

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request for approval of change in meter installation customer deposits tariff and proposed changes in miscellaneous service charges in Marion County by Windstream Utilities Company.

DOCKET NO. 070377-WU  
ORDER NO. PSC-08-0009-TRF-WU  
ISSUED: January 2, 2008

The following Commissioners participated in the disposition of this matter:

LISA POLAK EDGAR, Chairman  
MATTHEW M. CARTER II  
KATRINA J. McMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

ORDER APPROVING MISCELLANEOUS SERVICE CHARGES AND DELINQUENT  
PAYMENT CHARGE

BY THE COMMISSION:

Background

Windstream Utilities Company (Windstream or utility) is a Class B utility which provides service in Marion County to approximately 1,382 water customers. The utility's 2006 annual report shows water annual operating revenue of \$630,781, and a total utility operating income of \$73,534.

On June 2, 2007, Windstream filed an application to modify Tariff Sheets Nos. 17.0 and 15.1. Windstream proposes to modify its premises visit charge to recognize situations where a service representative visits a premises at the customer's request for complaint resolution or for other purposes and the problem is found to be the customer's responsibility. Windstream has also requested adding after hours charges for its miscellaneous service charges, and adding a delinquent payment charge.

Our staff initially presented its recommendation to approve the utility's request to us at the July 31, 2007 agenda conference. However, we needed further clarification and additional information before making our decision. As a result, by Order No. PSC-07-0681-PCO-WU, issued August 22, 2007, we suspended the utility's tariff filing pending further clarification.

On August 28, 2007, Windstream provided further clarification and cost justification regarding its miscellaneous service charges in response to our staff's data request of August 3, 2007. In its response, Windstream revised its requested charges and provided revised tariff sheets to reflect these revisions. Our staff sent an additional data request on August 31, 2007, and Windstream responded on September 26, 2007.

DOCUMENT NUMBER-DATE

00010 JAN-28

FPSC-COMMISSION CLERK

This Order addresses the utility's requested tariff changes. We have jurisdiction in this matter pursuant to Section 367.091, Florida Statutes (F.S.).

### Miscellaneous Service Charges

As stated above, on August 28, 2007, Windstream revised its requested miscellaneous service charges and provided revised tariff sheets to reflect these revisions. Rule 25-30.460, F.A.C., addresses applications for miscellaneous service charges and allows the following charges to be levied by a utility:

- 1) Initial Connection: This charge is to be levied for service initiation at a location where service did not exist previously.
- 2) Normal Reconnection: This charge is to be levied for transfer of service to a new customer account at a previously served location, or reconnection of service subsequent to a customer requested disconnection.
- 3) Violation Reconnection: This charge is to be levied prior to reconnection of an existing customer after disconnection of service for cause according to Rule 25-30.320(2), F.A.C., including a delinquency in bill payment.
- 4) Premises Visit: This charge is to be levied when a service representative visits a premises at a customer's request for complaint resolution and the problem is found to be the customer's responsibility.
- 5) Premises Visit (in lieu of disconnection): This charge is to be levied when a service representative visits a premises for the purpose of discontinuing service for nonpayment of a due and collectible bill, but does not discontinue service because the customer pays the service representative or otherwise makes satisfactory arrangements to pay the bill.

This rule also provides that a utility may request an additional charge ("after hours charge") for overtime when the customer requests that the service be performed after normal hours. The after hours charge may be the same rate specified for the existing charge during normal working hours; however, if the utility seeks a charge other than the normal working hours charge, the utility must file cost support. Section 367.091(6), F.S., requires that any application to establish, increase, or change a rate or charge other than monthly rates or service availability charges be accompanied by a cost justification.

Windstream has requested changes to increase all of its miscellaneous service charges for normal hours and after hours. The changes and additions requested by Windstream to its Tariff Sheets Nos. 17.0 and 15.1 for miscellaneous service charges are discussed below.

A. Initial Connections and Normal Reconnections

The utility originally requested an increase in its \$10 charge for initial connection and normal reconnections during normal hours to \$20. The utility also requested an increase to its initial connection and normal reconnections service charges for after hours. The current after hours fee is \$10, and the utility originally requested an increase to \$40. After further correspondence and additional information, the utility amended its request for an increase in its initial connection and normal reconnection charge for normal hours to \$39 and \$45 for after hours. The utility states that the current fees have been in effect since 1984, and that its costs for fuel and labor have risen substantially since that time. The current charges were approved in Order No. 13639, issued August 29, 1984.<sup>1</sup> In addition, the utility also states that the price index for rates has increased at least 100%, while its service fees have remained the same. According to the utility, during the past year the utility had 120 connections and reconnections during normal hours and 60 connections and reconnections during after hours. As cost justification, the utility provided the following breakdown of these charges as listed in the charts below:

1. Normal Hours

Clerical & Administrative Labor

Office Clerk - \$456.84 per week

Administrative Manager - \$799.47 per week

Total - \$1,256.31 per week/\$31.41 per hour/\$7.86 per ¼ hour

Labor to Inspect Facilities and Connect

Field Guy - \$774.15 per week/\$19.36 per hour

Manager - \$380 per week/\$9.50 per hour

Total - \$28.86 per hour, \$22.05 = 20 minutes each way + 5 minutes at location

Transportation Costs

\$2.89/Gallon of Gas, 10 Miles/Gallon, (30 Miles) - \$8.67 for gas

Truck Costs \$25,000 with 15 year depreciation \$1,666.67 per year - \$.58 per hour

Insurance \$3,500 per year, \$9.59 per day - \$1.20 per hour

Maintenance \$2,500 per year, \$6.85 per day - \$.86 per hour

Total - \$11.31 per hour \$8.76 per 30 miles

Computer/Copier

Lease credit card machine - \$55.00 per month

Copier - \$34.69 per month

Paper - \$20.24 per month

Computer - \$50.00

Total - \$159.93 per month, \$5.34 per day - \$.17 ¼ hour

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<sup>1</sup> Order No. 13639, issued in Docket No. 840126-WU, In re: Application of Windstream Utilities Company for a certificate to operate a water system in Marion County, Florida, pursuant to the provisions of Section 367.041, Florida Statutes.

Postage - \$.41

Total Costs

Clerical & Administrative Labor – \$7.86

Labor to Inspect Facilities and Connect – \$22.05

Transportation Costs – \$8.76

Computer/Copier - \$.17

Postage - \$.41

Total - \$39.25

2. After Hours

Clerical & Administrative Labor

Office Clerk - \$456.84 per week

Administrative Manager - \$799.47 per week

Total - \$1,256.31 per week / (\$31.41 per hour × 1.5) = \$47.12 / \$11.78 per ¼ hour

Labor to Inspect Facilities and Connect

Field Guy - \$774.15 per week / \$19.36 per hour

Manager - \$380 per week / \$9.50 per hour

Total – (\$28.86 × 1.5) = \$43.29 hour, \$23.98 per 45 minutes

Transportation Costs

\$2.89/Gallon of Gas, 10 Miles/Gallon, (30 Miles) - \$8.67 for gas

Truck Costs \$25,000 with 15 year depreciation \$1,666.67 per year - \$.58 per hour

Insurance \$3,500 per year, \$9.59 per day - \$1.20 per hour

Maintenance \$2,500 per year, \$6.85 per day - \$.86 per hour

Total – \$11.31 per hour \$8.76 per 30 miles

Computer/Copier

Lease credit card machine - \$55.00 per month

Copier - \$34.69 per month

Paper - \$20.24 per month

Computer - \$50.00

Total - \$159.93 per month, \$5.34 per day - \$.17 ¼ hour

Postage - \$.41

Total Costs

Clerical & Administrative Labor – \$11.78

Labor to Inspect Facilities and Connect – \$23.98

Transportation Costs – \$8.76

Computer/Copier - \$.17

Postage - \$.41

Total - \$45.10

After reviewing the numbers provided by the utility, we find the following modifications to the cost justification for the initial connection and normal reconnections service charges are appropriate:

- (1) Because all labor to inspect and connect can be performed by field personnel, it is not necessary for the manager to travel with the field employee that is performing the actual inspection and/or work. Therefore, the cost for the manager to travel with the field employee is not necessary and the manager's salary under labor to inspect and connect shall be eliminated from both normal and after hours costs.
- (2) It also appears that the utility's vehicle used for transportation does not utilize 10 miles per gallon (mpg) of gasoline, but is more likely to get 12 mpg or more. Therefore, the mpg under transportation costs shall be increased from 10 mpg to 12 mpg for both normal and after hours. Further, we find that the cost of gasoline is higher than the \$2.89 per gallon used by the utility, and \$3.00 shall be the appropriate amount for a gallon of gas. Additionally, we do not agree with the utility's methodology to calculate the cost of transportation. The cost of a gallon of gas shall be added independently of the truck cost, insurance and maintenance which are calculated on a per hour basis.
- (3) We find it is unnecessary to mail a bill for an initial connection or normal reconnection charge, because the charge can be reflected on the customer's next monthly billing statement. Therefore, postage is not necessary and the cost for postage shall be eliminated from both normal and after hours costs.
- (4) All clerical and administrative labor can be performed during normal hours. Therefore, the office clerk salary under clerical & administrative labor shall not be multiplied by 1.5 for after hours.

Below is a revised chart that reflects our adjustments to the miscellaneous service charge cost justification provided by the utility:

#### 1. Normal Hours

##### Clerical & Administrative Labor

Office Clerk - \$456.84 per week

Administrative Manager - \$799.47 per week

Total - \$1,256.31 per week/\$31.41 per hour/\$7.86 per ¼ hour

##### Labor to Inspect Facilities and Connect

Field Person - \$774.15 per week/\$19.36 per hour

Total - \$19.36 per hour, \$14.52 = 20 minutes each way + 5 minutes at location

##### Transportation Costs

\$3.00/Gallon of Gas, 12 Miles/Gallon, (30 Miles) - \$7.50 for gas

Truck Costs \$25,000 with 15 year depreciation \$1,666.67 per year - \$.58 per hour

Insurance \$3,500 per year, \$9.59 per day - \$1.20 per hour

Maintenance \$2,500 per year, \$6.85 per day - \$.86 per hour

Total - \$2.64 per hour, \$2.20 = 20 minutes each way + 5 minutes at location + \$7.50 for gas = \$9.70

Computer/Copier

Lease credit card machine - \$55.00 per month

Copier - \$34.69 per month

Paper - \$20.24 per month

Computer - \$50.00

Total - \$159.93 per month, \$5.34 per day - \$.17 ¼ hour

Total Costs

Clerical & Administrative Labor – \$7.86

Labor to Inspect Facilities and Connect – \$14.52

Transportation Costs – \$9.70

Computer/Copier - \$.17

Appropriate Charge - \$32.25

2. After Hours

Clerical & Administrative Labor

Office Clerk - \$456.84 per week

Administrative Manager - \$799.47 per week

Total - \$1,256.31 per week/\$31.41 per hour/\$7.86 per ¼ hour

Labor to Inspect Facilities and Connect

Field Person - \$774.15 per week/\$19.36 per hour

Total – ( $\$19.36 \times 1.5$ ) = \$29.04 hour, \$21.78 per 45 minutes

Transportation Costs

\$3.00/Gallon of Gas, 12 Miles/Gallon, (30 Miles) - \$7.50 for gas

Truck Costs \$25,000 with 15 year depreciation \$1,666.67 per year - \$.58 per hour

Insurance \$3,500 per year, \$9.59 per day - \$1.20 per hour

Maintenance \$2,500 per year, \$6.85 per day - \$.86 per hour

Total – \$2.64 per hour, \$2.20 = 20 minutes each way + 5 minutes at location + \$7.50 for gas = \$9.70

Computer/Copier

Lease credit card machine - \$55.00 per month

Copier - \$34.69 per month

Paper - \$20.24 per month

Computer - \$50.00

Total - \$159.93 per month, \$5.34 per day - \$.17 ¼ hour

Total Costs

Clerical & Administrative Labor – \$7.86  
Labor to Inspect Facilities and Connect – \$21.78  
Transportation Costs – \$9.70  
Computer/Copier - \$.17  
Appropriate Charge - \$39.51

B. Premises Visit Charge and Premises Visit Charge In Lieu of Disconnection:

The utility initially requested to add a premises visit charge of \$20 for normal hours and \$40 for after hours to its tariff. After further correspondence and additional information, the utility revised its request for a premises visit charge to \$42 for normal hours and \$57 for after hours. This charge is consistent with Rule 25-30.460(1)(d), F.A.C. In addition, by Order No. PSC-05-0397-TRF-WS,<sup>2</sup> we approved a premises visit charge to be levied when a service representative visits a premises at the customer's request for a complaint and the problem is found to be the customer's responsibility. In response to our staff's data request, the utility subsequently agreed to separate the premises visit charge in lieu of disconnection from the premises visit charge and requested it be added to its tariff. This charge may be levied when a service representative visits a premises for the purpose of discontinuing service for nonpayment of a due and collectible bill and does not discontinue service because the customer pays the service representative or otherwise makes satisfactory arrangements to pay the bill.

According to the utility, during the past year the utility had 55 premises visits. Of the 55 premises visits, 12 premises visits occurred after hours. Of the 55 premises visits during the past year, 20 were found to be the customer's responsibility. As cost justification, the utility provided the following breakdown of these charges listed below:

1. Normal Hours

Clerical & Administrative Labor

Office Clerk - \$456.84 per week  
Administrative Manager - \$799.47 per week  
Total - \$1,256.31 per week/\$31.41 per hour/\$7.86 per ¼ hour

Labor to Inspect Facilities

Field Guy - \$774.15 per week/\$19.36 per hour  
Manager - \$380 per week/\$9.50 per hour  
Total - \$28.86 per hour, \$24.50 = 20 minutes each way + 10 minutes at location

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<sup>2</sup> Docket No. 050096-WS, In re: Request for revision of Tariff Sheets 14.0 and 15.1 to change request for meter test by customer and premise visit charge, by Marion Utilities, Inc.

Transportation Costs

\$2.89/Gallon of Gas, 10 Miles/Gallon, (30 Miles) - \$8.67 for gas  
Truck Costs \$25,000 with 15 year depreciation \$1,666.67 per year - \$.58 per hour  
Insurance \$3,500 per year, \$9.59 per day - \$1.20 per hour  
Maintenance \$2,500 per year, \$6.85 per day - \$.86 per hour  
Total – \$11.31 per hour \$8.76 per 30 miles

Computer/Copier

Lease credit card machine - \$55.00 per month  
Copier - \$34.69 per month  
Paper - \$20.24 per month  
Computer - \$50.00  
Total - \$159.93 per month, \$5.34 per day - \$.17 per ¼ hour

Postage - \$.41

Total Costs

Clerical & Administrative Labor – \$7.86  
Labor to Inspect Facilities and Connect – \$24.50  
Transportation Costs – \$8.76  
Computer/Copier - \$.17  
Postage - \$.41  
Total - \$41.70

2. After Hours

Clerical & Administrative Labor

Office Clerk - \$456.84 per week  
Administrative Manager - \$799.47 per week  
Total - \$1,256.31 per week/(\$31.41 per hour × 1.5) = \$47.12/\$11.78 per ¼ hour

Labor to Inspect Facilities and Connect

Field Guy - \$774.15 per week/\$19.36 per hour  
Manager - \$380 per week/\$9.50 per hour  
Total – (\$28.86 × 1.5) = \$43.29 per hour, \$36.50 per 50 minutes

Transportation Costs

\$2.89/Gallon of Gas, 10 Miles/Gallon, (30 Miles) - \$8.67 for gas  
Truck Costs \$25,000 with 15 year depreciation \$1,666.67 per year - \$.58 per hour  
Insurance \$3,500 per year, \$9.59 per day - \$1.20 per hour  
Maintenance \$2,500 per year, \$6.85 per day - \$.86 per hour  
Total – \$11.31 per hour \$8.76 per 30 miles



Computer/Copier

Lease credit card machine - \$55.00 per month  
Copier - \$34.69 per month  
Paper - \$20.24 per month  
Computer - \$50.00  
Total - \$159.93 per month, \$5.34 per day - \$.17 ¼ hour

Postage - \$.41

Total Costs

Clerical & Administrative Labor – \$11.78  
Labor to Inspect Facilities and Connect – \$36.50  
Transportation Costs – \$8.76  
Computer/Copier - \$.17  
Postage - \$.41  
Total - \$57.62

After reviewing the numbers provided by the utility, we find that the same modifications that we made for initial connections and normal reconnections are appropriate for the premises visit charge and premises visit charge in lieu of disconnection.

Below is a revised chart that reflects our adjustments to the premises visit charge cost justification provided by the utility:

1. Normal Hours

Clerical & Administrative Labor

Office Clerk - \$456.84 per week  
Administrative Manager - \$799.47 per week  
Total - \$1,256.31 per week/\$31.41 per hour/\$7.86 per ¼ hour

Labor to Inspect Facilities

Field Person - \$774.15 per week/\$19.36 per hour  
Total - \$19.36 per hour, \$16.13 = 20 minutes each way + 10 minutes at location

Transportation Costs

\$3.00/Gallon of Gas, 12 Miles/Gallon, (30 Miles) - \$7.50 for gas  
Truck Costs \$25,000 with 15 year depreciation \$1,666.67 per year - \$.58 per hour  
Insurance \$3,500 per year, \$9.59 per day - \$1.20 per hour  
Maintenance \$2,500 per year, \$6.85 per day - \$.86 per hour  
Total – \$2.64 per hour, \$2.20 = 20 minutes each way + 5 minutes at location + \$7.50 for gas = \$9.70

Computer/Copier

Lease credit card machine - \$55.00 per month  
Copier - \$34.69 per month  
Paper - \$20.24 per month  
Computer - \$50.00  
Total - \$159.93 per month, \$5.34 per day - \$.17 ¼ hour

Total Costs

Clerical & Administrative Labor – \$7.86  
Labor to Inspect Facilities and Connect – \$16.13  
Transportation Costs – \$9.70  
Computer/Copier - \$.17  
Appropriate Charge - \$33.86

2. After Hours

Clerical & Administrative Labor

Office Clerk - \$456.84 per week  
Administrative Manager - \$799.47 per week  
Total - \$1,256.31 per week/\$31.41 per hour/\$7.86 per ¼ hour

Labor to Inspect Facilities

Field Guy - \$774.15 per week/\$19.36 per hour  
Total – ( $\$19.36 \times 1.5$ ) = \$29.04 hour, \$24.20 per 50 minutes

Transportation Costs

\$3.00/Gallon of Gas, 12 Miles/Gallon, (30 Miles) - \$7.50 for gas  
Truck Costs \$25,000 with 15 year depreciation \$1,666.67 per year - \$.58 per hour  
Insurance \$3,500 per year, \$9.59 per day - \$1.20 per hour  
Maintenance \$2,500 per year, \$6.85 per day - \$.86 per hour  
Total – \$2.64 per hour, \$2.20 = 20 minutes each way + 5 minutes at location + \$7.50 for gas = \$9.70

Computer/Copier

Lease credit card machine - \$55.00 per month  
Copier - \$34.69 per month  
Paper - \$20.24 per month  
Computer - \$50.00  
Total - \$159.93 per month, \$5.34 per day - \$.17 ¼ hour

Total Costs

Clerical & Administrative Labor – \$7.86  
Labor to Inspect Facilities and Connect – \$24.20  
Transportation Costs – \$9.70  
Computer/Copier - \$.17  
Appropriate Charge - \$41.93

C. Delinquent Payment Charge

The utility has also requested to add a delinquent payment charge for any customers that pay their bill after the 20th of the month. Pursuant to Rule 25-30.335(4) F.A.C., “A utility may not consider a customer delinquent in paying his or her bill until the 21st day after the utility has mailed or presented the bill for payment.” Therefore, the utility cannot charge for a delinquent payment until the 21st day after the utility has mailed the bill.

The delinquent payment charge is designed to recover the cost of paper, printing and preparation and mailing of the late notice. The utility believes that customers who pay on a timely basis should not bear the cost of those who failed to pay on time. The utility originally requested a late payment charge of \$6, but after further correspondence and additional information, the utility now requests a late payment charge of \$11. As cost justification, the utility provided the following breakdown of its requested charge as listed below:

Clerical & Administrative Labor

Office Clerk - \$456.84 per week  
Administrative Manager - \$799.47 per week  
Total - \$1,256.31 per week/\$31.41 per hour/\$10.47 per ½ hour

Computer/Copier

Lease credit card machine - \$55.00 per month  
Copier - \$34.69 per month  
Paper - \$20.24 per month  
Computer - \$50.00  
Total - \$159.93 per month, \$5.34 per day, .67 per hour - .23 ½ hour

Postage - \$.41

Total Costs

Clerical & Administrative Labor – \$10.47  
Computer/Copier - \$.23  
Postage - \$.41  
Total - \$11.11

In the past, late payment fee requests have been handled on a case-by-case basis. We have approved late fees in several cases finding that the cost causer should pay the additional cost incurred to the utility by late payments, rather than the general body of the utility’s rate

payers.<sup>3</sup> Presently, our rules provide that late payers may be required by the utility to provide an additional deposit.

In Order No. PSC-01-0998-TRF-WU,<sup>4</sup> we found that the goal of allowing late fees to be charged by a utility is twofold: first, it encourages current and future customers to pay their bills on time; and second, if payment is not made on time, it insures that the cost associated with the late payments is not passed on to the customers who do pay on time. Allowing a late fee will encourage prompt payment by current and future customers. Therefore, we find that a late payment fee shall be approved.

However, we find that \$11 is not a reasonable late payment charge for this utility. After reviewing the information, we find that the time allotted for clerical and administrative labor is too high, and that 1/6 of an hour is an appropriate time allotment for clerical and administrative labor. Therefore, we find the following breakdown of charges is appropriate:

Clerical & Administrative Labor

Office Clerk - \$456.84 per week

Administrative Manager - \$799.47 per week

Total - \$1,256.31 per week/\$31.41 per hour/\$5.24 per 1/6 hour

Computer/Copier

Lease credit card machine - \$55.00 per month

Copier - \$34.69 per month

Paper - \$20.24 per month

Computer - \$50.00

Total - \$159.93 per month, \$5.34 per day, .67 per hour - .23 1/3 hour

Postage - \$.41

Total Costs

Clerical & Administrative Labor – \$5.24

Computer/Copier - \$.23

Postage - \$.41

Total - \$5.88

Based on the above, we find that a charge of \$6 is a reasonable fee for a delinquent payment charge. A late fee of \$6 is consistent with our prior practice and orders. A late fee of less than \$6 would not allow the utility to recover its costs of processing delinquent accounts, nor would it send the appropriate signal to delinquent payers.

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<sup>3</sup>Order No. PSC-96-1409-FOF-WU, issued November 20, 1996, in Docket No. 960716-WU, In re: Application for transfer of Certificate No. 123-W in Lake County from Theodore S. Jansen d/b/a Ravenswood Water System to Crystal River Utilities, Inc.

Order No. PSC-98-1585-FOF-WU, issued November 25, 1998, in Docket No. 980445-WU, In re: Application for staff-assisted rate case in Osceola County by Morningside Utility, Inc.

<sup>4</sup>Order No. PSC-01-0998-TRF-WU, issued April 23, 2001, in Docket No. 010232-WU, In re: Request for approval of tariff filing to add "set rate" late fee to water tariff by Lake Yale Treatment Associates, Inc., in Lake County.

D. Conclusion

The utility's First Revised Sheet No. 17.0 and Second Revised Sheet No. 15.1 shall not be approved as filed. The appropriate delinquent payment charge and miscellaneous service charges are listed below. If the utility files revised tariff sheets and a proposed customer notice to reflect the charges below, then those tariff sheets shall be approved. The approved charges shall be effective for service rendered on or after the stamped approval date of the tariff sheet, pursuant to Rule 25-30.475(2), F.A.C., provided that the notice has been approved by our staff. Should the utility file amended tariffs, it shall provide notice of the tariff changes to all its customers. The utility shall provide our staff with proof the customers have received notice within 10 days after the date the notice is sent. A breakdown of the currently approved tariff charge, the utility's requested charges, and our approved charges is as follows:

	<u>Currently Approved</u>		<u>Utility Revised Request</u>		<u>Commission Approved</u>	
Delinquent Payment Charge	\$0.00		\$11.00		\$6.00	
	<u>Normal</u>	<u>After</u>	<u>Normal</u>	<u>After</u>	<u>Normal</u>	<u>After</u>
<u>Misc. Service Charges</u>	<u>Hours</u>	<u>Hours</u>	<u>Hours</u>	<u>Hours</u>	<u>Hours</u>	<u>Hours</u>
Initial Connection Fee	\$10.00	\$10.00	\$39.00	\$45.00	\$32.00	\$40.00
Normal Reconnection Fee	\$10.00	\$10.00	\$39.00	\$45.00	\$32.00	\$40.00
Violation Reconnection Fee	\$10.00	\$10.00	\$39.00	\$45.00	\$32.00	\$40.00
Premises Visit Fee	\$5.00	\$5.00	\$41.00	\$57.00	\$34.00	\$42.00
Premises Visit Fee (In Lieu of Disconnection)	\$0.00	\$0.00	\$41.00	\$57.00	\$34.00	\$42.00

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Windstream Utilities Company's First Revised Sheet No. 17.0 and Second Revised Sheet No. 15.1 shall not be approved as filed. It is further

ORDERED that the appropriate delinquent payment charge and miscellaneous service charges are as shown in the body of this Order. It is further

ORDERED that if Windstream files revised tariff sheets and a proposed customer notice to reflect the appropriate charges, then those tariff sheets shall be approved. It is further

ORDERED that the approved charges shall be effective for service rendered on or after the stamped approval date of the tariff sheet, pursuant to Rule 25-30.475(2), F.A.C., provided that the notice has been approved by our staff. It is further

ORDERED that if Windstream files amended tariffs reflecting the appropriate charges, it shall provide notice of the tariff changes to all its customers. It is further

ORDERED that Windstream shall provide our staff with proof the customers have received notice within 10 days after the date the notice is sent. It is further

ORDERED that this docket shall remain open for our staff's verification that the revised tariff sheets and customer notice have been filed by the utility and approved by staff. It is further

ORDERED that if a protest is filed within 21 days of the issuance date of the Order by a substantially affected person, the tariffs shall remain in effect with all increased charges held subject to refund pending resolution of the protest, and the docket shall remain open. It is further

ORDERED that if no timely protest is filed by a substantially affected person, a Consummating Order shall be issued and the docket shall be closed if the utility has complied with all other requirements of this Order.

By ORDER of the Florida Public Service Commission this 2nd day of January, 2008.



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ANN COLE  
Commission Clerk

( S E A L )

RRJ

NOTICE OF FURTHER PROCEEDINGS

The Florida Public Service Commission is required by Section 120.569(1), 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.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

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 proposed action files a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on January 23, 2008.

In the absence of such a petition, this Order shall become final and effective upon the issuance of a Consummating Order.

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.