

REQUEST TO ESTABLISH DOCKET

DOCKET NO. 130288-WS

(Please type or print. File original *plus* 1 copy with CLK.)

Date:	12/11/2013	Docket No.:	
1. From Division / Staff:	Division of Economics, Kelly Thompson		
2. OPR:	ECO		
3. OCR:	GCL		
4. Suggested Docket Title:	Request for approval of late payment charge in Brevard County by Aquarina Utilities, Inc.		
5. Program/Module/Submodule Assignment:	A/4/B		
6. Suggested Docket Mail List.			
a. Provide NAMES/ACRONYMS, if registered company.		<input type="checkbox"/> Provided as an Attachment	
Company Code, if applicable:	Parties (include address, if different from MCD):	Representatives (name and address):	
WS949			
b. Provide COMPLETE NAME AND ADDRESS for all others. (match representatives to companies)			
Company Code, if applicable:	Interested persons, if any, (include address, if different from MCD):	Representatives (name and address):	
7. Check one:	<input checked="" type="checkbox"/> Supporting Documentation Attached		<input type="checkbox"/> To be provided with Recommendation
Comments:			

RECEIVED-FPSC
 13 DEC 12 PM 3:31
 COMMISSION CLERK

Aquarina Utilities, Inc.

P.O. Box 308
Jensen Beach, Florida 34958
(772) 405-8090 (office)
(772) 708-7946 (mobile)
aquarinautilities@bellsouth.net

1 December 2013

Mr. Bart Fletcher
Division of Accounting and Finance
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Reference: Amendment of Miscellaneous Service Charges
Request For Late Fee
Aquarina Utilities, Inc. (WS949)

Dear Mr. Fletcher,

We respectfully request the following change be made to the water and wastewater tariff sheets for Aquarina Utilities, Inc. (PSC WS949):

A late fee be added to the "Miscellaneous Service Charges" in the amount of \$7.00 for all accounts (water, sewer, and irrigation) including residential, commercial, miscellaneous service, multiple family, and flat-rate sewer classifications of service. This fee is to be applied to all accounts delinquent as of the 21st day of the billing cycle, following the billing date.

This fee is specifically requested to offset the expense incurred in collecting the large numbers of routinely delinquent accounts, roughly 10-15% of our 411 customer accounts. A sampling of our aged balances reports has been included to illustrate the number of delinquent accounts, usually between 40 and 70 of 411 accounts (10 - 17%) on the day after payments were due. This amount is reduced to about 20-25 out of 411 accounts by the fifth day after accounts are due (5-6%). Using even the lowest number of delinquent accounts, as we normally give customers three to five days grace period before issuing cut-off notices, we estimate 20 notices issued each month. The expense of these notices is detailed in the following table. It is reasonable to request a late fee of \$7.00 per delinquent account to offset the cost of these notices and to discourage the tardiness of all

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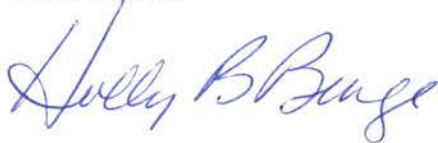
accounts, acknowledging that delinquent accounts adversely affect utility cash flow and interrupt efficient operations.

Detail of Costs Related to Distribution of Cut-Off or Delinquency Notices:

Cost per Notice (based on 20 notices per month)	Item
\$0.10	Envelopes
\$0.02	Paper
\$0.05	Ink
\$0.46	Postage
\$0.10	PSC flier
\$7.00	4hr/mo @ \$35.00/hr Manhours in researching, compilation, duplication, production of cut-off notices
\$8.75	5hr/mo @ \$35.00/hr Manhours in site visits to post secondary notices, collect accounts, shut off and reconnect service
\$16.48	Total Cost per notice

Corrected copies of the Aquarina Utilities, Inc. tariff sheets detailing Miscellaneous Service Charges are included for your approval. Please let us know if any additional information or corrections are needed.

Many thanks,



Holly Burge
Account Manager; Aquarina Utilities, Inc.

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 requires multiple actions.

LATE PAYMENT – This charge may be levied for failure of a customer to render full payment of the bill within 20 days of the bill date, as set forth in Rule 25-30.335. The fee may be applied to any past due account on the 21st day after the bill date, once per billing cycle.

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 make satisfactory arrangements to pay the bill.

Schedule of Miscellaneous Service Charges

Late Payment Fee	<u>\$7.00</u>
Initial Connection Fee	<u>\$15.00</u>
Normal Reconnection Fee	<u>\$15.00</u>
Violation Reconnection Fee*	<u>\$Actual Cost (1)</u>
Premises Visit Fee* (in lieu of disconnection)	<u>\$10.00</u>

(2) Actual Cost is equal to the actual cost incurred for services.

EFFECTIVE DATE – January 4, 2014

TYPE OF FILING - Addendum to Misc. Service Fees

Kevin R. Burge
ISSUING OFFICER

President
TITLE

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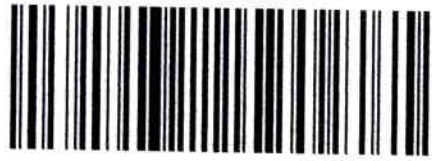
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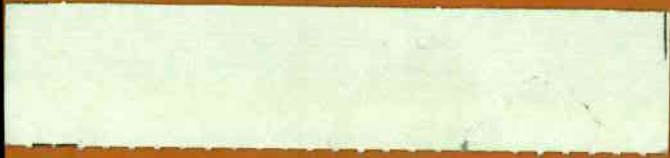
7012 3460 0001 4958 5669

UNITED STATES POSTAL SERVICE

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U.S. POSTAGE
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DEC 02, 13
AMOUNT
\$7.17
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REQUESTED

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Florida Public Service Commission
2540 Shumard Oak Blvd,
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