | Cancelled | Pasco County          | 10:00 AM - 5:00 PM  |
|                       |             |           |                       |                     |

### 2. Hearing/Prehearing Assignment Information

### Former Assignments

| Hearn  | ng |
|--------|----|
| Office | rs |

|     | Cor | nmis | ssior | ners |    | Hearing<br>Exam. | Staff |
|-----|-----|------|-------|------|----|------------------|-------|
| ALL | JB  | DS   | BZ    | BD   | DV |                  |       |
|     |     |      |       |      |    |                  |       |

### Current Assignments

|     | Cor | nmis | ssior | ners |    | Hearing<br>Exam. | Staff |
|-----|-----|------|-------|------|----|------------------|-------|
| ALL | JB  | DS   | ΒZ    | BD   | DV |                  |       |
|     |     | X    | X     |      | X  |                  |       |

**Prehearing** Officer

| Commissioners |    |    |    |    |     |  |  |  |  |
|---------------|----|----|----|----|-----|--|--|--|--|
| JB            | DS | BZ | BD | DV | ADM |  |  |  |  |

| Commissioners |    |    |    |    |     |  |  |  |
|---------------|----|----|----|----|-----|--|--|--|
| JB            | DS | BZ | BD | DV | ADM |  |  |  |
|               |    |    |    | X  |     |  |  |  |

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Consummating Order Issued.

CCS Form Number: 030250-WU-00001-002 PSC/JBE 8 (01/2002)

### STATE OF FLORIDA

COMMISSIONERS: LILA A. JABER, CHAIRMAN J. TERRY DEASON BRAULIO L. BAEZ RUDOLPH "RUDY" BRADLEY CHARLES M. DAVIDSON



DIVISION OF THE COMMISSION CLERK & ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

### Hublic Service Commission

March 13, 2003

Anthony Tubolino Floralino Properties, Inc. Post Office Box 5017 Largo, Florida 33779

Re: Docket No. 030250-WU

Dear Mr. Tubolino:

This will acknowledge receipt of an application for staff-assisted rete case in Pasco County, by Floralino Properties, Inc., which was filed in this office on March 13, 2003, and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6248 or FAX (850) 413-7180.

Division of the Commission Clerk and Administrative Services Florida Public Service Commission



ORIGINAL

#### STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



TIMOTHY DEVLIN, DIRECTOR DIVISION OF ECONOMIC REGULATION (850) 413-6900

CLERK

AUG 25 AN 8: 50

NECEIVED FRSC

Hublic Service Commission

August 22, 2003

Diane L. Granado 3521 Connon Drive New Port Richey, FL 34652

Re: Docket No. 030250-WU, Application for a Staff Assisted Rate Case by Floralino Properties, Inc.

Dear Ms. Granado:

This letter is in response to your letter dated August 21, 2003. We would like to thank you for your comments. Although you will not be able to attend the customer meeting on September 10, 2003, rest assured that your comments will be given the same weight as if they were delivered in person. We have included your August 21, 2003, letter in the official docket file. We also have been forwarded the history of your billing complaints from our Division of Consumer Affairs. It is our understanding that the utility has not yet satisfied the billing error. We encourage you to continue to work with our Division of Consumer Affairs to correct the error. One of the items addressed in a staff assisted rate case (SARC) is the quality of service the utility provides. We will take your comments (including your current billing complaint) as well as other comments from customers of the utility into consideration of our recommendation on quality of service.

Your letter also addresses the level of the rate increase. Let me take this opportunity to briefly explain how the Florida Public Service Commission establishes rates. Pursuant to Section 367.081, Florida Statutes, the Commission shall set rates which are just, reasonable, compensatory, and are not unfairly discriminatory. In determining the revenue requirements for the water and wastewater services, the Commission employs the rate of return methodology established in Chapter 367, Florida Statutes. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some of the factors affecting the cost of providing service include the size and age of the utility system, the quality of the water at its source, the number of customers, and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by companies as part of a rate increase application. The Commission's auditors also examine this information and publish the

Diane L. Granado Page 2 August 22, 2003

results of their findings in an audit report. Recovery of any costs found by the Commission to be imprudent or unreasonable is not allowed. Once the revenue requirement is set, the Commission must then establish service rates which will afford the utility the opportunity to earn the approved revenue requirement.

The rates contained in the customer notice are preliminary and are based on a preliminary staff report dated July 28, 2003. Enclosed is a copy of the staff report. Staff is still investigating several expense items in this case; however, for the purposes of facilitating the customer meeting, staff has included the expense items still under investigation. Typically the rates in staff's final recommendation are different from those presented at the customer meeting, since staff is still gathering information to make its final recommendation, including information from customers. Staff is scheduled to submit its recommendation to the Commission on October 9, 2003, and the Commission vote on this matter is scheduled for October 21, 2003.

Hopefully this letter has better explained the SARC process. If you would like to receive a copy of staff's formal recommendation or if you have any other questions regarding the SARC please contact Mr. Ryan Fitch at (850)-413-6928.

Sincerely,

Troy Rendell

Public Utilities Supervisor

TR:rf Enclosure

cc:

Division of Commission Clerk and Administrative Services (030250-WU)

Division of Economic Regulation (Fitch, Davis)

Office of General Counsel (Fleming) Division of Consumer Affairs (Plendl)

Floralino Properties, Inc. Martin S. Friedman Mr. Troy Rendell, E.C.R. Florida Public Service Commission 2540 Shumard Oak Blvd. Tallahassee, Fl. 32399-0850 AUG 2 2 2003

Reference Docket no. 030250-WU

I apologize for not being able to appear before the commission staff in person on Sept. 10, 2003.

Due to my employment, I am forced to present my case as follows:

I have had problems with inconsistent billing statements for 2 years now.

- 1) Previous and current water readings do not match from bill to bill (the current reading should always be the previous reading on the following bill).
- 2) Amount of water usage in gallons does not equal the difference of the 2 readings
- 3) The dollar value of the water usage is inaccurate. I had 2 consecutive bills, 1 with 2300 gallons used and the other with 9000 gallons used. Yet the cost of the water for both was \$14,49.
- 4) Credits due are not posted correctly and than subsequently over|looked
- 5) I have had encounters with rude employees when questioning my bill. Not recently though because in Feb. 2003, I dealt with Sandra. In April 2003, I dealt with Gloria. In July 2003, I dealt with Vicki. I can't guess when Vicki will be gone and yet another will have to help us!
- 6) A few months ago, a shut off notice was sent to my neighbors address for non payment on my account. I had a hand written receipt from the office paid in full for that particular bill

I have turned to the Florida Public Service Commission several times to try and get resolution

on the continued errors. We get one bill correct and the very next one that is

issued is incorrect.

OFBINAL

I do not believe that Floralino Properties deserves a rate increase at this time. (least of all a 30%

increase). Pasco County Water Utilities rates are:

Monthly base price with 1000 gal.-\$4.39 Water per 1000 gal up to 4000--- \$1.81 Over 4000 gal.------ \$2.01

What guidelines are being used to allow Floralino Properties to go from \$1.61 per ea. 1000 gals.

to \$2.23 per ea. 1000 gals.? In my lifetime, I have never seen a 30% cost of living raise on any of

my paystubs.

In October 2002- Docket no. 020005-WS- Floralino Properties increased approx. 1.54%. There was

no public hearing because of section 367.081 (4) (b), Florida Statutes and for whatever reason,

the company received the increase yet the invoicing skills did not improved.

I do not believe that I should have to scrutinize the charges on each and every bill that I receive. And then

have to turn around and deal with the office to correct these errors.

I feel a fair solution would be to put the rate increase on hold until Nr. Tubilino can show the Staff

that he can handle the invoicing end of his business. I also feel that if this should happen, when

it comes up for review again, the rate increase should not be so drastic.

Thank-You

Diane L. Granado 3521 Connon Drive New Port Richey, Fl. 34652

#### Kay Flynn

From:

Denise Karnes

Sent:

Wednesday, August 27, 2003 1:38 PM

To:

Alina Dieguez; Beth Salak; Betty Ashby; Bev DeMello; Blanca Bayo; Bob Trapp; Braulio Baez; Breda Platt; Carol Purvis; Cayce Hinton; Charles Davidson; Chuck Hill; Cindy Miller; Dan Hoppe; Della Fordham; Diane Lee; Dorothy Boone; Harold McLean; Hurd Reeves; J. Terry Deason; Janet Brunson; Janet Harrison; JoAnn Chase; Jorge Chamizo; Kathleen Stewart; Katrina Tew; Kay Flynn; Kay Posey; Kevin Bloom; Kevin Neal; Larry Harris; Lila Jaber; Martha Golden; Mary Bane; Mary Macko; Norma Jenkins; Pat Dunbar; Patsy White; Richard Tudor; Roberta Bass; Rudy Bradley; Sharon Allbritton; Susan Howard; Tarik Noriega; Thelma Crump;

Tim Devlin; Veronica Washington; Vic Cordiano

Subject:

Application for a Staff-Assisted Rate Case in Pasco County by Floralino Prop.



The attached bulletin was sent to the legislators and county commissioners in Pasco County this afternoon, 8/27/03.



# Bulletin

A Publication of PSC Actions Provided to Gov't. Officials

August 27,2003

# Application for a Staff-Assisted Rate Case in Pasco County by Floralino Properties, Inc.

Docket No. 030250-WU

Floralino Properties, Inc., is a Class C water utility providing service to approximately 701 residential customers and seven general service customers in Pasco County. On March 13, 2003, Floralino Properties, Inc. (Floralino or utility) filed an application for a staff-assisted rate case with the Florida Public Service Commission (Commission).

The area served by the utility is located in Pasco County on the east side of Highway 19 South, about three miles south of the city of New Port Richey. The utility's application is being processed under the Commission's "Proposed Agency Action (PAA) procedures. Under the PAA procedures, the case will not be set for a formal hearing unless a timely protest to the Commission proposed action is filed.

The utility's records have been audited for compliance with Commission rules and a staff engineer has conducted an investigation of the utility's facilities. In addition, the utility's expenses have been reviewed.

On Wednesday, September 10, staff of the Commission will hold a customer meeting to give customers of the utility an opportunity to place into the record of the proceeding specific concerns regarding the utility's quality of service and the utility's responsiveness to service quality issues.

The Commission's staff has proposed an increase for water service based on its review of the utility's records. Based on staff's recommendation, the average monthly bill for water service would increase. Assuming consumption of 4,500 gallons per month, which is the average for a residential customer of the utility, staff's preliminary recommendation would increase monthly bills from \$15.27 to \$18.23.

The rates recommended by staff are for informational purposes only and are intended to facilitate discussion at the customer meeting. A final recommendation on rates, which may include information from the customer meeting, will be prepared by Commission staff and filed and available for review on October 9, 2003. The Commission is scheduled to consider staff's recommendation at its October 21, 2003, agenda conference.

CUSTOMER MEETING
Thursday, September 10, 2003
6:00 p.m.
New Port Richey City Hall
5919 Main Street
New Port Richey, FL

<del>\*</del>

For legal questions, contact:

Katherine Fleming
(850) 413-6218

For technical questions, contact:

Ryan Fitch
(850) 413-6928

Marshall Willis
(850) 413-6914

For general information, contact:

Thelma Crump, Tarik Noriega or Kevin Bloom
(850) 413-6482

### **CONSUMER ASSISTANCE**

Application for a Staff-Assisted Rate Case in Pasco County by Floralino Properties, Inc.

Docket No. 030250-WU

Any consumer who wishes to comment or provide information may do so at the service hearing scheduled in their local area.

Consumers may write to:

Florida Public Service Commission
Division of the Commission Clerk and Administrative
Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

All written correspondence will be placed in the docket file noted above.

Or, consumers may call or fax to the PSC's Division of Consumer Affairs' toll-free numbers:

Phone: 1-800-342-3552 Fax: 1-800-511-0809

Internet E-Mail: contact@psc.state.fl.us

See the PSC's World Wide Web Home Page at: http://www.floridapsc.com ORIGINAL

#### STATE OF FLORIDA

COMMISSIONERS: LILA A. JABER, CHAIRMAN J. TERRY DEASON BRAULIO L. BAEZ RUDOLPH "RUDY" BRADLEY CHARLES M. DAVIDSON



TIMOTHY DEVLIN, DIRECTOR DIVISION OF ECONOMIC REGULATION (850) 413-6900

### Hublic Service Commission

August 28, 2003

CUMMISSION

Ms. Vickey McDonald New Port Richey, City Hall 5919 Main Street New Port Richey, FL 34652

Re: Docket No. 030250-WU, Application for a Staff Assisted Rate Case by Floralino Properties, Inc.

Dear Ms. McDonald:

This letter is to confirm our reservation of the New Port Richey, City Hall Meeting Room for Wednesday, September 10, 2003 from 4:00 am to 8:00 pm. We are planning to hold afternoon meetings from 4:00 pm to 5:00 pm, followed-up by a general customer meeting beginning at 6:00 pm. We may finish the general customer meeting before 8:00 pm depending on the number of attendees and the number of comments received.

I understand that the meeting room seats approximately 100 people and an audio system and projection screen will be available for our use. If you have any questions, please contact Ryan Fitch at (850) 413-6928. Thank You.

Sincerely,

Troy Rendell

Public Utilities Supervisor

TR/rf
Enclosure

cc:

Division of Economic Regulation (Fitch)

Office of General Counsel (Fleming)

Division of Commission Clerk and Administrative Services (030250-WU)

### Kay Flynn

From: Denise Karnes

Sent: Monday, September 08, 2003 9:29 AM
To: Alina Dieguez; Beth Salak; Betty Ashby; Bev DeMello; Blanca Bayo; Bob Trapp; Braulio Baez;

Breda Platt; Carol Purvis; Cayce Hinton; Charles Davidson; Chuck Hill; Cindy Miller; Dan Hoppe; Della Fordham; Diane Lee; Dorothy Boone; Harold McLean; Hurd Reeves; J. Terry Deason; Janet Brunson; Janet Harrison; JoAnn Chase; Jorge Chamizo; Kathleen Stewart; Katrina Tew; Kay Flynn; Kay Posey; Kevin Bloom; Kevin Neal; Larry Harris; Lila Jaber; Martha Golden; Mary Bane; Mary Macko; Norma Jenkins; Pat Dunbar; Patsy White; Richard Tudor; Roberta Bass; Rudy Bradley; Sharon Allbritton; Susan Howard; Tarik Noriega; Thelma Crump;

Tim Devlin; Veronica Washington; Vic Cordiano

Subject: Customer Mtg. Scheduled to Discuss Rates for Floralino Prop., Inc.



The attached news release was sent to the media in the Pasco County area this morning, 9/8/03.



# State of Florida Hublic Service Commission NEWS RELEASE

September 8, 2003

Contact: • 850-413-6482

## Customer Meeting Scheduled to Discuss Rates for Floralino Properties, Inc.

TALLAHASSEE — The staff of the Florida Public Service Commission (PSC) will conduct a customer meeting to accept comments from consumers in response to a proposed rate increase for water customers of Floralino Properties, Inc., in Pasco County. The meeting will be held Wednesday, September 10, 2003, at 6 p.m. at the New Port Richey City Hall to provide customers and other interested parties an opportunity to comment on the proposed rate increase and service quality issues related to Floralino's service.

Floralino provides water service to an estimated 701 residential customers and seven general service customers in three subdivisions: Colonial Manor, Colonial Manor Annex, and Eastwood Acres. The service area is located on the east side of Highway 19 South, approximately 2.9 miles south of Main Street in New Port Richey.

PSC staff estimates that customers using an average of 4,500 gallons of water per month will see an increase from the current rate of \$15.27 to \$18.23. The estimate is for discussion purposes only and is subject to change based on information obtained at the customer meeting.

Wednesday, September 10, 2003 6:00 p.m. New Port Richey City Hall 5919 Main Street New Port Richey, Florida

Commission staff is scheduled to make a recommendation on rates to the Commission October 9, 2003, and the Commission's vote is scheduled for October 21, 2003.

###

Website - <a href="http://www.floridapsc.com">http://www.floridapsc.com</a>
Kevin Bloom, Director, Office of Public Information
Additional Press Contacts: Thelma Crump; Tarik Noriega
2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850

CCA official Filing 11/5/2003\*\*\*\*\*\*\*\*\*\*

3:05 PM\*\*\*\*\*\*\*\*\*

Matilda Sanders\*\*\*\*1

**Matilda Sanders** 

1250- PAA

From:

Janice Banka

Sent:

Wednesday, November 05, 2003 3:00 PM

To: Subject:

CCA - Orders / Notices Order / Notice Submitted

Date and Time:

11/5/2003 2:58:00 PM

**Docket Number:** 

030250-WU

Filename / Path:

030250or.kef

Order Granting Temporary Rates in the Event of Protest and Notice of Proposed Agency Action Order Approving Increase in Rates and Charges, with attachments.

Number of pages in order - 53.

Thanks "J"

2 mailed + (Resunty chira advess) Pasco

**Matilda Sanders** 

1362-CO

2

From:

Janice Banka

Sent:

Monday, December 01, 2003 9:56 AM

To: Subject: CCA - Orders / Notices Order / Notice Submitted

Date and Time:

12/1/2003 9:55:00 AM

Docket Number: Filename / Path:

030250-WU 030250co.kef

Consummating Order.

Number of pages in order - 2.

Thanks "J"

2/0 + 2 Pasco ClrKs.

2:42 PM\*\*\*\*\*\*\*\*\*

Matilda Sanders\*\*\*\*1

**Matilda Sanders** 

PSC-03-1362A - CO - WU

From:

Janice Banka

Sent:

Monday, December 01, 2003 2:29 PM

To:

CCA - Orders / Notices

Subject:

Order / Notice Submitted

Date and Time:

12/1/2003 2:27:00 PM

**Docket Number:** 

030250-WU

Filename / Path:

030250ao.kef

Amendatory Order.

Number of pages in order - 1.

Thanks "J"

2/0 + 2 Pasco ClrKs