

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: Feb 23, 2017
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 160101.

COMMISSION
CLERK

2017 FEB 23 PM 1:25

RECEIVED-FPSC



FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

February 8, 2017

Refer To: 1701-04228 / JG

PUBLIC SERVICE COMMISSION
ATTN: RHONDA HICKS
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-7019

Subject: AGENCY REFERRAL
Business: UTILITIES, INC OF FLORIDA
Consumer: ALICE C VOIGT

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer of that.

We have advised the consumer that any future correspondence be addressed to your agency. We also informed her/him that the state of Florida cannot serve as a personal attorney for an individual, so she/he may wish to consider contacting an attorney for legal advice or filing a small claims action in county court.

On behalf of the Division of Consumer Services, I appreciate your cooperation in handling this matter. If you feel that this complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.

Sincerely,

Jeanine Garnes

Jeanine Garnes
Senior Consumer Service Analyst
850-410-3695
Fax: 850-410-3801
E-mail: jeanine.garnes@freshfromflorida.com



COMMISSION
CLERK

2017 FEB 23 PM 1:26

RECEIVED-FPSC



Florida Department of Agriculture and Consumer Services

Division of Consumer Services

CONSUMER COMPLAINT FORM

January 31, 2017

ADAM H. PUTNAM
COMMISSIONER

Please return completed form to:

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL
850-488-2221 - Calling from outside FL
www.800helpfla.com

Online Complaint Number: **270072**

Case Number: **1701-04228**

Subject: **Public Utilities**

Consumer Information:

Name: **VOIGT, ALICE C**

Country: **USA**

Address: **118 INGRAM CIRCLE**

City/State/Zip: **LONGWOOD, FL 32779**

Email: **alice.voigt@aol.com**

I would like to subscribe to the Florida Consumer E-Newsletter: **Yes**

Age Group: **Not available** Home Phone: **407-788-6085** Work/Cell Phone:

Business Information (Complaint Filing Against):

Name: **UTILITIES, INC.**

Address: **P.O. BOX 160609**

City/State/Zip: **ALTAMONTE SPRINGS, FL 32716**

Phone: **866-842-8432**

Authorized to contact Business:

Product Information:

Product or Service involved:

Date of Transaction:

Amount Paid:

Did you sign a contract or any similar documents? **No**

When:

Where:

Are you currently represented by a lawyer? **No**

Have you filed suit in court? **No**

Mode of Contact: **MAIL**

Explain your complaint, describing the events in the order in which they occurred.

I am a retired senior citizen widowed. I do not fully understand the rate hike but it appears our water bill will go up substantially.

What would satisfy your complaint?

I feel like I pay enough for water. I do not need a huge hike.

Supporting Documents:





Florida Department of Agriculture and Consumer Services

Division of Consumer Services

CONSUMER COMPLAINT FORM

January 31, 2017

ADAM H. PUTNAM
COMMISSIONER

Please return completed form to:

Florida Department of Agriculture and
Consumer Services
Division of Consumer Services
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL
850-488-2221 - Calling from outside FL
www.800helpfla.com

Online Complaint Number: **270072**

Case Number: **1701-04228**

Please mail any supporting documents, such as letters written or received from the business, contracts, cancelled checks, receipts or any other proof of purchase/service. If your complaint involves a product or service that was advertised, include a copy of the advertisement. Please do not send originals.

Mail supporting documents to:

Florida Department of Agriculture and Consumer Services
Division of Consumer Services
Terry Lee Rhodes Building
2005 Apalachee Parkway
Tallahassee, FL 32399-6500



OCN: 270072

1701-04228/JG



2017 FEB 23 AM 10:50
CONSUMER ASSISTANCE

Dear Utilities, Inc. of Florida Customers,

As you are aware, we applied for, and received permission from the Florida Public Service Commission (PSC) to combine our 12 regulated companies throughout the state into one consolidated entity effective January 1, 2016. The Commission approved this consolidation on April 12, 2016 and on August 31, 2016, UIF filed an application requesting the establishment of a uniform rate structure across the state, much like those used by the regulated gas and electric companies. You will find attached the complete set of Notices that we are required to provide you in form and content that is specified by the PSC.

There has been significant discussion regarding the Environmental Protection Agency's estimates of the expenditures that will be required over the next twenty years to bring the state of Florida's water and wastewater systems "up to date". This rate case includes a significant investment in capital to upgrade aging infrastructure that has, or will soon, reach the end of its useful service life. For example, we have begun a \$12 million project to replace aging water main piping in many of our systems in Seminole, Orange, Pasco and Pinellas counties. Other examples of capital projects include: wastewater collection system improvements in multiple locations; upgrading electrical and instrumentation equipment at various water treatment plants, relocating facilities impacted by state and county highway improvement projects in five systems; comprehensively rehabilitating the Wekiva Hunt Club WWTP; and installing remote monitoring equipment at select lift stations and treatment plants.

Given the breadth and variety of communities we serve throughout the state, it is impossible to describe our "average customer". From primarily vacation communities with low usage rates to well-established, year-round neighborhoods with higher usage rates, monthly charges have historically varied. Our proposed rate structure will help minimize the "rate shock" that can occur when major improvement projects are performed in a single community.

The consolidated rates that we are requesting will result in immediate rate decreases for many of our customers and will provide very competitive rates across the state. In the long run, the costs of operating our water and wastewater systems will be spread across a much larger customer base and will likely result in fewer and smaller rate increases in the future.

This proposal allows us to lead the way in assuring our customers that we will have the facilities in place to provide excellent service for decades to come. Our focus continues to be on providing safe and reliable water supply and the highest quality wastewater service possible.

Please note that the Commission will hold public hearings on this proposal throughout the state which will provide the opportunity for customer feedback. Notification of those hearings will be provided to you in advance of the hearing date as specified by the PSC.

Regards,
John Hoy, President



a Utilities, Inc. company Utilities, Inc. of Florida

BEFORE THE PUBLIC SERVICE COMMISSION

INITIAL CUSTOMER NOTICE

TO THE CUSTOMERS OF
UTILITIES, INC. OF FLORIDA
AND
ALL OTHER INTERESTED PERSONS

RE: DOCKET NO. 160101-WS



APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES
IN CHARLOTTE, HIGHLANDS, LAKE, LEE, MARION, ORANGE, PASCO,
PINELLAS, POLK, AND SEMINOLE COUNTIES

DATED: January 3, 2017

BACKGROUND

Utilities Inc., of Florida (the "Utility") is a water and wastewater utility whose corporate offices are located at 200 Weathersfield Avenue, Altamonte Springs, Florida. The Utility's water and wastewater facilities are located in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties, Florida.

On August 31, 2016, the Utility filed an application with the Florida Public Service Commission (the "Commission") for an increase in its water and wastewater rates to its customers based on an historical test year ending December 31, 2015. Final rates and interim rates are based upon the same test year. The application is assigned Docket No. 160101-WS and November 22, 2016, was established as the official date of filing.

The Utility is requesting a rate increase/decrease because the existing rates do not provide sufficient revenues to cover the required expenses of operations on a going-forward basis and a fair return on the Utility's investment in used and useful property for the public use, including pro forma projects. The rate of return on equity requested in this proceeding on a system-wide basis is 10.40%. The overall return requested (the weighted cost of debt and equity) is 7.75%. According to the Utility's books, Utilities, Inc. of Florida states that its current overall rate of return without a rate increase is 2.46% in Charlotte, 2.29% in Highlands (water), a negative 1.8% in Highlands (wastewater), 7.37% in Lake – Lake Utility Services (water), 4.22% in Lake – Lake Utility Services (wastewater), a negative 3.5% in Lake – Pennbrooke (water), 12.45% in Lake – Pennbrooke (wastewater), 7.78% in Lee, 0.13% Marion (water), a negative 20.0% in Marion (wastewater), a negative 1.6 % in Orange, 3.32% in Pasco (water), a negative 0.9% in Pasco (wastewater), 2.39% in Pasco – Labrador (water), 8.86% in Pasco – Labrador (wastewater), 1.52% Pasco – Tierra Verde, 1.43% in Pinellas, 3.42% in Pinellas – Mid County, 12.72% in Polk (water), 6.85% in Polk (wastewater), a negative 0.6% in Seminole (water), 12.31% in Seminole (wastewater), 6.15% in Seminole – Longwood, 7.95% in Seminole – Sanlando (water), 1.65% Seminole - Sanlando (wastewater). The Company's last rate proceedings were prior to consolidation and for each separate company, was as follows:

1. Cypress Lakes Utilities, Inc. (Polk County) in Docket No. 130212-WS, utilizing a test year ending December 31, 2012, which resulted in the issuance of Order No. PSC-14-0283-PAA-WS on May 30, 2014.
2. Labrador Utilities, Inc. (Pasco County) in Docket No. 140135-WS, utilizing a test year ending December 31, 2013, which resulted in the issuance of Order No. PSC-15-0208-PAA-WS on May 26, 2015.
3. Lake Placid Utilities, Inc. (Highlands County) a SARC in Docket No. 130243-WS, utilizing a test year ending December 31, 2012, which resulted in the issuance of Order No. PSC-14-0335-PAA-WS on June 30, 2014.
4. Lake Utility Services, Inc. (Lake County) in Docket No. 100426-WS, utilizing a test year ending June 30, 2010, which resulted in the issuance of Order No. PSC-11-0514-PAA-WS on November 3, 2011.
5. Mid-County Services, Inc. (Pinellas County) in Docket No. 080250-SU, utilizing a test year ending December 31, 2007, which resulted in the issuance of Order No. PSC-09-0373-PAA-SU on May 27, 2009 as modified by an overearnings investigation in Docket No. 120076-SU, utilizing a test year ending December 31, 2010, which resulted in the issuance of Order No. PSC-12-0389-PAA-SU on July 27, 2012.
6. Sanlando Utilities Corporation (Seminole County) in Docket No. 140060-WS, utilizing a test year ending December 31, 2013, which resulted in the issuance of Order No. PSC-15-0233-PAA-WS on June 3, 2015.
7. Tierra Verde Utilities, Inc. (Pinellas County) in Docket No. 080248-SU, utilizing a test year ending December 31, 2007, which resulted in the issuance of Order No. PSC-09-0372-PAA-SU on May 27, 2009 as modified by an overearnings investigation in Docket No. 100446-SU, utilizing a test year ending December 31, 2009, which resulted in the issuance of Order No. PSC-11-0012-PAA-SU on January 4, 2011.
8. Utilities, Inc. of Eagle Ridge (Lee County) in Docket No. 110153-SU, utilizing a test year ending December 31, 2010, which resulted in the issuance of Order No. PSC-11-0587-PAA-WS on December 21, 2011, as modified by a Settlement Agreement issued on July 5, 2012 by Order No. PSC-12-0346-FOF-SU.
9. Utilities, Inc. of Florida (Marion, Orange, Pasco, Pinellas and Seminole Counties) in Docket No. 120209-WS, utilizing a test year ending December 31, 2011, which resulted in the issuance of Order No. PSC-14-0025-PAA-WS on January 10, 2014 (as to all Counties, except Marion. The last Order adjusting rates for Marion County was in Docket No. 090462-WS utilizing a test year ending December 31, 2008, which resulted in the issuance of Order No. PSC-10-0585-PAA-WS. There is currently a limited proceeding pending in Docket No. 150269-WS. The Commission issued PSC Order No. PSC-16-0269-PAA-WS addressing the rate increases for Marion and Seminole Counties, and PSC Order No. 16-0505-PAA-WS addressing the rate increases for Pasco County.
10. Utilities, Inc. of Longwood (Seminole County) in Docket No. 090381-SU, utilizing a test year ending December 31, 2008, which resulted in the issuance of Order No. PSC-10-0407-PAA-SU on June 21, 2010.
11. Utilities, Inc. of Pennbrooke (Lake County) in Docket No. 120037-WS, utilizing a test year ending September 30, 2011, which resulted in the issuance of Order No. PSC-12-0667-PAA-WS on December 26, 2012.
12. Utilities, Inc. of Sandalhaven (Charlotte County) in Docket No. 150102-SU, utilizing a test year ending December 31, 2014, which resulted in the issuance of Order No. PSC-16-0013-PAA-SU on January 6, 2016 as modified by a Settlement



BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
NOTICE OF CUSTOMER SERVICE HEARING AND TECHNICAL HEARING

TO

UTILITIES, INC. OF FLORIDA

OFFICE OF PUBLIC COUNSEL

AND

ALL OTHER INTERESTED PERSONS

DOCKET NO. 160101-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN CHARLOTTE,
HIGHLANDS, LAKE, LEE, MARION, ORANGE, PASCO, PINELLAS, POLK AND SEMINOLE
COUNTIES BY UTILITIES, INC. OF FLORIDA

ISSUED January 3, 2017

NOTICE is hereby given that the Florida Public Service Commission ("Commission") will hold customer service and technical hearings in the above docket on the application for increases/decreases in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole Counties by Utilities, Inc. of Florida ("Utility"). Pursuant to Commission Order Nos. PSC-16-0526-PCO-WS, and PSC-16-0526A-PCO-WS the Utility implemented interim rates subject to refund with interest for its Lake Placid, UIF-Marion and UIF-Pasco water and wastewater systems, and its UIF-Pinellas and its UIF-Seminole water systems and its Tierra Verde wastewater system. The final rates and any need for a refund will be determined only after full evidentiary hearings are held on the Utility's rate case application. The customer service hearings will commence at the time and location shown below and will continue until all witnesses have been heard. Members of the public who wish to present testimony are urged to appear promptly at the scheduled customer service hearing time because the hearing may be adjourned early if no witnesses are present to testify.

The date, time and location of the hearings are:

Customer Service Hearings

9:30 a.m., Tuesday, January 10, 2017
Summertree Recreational Facility
12005 Paradise Point Way
New Port Richey, FL 34654

6:00 p.m., Tuesday, January 10, 2017
Alice Hall Community Center
38116 5th Avenue
Zephyrhills, FL 33542



PURPOSE AND PROCEDURE

The purpose of the customer service and technical hearing shall be to take testimony, including customer testimony, on the Utility's application for changes in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole Counties. The procedure at these hearings shall be as follows: Any pending motions will first be addressed at the prehearing conference held on April 4, 2017. All parties shall be given the opportunity to present testimony and other evidence on issues at the technical hearing, commencing at 9:30 a.m. on April 18, 2017.

Any customer comments regarding the Utility's service or the proposed rate increase should be addressed to the Commission Clerk, Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, and such comments should identify the docket number assigned to this proceeding.

JURISDICTION

Jurisdiction over this Utility is vested in the Commission by Chapter 367, Florida Statutes. Authority to approve increased rates is governed by Sections 367.081, 367.082, 367.0816, 367.101, and 367.171, Florida Statutes. The provisions of Chapters 25-9, 25-22, 25-30, and 28-106, Florida Administrative Code, are also applicable.

Any person requiring some accommodation at this hearing because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770, at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).



BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF CUSTOMER SERVICE HEARING AND TECHNICAL HEARING

TO

UTILITIES, INC. OF FLORIDA

OFFICE OF PUBLIC COUNSEL

AND

ALL OTHER INTERESTED PERSONS

DOCKET NO. 160101-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN CHARLOTTE, HIGHLANDS, LAKE, LEE, MARION, ORANGE, PASCO, PINELLAS, POLK AND SEMINOLE COUNTIES BY UTILITIES, INC. OF FLORIDA

ISSUED January 3, 2017

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The date, time and location of the hearings are:

Customer Service Hearings

9:30 a.m., Tuesday, January 10, 2017
Summertree Recreational Facility
12005 Paradise Point Way
New Port Richey, FL 34654

6:00 p.m., Tuesday, January 10, 2017
Alice Hall Community Center
38116 5th Avenue
Zephyrhills, FL 33542



NOTICE OF CUSTOMER SERVICE HEARING AND TECHNICAL HEARING
DOCKET NO. 160101-WS
PAGE 2

9:30 a.m., Wednesday, January 11, 2017
Charlotte Harbor Event Center
75 Taylor Street
Punta Gorda, FL 33950

6:00 p.m., Wednesday, January 11, 2017
Deeann Lakefront Estates Clubhouse
409 Stephen Drive
Lake Placid, FL 33852

9:30 a.m., Wednesday, February 1, 2017
Grand Hall of Pennbrooke Fairways
33825 Pennbrooke Parkway
Leesburg, FL 34748

6:00 p.m., Wednesday, February 1, 2017
Clermont Arts & Recreation Center
3700 S. Highway 27
Clermont, FL 34711

9:30 a.m., Thursday, February 2, 2017
Eastmonte Civic Center
830 Magnolia Drive
Altamonte Springs, FL 32701

6:00 p.m., Thursday February 2, 2017
Cypress Lakes Clubhouse
10000 us Highway 98 N
Lakeland, FL 32809

Technical Hearing

1:00 p.m., Monday, May 8, 2017
Betty Easley Conference Center
Joseph P. Cresse Hearing Room 148
4075 Esplanade Way
Tallahassee, FL 32399

Tuesday, May 9, 2017, through Friday, May 12, 2017, have also been reserved for continuation of the technical hearing if needed. The starting time of the next day's session will be announced at the conclusion of the prior day. The hearing may be adjourned early if all the testimony is concluded.

CUSTOMER SERVICE HEARINGS

Customers will be given the opportunity to present testimony on the date and times indicated above. Customers' testimony will be a part of the evidence presented in the formal hearing. At the customer service hearings members of the public may present testimony on the issues identified by the parties at the prehearing conference. All witnesses shall be subject to cross examination at the conclusion of their testimony.

All customers wishing to testify are urged to be present at the beginning of the session since the session may be adjourned early if no customers are present.



Lakeland Public Library
100 Lake Morton Road
Lakeland, FL 33801
Monday - Thursday:
9:00 a.m. to 9:00 p.m.
Friday - Saturday:
9:00 a.m. to 5:00 p.m.
Sunday: 1:30 p.m. to 5:00 p.m.

Cooper Memorial Library
2525 Oakley Seaver Drive
Clermont, FL 34711
Monday - Thursday:
9:00 a.m. to 7:00 p.m.
Friday - Saturday:
9:00 a.m. to 1:00 p.m.
Sunday: (Closed)

Leesburg Public Library
100 East Main Street
Leesburg, FL 34748
Monday - Thursday:
9:00 a.m. to 8:00 p.m.
Friday: (Closed)
Saturday:
9:00 a.m. to 5:00 p.m.
Sunday: (Closed)

St. Petersburg Public Library
South Branch
2300 Roy Hanna Drive S
St. Petersburg, FL 33712
Hours:
Monday, Wednesday, Friday and Saturday:
9:00 a.m. to 6:00 p.m.
Tuesday and Thursday:
9:00 a.m. to 9:00 p.m.
Sunday: (Closed)

Lakes Regional Library
15290 Bass Road
Fort Myers, FL 33919
Monday - Wednesday:
9:00 a.m. to 8:00 p.m.
Thursday:
9:00 a.m. to 6:00 p.m.
Friday - Saturday:
9:00 a.m. to 5:00 p.m.
Sunday: (Closed)

Freedom Public Library
5870 SW 58th St.
Ocala, Florida 34476
Monday, Wednesday, Friday & Saturday:
10:00 a.m. to 6:00 p.m.
Tuesday and Thursday:
10:00 a.m. to 8:00 p.m.
Sunday: (Closed)

Englewood Charlotte Library
3450 North Access Road
Englewood, FL 34224
Tuesday - Thursday:
10:00 a.m. to 6:00 p.m.
Friday:
10:00 a.m. to 5:00 p.m.
Saturday:
10:00 a.m. to 2:00 p.m.
Sunday - Monday: (Closed)

Orange County Public Library
101 E. Central Boulevard
Orlando, FL 32810
Hours:
Monday - Thursday:
9:00 a.m. to 9:00 p.m.
Friday & Saturday:
9:00 a.m. to 6:00 p.m.
Sunday:
1:00 p.m. to 6:00 p.m.



Agreement approved by the Commission by Order No. PSC-16-0151-FOF-SU issued on April 18, 2016.

The Utility has requested a permanent revenue increase/decreases for its water and wastewater systems as follows (**although revenue increases are requested for systems the rates requested may decrease as a result of the Utility's request for single system-wide rates**):

Charlotte County: \$362,377, or 30.3% for its wastewater system. The requested increase would produce annual revenues of \$1,559,165 for its wastewater system.

Highlands County: \$13,745, or 19.8% for its water system, and \$18,926, or 24.4% for its wastewater system. The requested increase would produce annual revenues of \$83,115 for its water system and \$91,617 for its wastewater system.

Lake County - Pennbrooke: A \$162,961, or 42.6% increase for its water system, and a \$33,600, or 6.5% decrease for its wastewater system. The requested increase would produce annual revenues of \$545,187 for its water system and \$484,522 for its wastewater system.

Lake County – Lake Utility Services: \$41,730, or 0.8% for its water system, and \$542,544, or 23.5% for its wastewater system. The requested increase would produce annual revenues of \$5,526,342 for its water system and \$2,848,232.

Lee County: \$64,787, or 5.5% for its wastewater system. The requested increase would produce annual revenues of \$1,234,018 for its wastewater system.

Marion County: \$68,885, or 33.1% for its water system, and \$38,048, or 78.8% for its wastewater system. The requested increase would produce annual revenues of \$277,302 for its water system and \$86,327 for its wastewater system.

Orange County: \$258,990 or 221.2% for its water system. The requested increase would produce annual revenues of \$376,082 for its water system.

Pasco County: \$329,885, or 36.5% for its water system, and \$152,640, or 30.0% for its wastewater system. The requested increase would produce annual revenues of \$1,232,717 for its water system and \$661,378 for its wastewater system.

Pasco County - Labrador: A \$67,286, or 22.0% increase for its water system, and a \$21,075, or 3.3% decrease for its wastewater system. The requested increase would produce annual revenues of \$372,528 for its water system and \$618,296 for its wastewater system.

Pinellas County: \$170,080, or 107.6% for its water system. The requested increase would produce annual revenues of \$328,195 for its water system.

Pinellas County – Tierra Verde: \$107,812, or 10.8% for its wastewater system. The requested increase would produce annual revenues of \$1,104,024 for its wastewater system.



SEMINOLE COUNTY – SANLANDO - WATER SERVICE

	Utility Current Rates	Utility Requested Final
<u>Residential and General Service</u>		
Base Facility Charge by Meter Size		
5/8" X 3/4"	\$4.49	\$11.54
3/4"	\$6.75	\$17.31
1"	\$11.24	\$28.84
1-1/2"	\$22.47	\$57.69
2"	\$35.95	\$92.30
3"	\$71.90	\$184.59
4"	\$112.35	\$288.43
6"	\$224.70	\$576.86
8"	\$359.52	\$922.97
10"	N/A	\$1,672.89
Charge per 1,000 gallons - Residential		
0 – 6,000 gallons	\$.95	N/A
6,001 – 15,000 gallons	\$1.43	N/A
Over 15,000 gallons	\$2.37	N/A
0 – 8,000 gallons	N/A	\$1.97
8,001 – 16,000 gallons	N/A	\$2.95
Over 16,000 gallons	N/A	\$3.93
Charge per 1,000 gallons - General Service	\$1.63	\$2.98
<u>Private Fire Protection</u>		
1 1/2" Private Fire Line	\$1.87	\$2.26
2" Private Fire Line	\$3.00	\$3.61
4" Private Fire Line	\$9.36	\$11.29
6" Private Fire Line	\$18.72	\$22.59
8" Private Fire Line	\$29.96	\$36.14
10" Private Fire Line	N/A	\$51.95
12" Private Fire Line	N/A	\$97.12



SEMINOLE COUNTY – SANLANDO - WATER SERVICE

	Utility Current Rates	Utility Requested Final
<u>Residential and General Service</u>		
Base Facility Charge by Meter Size		
5/8" X 3/4"	\$4.49	\$11.54
3/4"	\$6.75	\$17.31
1"	\$11.24	\$28.84
1-1/2"	\$22.47	\$57.69
2"	\$35.95	\$92.30
3"	\$71.90	\$184.59
4"	\$112.35	\$288.43
6"	\$224.70	\$576.86
8"	\$359.52	\$922.97
10"	N/A	\$1,672.89
Charge per 1,000 gallons - Residential		
0 – 6,000 gallons	\$.95	N/A
6,001 – 15,000 gallons	\$1.43	N/A
Over 15,000 gallons	\$2.37	N/A
0 – 8,000 gallons	N/A	\$1.97
8,001 – 16,000 gallons	N/A	\$2.95
Over 16,000 gallons	N/A	\$3.93
Charge per 1,000 gallons - General Service	\$1.63	\$2.98
<u>Private Fire Protection</u>		
1 ½" Private Fire Line	\$1.87	\$2.26
2" Private Fire Line	\$3.00	\$3.61
4" Private Fire Line	\$9.36	\$11.29
6" Private Fire Line	\$18.72	\$22.59
8" Private Fire Line	\$29.96	\$36.14
10" Private Fire Line	N/A	\$51.95
12" Private Fire Line	N/A	\$97.12



HOW TO CONTACT THE COMMISSION

Any person who wishes to comment or provide information to Commission staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to this address:

Florida Public Service Commission
Director, Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

A courtesy copy of written comments and complaints is not required, but may be mailed or emailed to the following:

Martin S. Friedman, Esquire
Friedman & Friedman, P.A.
766 North Sun Drive, Suite 4030
Lake Mary, Florida 32746
mfriedman@ff-attorneys.com

All correspondence should refer to "Docket No. 160101-WS, Utilities, Inc. of Florida". Your letter will be placed in the correspondence file of this docket. You may also submit comments through the Florida Public Service Commission's toll-free facsimile line at 1-800-511-0809, or the Commission's website available at <http://floridapsc.com/ConsumerAssistance/ComplaintForm>.

If you wish to contact the Florida Public Service Commission regarding complaints about service, you may call the Commission's Division of Consumer Assistance and Outreach at the following toll-free number 1-800-342-3552.

This notice was prepared by the Utility and approved by Commission staff for distribution by the Utility to its customers. If you have any questions, please call the Utility's office at (866) 842-8432.

