

September 8th, 2010

Anne Cole
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED-FPSC
10 SEP 10 AM 8:09
COMMISSION
CLERK

100396-WS

Re: Heather Hills Estates Utilities LLC Application for increase in Miscellaneous Service Charges

Dear Mrs. Cole,

Attached please find the proposed changes in the miscellaneous service charges, for Heather Hills Estates Utilities LLC. These have not been updated since 1996 and costs for fuel and labor have risen substantially since then. As such, we are requesting an increase in miscellaneous service charges in order to reflect these increased costs. In addition, we are also requesting after hours charges.

We are requesting that the miscellaneous charges be increased to recover the current costs of Performing the miscellaneous services.

Thank you,

Chris Stephens

Heather Hills Estates Utilities LLC
Rick & Chris Stephens

COM ___
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SSC ___
ADM ___
OPC ___
CLK ___

DOCUMENT NUMBER DATE
07579 SEP 10
FPSC-COMMISSION CLERK

Proposed Rate Schedule for Heather Hills Utilities

Type of Charge	Present		Proposed	
	Bus.Hrs	After Hrs.	Bus. Hrs	After Hrs.
Initial Connection Fee	\$10.00	N/A	\$25.00	\$35.00
Normal Reconnection Fee	\$10.00	N/A	\$25.00	\$35.00
Violation Reconnection Fee	\$15.00	N/A	\$30.00	\$40.00
Premises Visit Fee	\$5.00	N/A	\$15.00	\$20.00

Cost Justification

During Business Hours	Cost		After Hours	Cost
Initial Connection Normal Reconnection Fees			Initial Connection Normal Reconnection Fees	
Labor (\$25hr.x .5 hrs)	\$12.50		Labor (\$37.50hr X.6hrs)	\$22.50
Transportation	\$12.50		Transportation	\$12.50
Total	\$25.00		Total	\$35.00

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Initial Connection and Normal Reconnection

2. Explain the difference in the length of time it takes to perform labor during business hours and after hours.
During business hours management is on the premises and can perform the work Without traveling any distance to the residence. After business hours, there is much more travel time involved to reach the customer. Also tools to perform the labor would need to be picked up before labor can be performed.
3. Normally the owner of the utility system performs the labor unless the owner is on vacation. A contractor is on call during this time for labor that would need to be performed.
4. There have been 9 normal reconnections for normal hours during the proceeding 12 months.
5. There have been 10 normal reconnections for after hours during the proceeding 12 months.
6. The cost of gas has risen substantially over the past 15 years. It costs approximately \$3.00 per gallon. If the customer needs service after hours it takes approximately 15 minutes to travel across town to perform the work or approx 15 miles each way.

Violation Reconnection Fee

7. During business hours management is on the premises and can perform work without traveling any distance to the residence. After business hours there is much more travel time involved to reach the customer. Also tools to perform the labor would need to be picked up before labor can be performed.
8. All of the work is performed by the Utility owner. A contractor is on call when the Utility owner is out of town
9. There have been 10 violation reconnections during business hours for the proceeding 12 months.
10. There has been 2 violation reconnections during after hours for the proceeding 12 months.
11. It costs approximately \$3.00 per gallon for fuel. After hours the trip time by car is approximately 15 – 20 miles to the subdivision and 15 – 20 miles home from the subdivision. During business hours the fuel costs are less.
12. The additional time of .2 hrs needed for a violation reconnection charge involves the time to talk to a customer about the violation reconnection if the customer is home, or additional time on the phone or letter. The customer usually wants an explanation and this takes much more time than a disconnection at the customer's request.

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Premises Visit Fee

13. The utility needs additional time after hours due to travel time.
14. The Utility owner performs the labor.
15. The transportation costs are \$12.50. There are no labor costs involved and this was an oversight on our part. I have corrected the proposed after hours transportation costs to reflect these changes.
16. There has been one premise visit during business hours for the proceeding 12 months.
17. There have been 0 premise visits during after hours for the proceeding 12 months.

Chris Stephens
Heather Hills Estates Utilities LLC

as requested by the Utility.

Initial Connection and Normal Reconnection

2. As presented in this cost justification, the Utility indicated .5 hours for labor during business hours and .6 hours for labor after hours. Please explain the difference in the length of time it takes to perform labor during business hours and after hours.
3. Does a utility employee or a contractor perform the labor? If a contractor performs the labor, please provide copies of the invoices?
4. Please provide the number of initial connections and normal reconnections for normal hours during the proceeding 12 months.
5. Please provide the number of initial connections and reconnections for after calls during the proceeding 12 months.
6. The Utility indicated \$12.50 for the proposed transportation costs during the Utility's business hours and after hours. Please provide a breakdown of transportation costs for these activities.

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PSC Website: <http://www.floridapsc.com>

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

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Violation Reconnection Fee

7. In this cost justification, the Utility indicated .5 hours for labor during business hours and .6 hours for labor after hours. Please explain the difference in the length of time it takes to perform labor during the Utility's business hours and after hours.
8. Does a Utility employee or a contractor perform the labor? If a contractor performs the labor, please provide the invoices.
9. Please provide the number of violation reconnections during business hours for the proceeding 12 months.
10. Please provide the number of violation reconnection during after hours for the proceeding 12 months.
11. The Utility indicated \$12.50 for the proposed transportation costs during the Utility's business hours and after hours. Please provide a breakdown of transportation costs for these activities.
12. Please explain, in detail, the duties involved in the additional administrative time of .2 hours for the violation reconnection charge. Are the duties performed by a Utility employee?

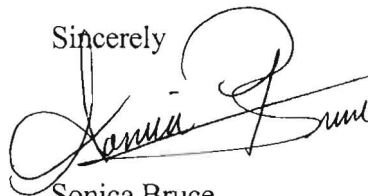
Premises Visit Fee

13. The Utility indicated .1 hours for labor during business hours and .2 hours for labor after hours. Please explain the difference in the length of time it takes to perform labor during the Utility's business hours and after hours.
14. Does a Utility employee or a contractor perform the labor? If a contractor performs the labor, please provide copies of the invoices.
15. The Utility indicated \$12.50 for the proposed transportation cost for a premise visit after hours. However, the Utility provided a calculation that is not equivalent to \$12.50. Please provide the appropriate cost for transportation after hours.
16. Please provide the number of premise visits during business hours for the proceeding 12 months.
17. Please provide the number of premise visits during after hours for the proceeding 12 months.

Richard T. Stephens and Christina Stephens
August 24, 2010
Page 3, 2010

If you have any questions or require further assistance regarding this matter, please contact me at (850) 413-6994.

Sincerely

A handwritten signature in black ink, appearing to read "Sonica Bruce". The signature is fluid and cursive, with a large initial "S" and "B".

Sonica Bruce
Regulatory Analyst

SB:lr

cc: Office of Commission Clerk (Dkt. 100369-WS)
Division of Economic Regulation (Kummer, Stallcup)
Office of the General Counsel (Sayler)

NAME OF COMPANY **HEATHER HILLS ESTATES UTILITIES, LLC**

WASTEWATER TARIFF

GENERAL SERVICE

RATE SCHEDULE GS

- AVAILABILITY - Available throughout the area served by the Company.
- APPLICABILITY - For water service to all Customers for which no other schedule applies.
- LIMITATIONS - Subject to all of the Rules and Regulations of this tariff and General Rules and Regulations of the Commission.
- BILLING PERIOD - Quarterly
- RATE -
- | <u>Meter Size</u> | <u>Base Facility Charge</u> |
|--------------------------|-----------------------------|
| 5/8" x 3/4" | \$ 29.27 |
| <u>Gallonage Charge*</u> | \$ 6.02 |
- * Per 1,000 gallons based on 85% of water use
- MINIMUM CHARGE - Base Facility Charge
- TERMS OF PAYMENT - Bills are due and payable when rendered. In accordance with Rule 25-30.320, Florida Administrative Code, if a Customer is delinquent in paying the bill for water service, service may then be discontinued.

EFFECTIVE DATE - August 31, 2010

TYPE OF FILING - Transfer of Certificate

Richard T. Stephens, Jr.
Issuing Officer
Manager
Title

NAME OF COMPANY **HEATHER HILLS ESTATES UTILITIES, LLC**

WATER TARIFF

RESIDENTIAL SERVICE

RATE SCHEDULE RS

AVAILABILITY - Available throughout the area served by the Company.

APPLICABILITY - For water service for all purposes in private residences and individually metered apartment units.

LIMITATIONS - Subject to all of the Rules and Regulations of this Tariff and General Rules and Regulations of the Commission.

BILLING PERIOD - Quarterly

RATE - Meter Size Base Facility Charge

5/8" x 3/4" \$ 22.85

Gallonage Charge (per 1,000 gallons) \$ 2.46

MINIMUM CHARGE - Base Facility Charge

TERMS OF PAYMENT - Bills are due and payable when rendered. In accordance with Rule 25-30.320, Florida Administrative Code, if a Customer is delinquent in paying the bill for water service, service may then be discontinued.

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BILLING PERIOD - Quarterly

<u>RATE</u> -	<u>Meter Size</u>	<u>Base Facility Charge</u>
	5/8" x 3/4"	\$ 22.85

<u>Gallonage Charge</u> (per 1,000 gallons)	\$ 2.46
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<u>RATE</u> -	<u>Meter Size</u>	<u>Base Facility Charge</u>
	5/8" x 3/4"	\$ 22.85
	<u>Gallonage Charge</u> (per 1,000 gallons)	\$ 2.46

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NAME OF COMPANY **HEATHER HILLS ESTATES UTILITIES, LLC**

WATER TARIFF

MISCELLANEOUS SERVICE CHARGES

The Company may charge the following miscellaneous service charges in accordance with the terms stated herein. If both water and wastewater services are provided, only a single charge is appropriate unless circumstances beyond the control of the Company require multiple actions.

1. Initial Connection - This charge may be levied for service initiation at a location where service did not exist previously.

NORMAL RECONNECTION - This charge may 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.

VIOLATION RECONNECTION - This charge may be levied prior to reconnection of an existing Customer after disconnection of service for cause according to Rule 25-30.320(2), Florida Administrative Code, including a delinquency in bill payment.

PREMISES VISIT CHARGE (IN LIEU OF DISCONNECTION) - 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.

LATE PAYMENT CHARGE – This charge may be levied when a Customer's billing account is not paid within 20 days, and is therefore delinquent.

Schedule of Miscellaneous Service Charges

Initial Connection Fee	\$ <u>10.00</u>
Normal Reconnection Fee	\$ <u>10.00</u>
Violation Reconnection Fee	\$ <u>15.00</u>
Premises Visit Fee (in lieu of disconnection)	\$ <u>5.00</u>
Late Payment Charge	\$ <u>5.00</u> (1)

(1) Where both water and wastewater services are provided, only one late payment charge may be levied.

EFFECTIVE DATE - August 31, 2010

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Richard T. Stephens, Jr.
Issuing Officer
Manager
Title

NAME OF COMPANY **HEATHER HILLS ESTATES UTILITIES, LLC**

WASTEWATER TARIFF

MISCELLANEOUS SERVICE CHARGES

The Company may charge the following miscellaneous service charges in accordance with the terms stated herein. If both water and wastewater services are provided, only a single charge is appropriate unless circumstances beyond the control of the Company require multiple actions.

INITIAL CONNECTION - This charge may be levied for service initiation at a location where service did not exist previously.

NORMAL RECONNECTION - This charge may 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.

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LATE PAYMENT CHARGE - This charge may be levied when a Customer's billing account is not paid within 20 days, and is therefore delinquent.

Schedule of Miscellaneous Service Charges

Initial Connection Fee	\$ <u>10.00</u>
Normal Reconnection Fee	\$ <u>10.00</u>
Violation Reconnection Fee	<u>Actual Cost</u> (1)
Premises Visit Fee (in lieu of disconnection)	\$ <u>5.00</u>
Late Payment Charge	\$ <u>5.00</u> (2)

- (1) Actual Cost is equal to the total cost incurred for services.
- (2) Where both water and wastewater services are provided, only one late payment charge may be levied.

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