

**Sandra Soto**

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**From:** Ellen Plendl  
**Sent:** Monday, March 06, 2017 11:19 AM  
**To:** Consumer Correspondence  
**Subject:** Dockets 160101-WS  
**Attachments:** FW Message from KM\_C364e; patrick-mcarthy-response.pdf

See attached correspondence and PSC reply to add to the correspondence side of Docket 160101-WS.

**Sandra Soto**

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**From:** Andrew, Tyler <Tyler.Andrew@eog.myflorida.com>  
**Sent:** Friday, March 03, 2017 2:45 PM  
**To:** Ellen Plendl  
**Subject:** FW: Message from KM\_C364e  
**Attachments:** 629935,mccarthy,outgoingpdf.pdf; 629935,mccarthy.pdf

Dear Ellen,

Please find attached correspondence received and responded to by the Governor's Office of Citizen Services. This correspondence is forwarded to your office for review and any response or action appropriate.

**Tyler L. Andrew**  
*Office of Citizen Services*  
*Executive Office of the Governor*  
*Email: [Tyler.Andrew@eog.myflorida.com](mailto:Tyler.Andrew@eog.myflorida.com)*  
*Desk: 850-717-9418*



RICK SCOTT  
GOVERNOR

STATE OF FLORIDA  
**Office of the Governor**

THE CAPITOL  
TALLAHASSEE, FLORIDA 32399-0001

www.flgov.com  
850-717-9418

March 2, 2017

Mr. Patrick McCarthy  
8793 Conch Avenue  
Placida, Florida 33946-2493

Dear Mr. McCarthy:

Thank you for contacting Governor Rick Scott concerning waste water rates.

The Public Service Commission is an arm of the legislative branch of government and regulates certain public utilities in Florida. Enclosed is the brochure which explains what the PSC regulates. I understand that you have been communicating with them and that is the appropriate thing to do. Please continue working with them to resolve your concern. For your convenience, I have provided the contact information for the Public Service Commission below.

Thank you again for contacting Governor Scott.

Sincerely,

A handwritten signature in cursive script that reads "Tyler L. Andrew".

Tyler L. Andrew  
Office of Citizen Services  
Executive Office of the Governor

TLA/cas

cc: Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
(850) 413-6100  
Toll Free (800) 342-3552



## When to Call The Florida Public Service Commission

The Florida Public Service Commission (PSC) regulates the electric, natural gas, water and wastewater, and telecommunications industries in the state. This guide gives specific information about the PSC's responsibilities so that consumers can get help with their utility issues. Contact information is also listed for consumers having problems with non-regulated utilities. For help with solving regulated utility issues, consumers can reach PSC Consumer Assistance at **1-800-342-3552**, by e-mail at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us), or through the PSC Web site at [www.FloridaPSC.com](http://www.FloridaPSC.com).

### Electric

#### What the PSC Regulates, Contact the PSC

- Investor-owned electric companies such as Florida Power & Light Company, Florida Public Utilities Company, Gulf Power Company, Duke Energy Florida, and Tampa Electric Company.
- Rates and charges
- Meter and billing accuracy
- Electric lines up to the meter
- Reliability of the electric service
- New construction safety code compliance for transmission and distribution
- Territorial agreements and disputes
- Need for certain power plants and transmission lines

#### What the PSC Does Not Regulate

- Rates and adequacy of services provided by municipally owned and rural cooperative electric utilities, except for safety oversight.<sup>4</sup>
- Electrical wiring inside the customer's building
- Taxes on the electric bill<sup>5</sup>
- Physical placement of transmission and distribution lines<sup>3</sup>
- Damage claims
- Right of way<sup>3</sup>
- Physical placement or relocation of utility poles<sup>3</sup>

### Natural Gas

#### What the PSC Regulates, Contact the PSC

- Investor-owned natural gas companies such as: Florida City Gas; Florida Division of Chesapeake Utilities Corporation; Florida Public Utilities Company (FPUC); FPUC Indiantown Division; FPUC Ft. Meade Division; Peoples Gas System; Sebring Gas System, Inc., and St. Joe Natural Gas Company, Inc.
- Basic service issues
- Rates and charges
- Meter and billing accuracy
- Pipeline safety issues, including operations and construction
- Territorial agreements and disputes

#### What the PSC Does Not Regulate

- Municipally owned natural gas utilities except for safety oversight<sup>2</sup>
- Gas districts and authorities except for safety oversight
- Liquid Propane (LP) Gas
- Taxes on the natural gas bill<sup>6</sup>
- Damage claims
- Gas pipeline siting<sup>3</sup>
- House piping
- Gas appliances

## Water and Wastewater

### What the PSC Regulates, Contact the PSC

- Investor-owned water and wastewater companies in 36 counties<sup>4</sup>
- Rates and charges
- Meter and billing accuracy
- Certification and territory amendments
- Quality of service

perhaps the meter is faulty

### What the PSC Does Not Regulate

- Municipally owned and county-owned water and wastewater utilities<sup>3</sup>
- Water treatment companies
- Taxes on the water and wastewater bill<sup>6</sup>
- Damage claims
- Water clarity or pressure<sup>2</sup>
- Bulk sales of water or wastewater treatment
- Water lines beyond the point of connection

## Telecommunications

### What the PSC Regulates, Contact the PSC

- Service quality and reliability of pay telephone providers
- Relay service
- PSC can accept complaints related to Lifeline Assistance program and Telephone Relay Service

### What the PSC Does Not Regulate

- Wireless (cellular) telephone service<sup>1</sup>
- Cable/Satellite television<sup>1</sup>
- Interstate or international telephone service<sup>1</sup>
- Voice over Internet Protocol (VoIP)
- Telephone wires on the customer's side of the interface box
- Rates for inside wire maintenance contracts
- Authorization of taxes on telephone bills<sup>5</sup>
- Charges for pay-per-call (900 number) calls
- Yellow Pages<sup>®</sup> advertising
- Internet service
- Pay telephone rates for local calls
- Solicitation calls<sup>7</sup>
- Harassing, threatening, or obscene calls<sup>8</sup>
- Damage claims
- DSL/broadband deployment
- Service complaints
- Service quality
- Rate caps for pay telephone and call aggregator (hotel) locations
- Rates and charges

1. Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Complaints  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554  
[fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)  
[www.fcc.gov](http://www.fcc.gov)

Toll Free: 1-888-CALL-FCC (1-888-225-5322) voice,  
1-888-TELL-FCC (1-888-835-5322) TTY.  
Consumer and Mediation Specialists are available Monday  
through Friday, 8:00 a.m. to 5:30 p.m. ET

2. Department of Environmental Protection  
Citizen Services  
3900 Commonwealth Boulevard M.S. 49z  
Tallahassee, Florida 32399  
850-245-2118 (phone); 850-245-2128 (fax)  
<http://www.dep.state.fl.us>

3. Contact your city or county commission about authorized  
jurisdiction.

4. The PSC reviews the rate structure these utilities use to  
collect their costs, but has no jurisdiction over what costs  
are included in rates. Safety jurisdiction is limited to new  
construction and compliance with the National Electrical  
Safety Code. Contact the city utilities office or the Board of  
Directors of the Cooperative.

5. Contact the governmental entity that levied the tax.

6. To determine if you live in a jurisdictional county, check [www.FloridaPSC.com](http://www.FloridaPSC.com) or call 1-800-342-3552.

7. Florida Department of Agriculture and Consumer Services  
2005 Apalachee Parkway  
Tallahassee, FL 32399-6500  
1-800-435-7352  
[www.800helpfla.com](http://www.800helpfla.com)

8. Contact your local law enforcement agency.

9. The PSC has the authority to require electric utilities to  
comply with safety and reliability regulations. Private electric  
utilities have the power of eminent domain to take property for  
just compensation to construct their facilities. Recourse for  
loss of property value as a result of the placement of electric  
facilities resides with the courts.

Rec'd from press office

OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
17 FEB 15 PM 4:47

Fw: Overcharge water bills

Friday, February 10, 2017 12:52 PM

~~Utilities~~ PSC

From: paddy mccarthy On Behalf Of paddy\_mccarthy@hotmail.com  
Sent: Friday, February 10, 2017 12:12:13 AM UTC  
To: fgov.com  
Subject: Fw: Overcharge water bills

Please forward this to Jackie, Gov Press Sec.  
Thank You

629,935  
3/8/017  
E.B.

From: paddy\_mccarthy <paddy\_mccarthy@hotmail.com>  
Sent: Thursday, February 9, 2017 4:31 PM  
To: jackie@scottforflorida.com  
Subject: Overcharge water bills

Hi Jackie, we know you have a very busy schedule, but if you have someone check on why the water bills are so high in Placida, Fl 33946. We will make this short. Charlotte county charges \$30.00 to \$34.00 each month for water. Utilities, Inc. of Sandalhaven charge \$98.00 for the waste water. We have been in touch with Rey Castill, (850-413-6482) Florida Public Service Commission, and Illise of Sandalhaven, (866-842-8432- they all talk the talk but there should no reason to charge 3X's the amount for waste water. We lived in Sarasota and had a 3000sq. foot home and our monthly bill was \$65.00 or less each month. Our account # is 5423755713. Thanking you in advance,  
Patrick & Maureen McCarthy  
8793 Conch Ave  
Placida, Fl 33946  
941-698-0255

You had met my wife at the Governor's veterans award in Sarasota.

Untitled

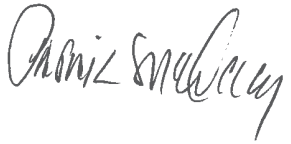
02/10/2017

We have tried to email but could not get through.  
We hope that someone will check into our request.

Thanking you in advance,

Patrick & Maureen McCarthy  
8793 Conch Ave  
Placida, FL 33946  
941-698-0255

Enclosed please find all our letters and emails to the PUC and Utilities Inc.



## FPSC Complaint #1230946W

Rey Castillo <rcastill@PSC.STATE.FL.US>

Wed 1/25/2017 10:12 AM

To: 'paddy\_mccarthy@hotmail.com' <paddy\_mccarthy@hotmail.com>;

Cc: 'ESChristian@uiwater.com' <ESChristian@uiwater.com>;

1 attachments (1 MB)

FPSC Complaint#1230946W\_ Billing Dispute.pdf;

Patrick Murphy,

Please understand that we are looking at only the Wastewater Residential Service Charges and what you pay Charlotte County for water is a completely different matter and we do not regulate government owned utilities. The PSC approved the rates for Utilities, Inc. of Florida that currently operates in Charlotte County as a Wastewater Utility.

If you had opened a wastewater service account with UIF back in September 2016 your rates would be based on the Wastewater Tariff for Residential Service approved by the PSC and effective on June 9, 2016 ( Please review Tariff sheets 8.1 and 8.2 attached to this message)

The Residential Service amount of Deposit would be \$156.00 at that particular time.

Your billing statement (Bill Date 12/13/2016) you are being billed correctly based on Tariff for Residential Service approved by the PSC and effective on June 9, 2016

Please observe that the Billing statement for January (Bill Date 01/11/2017) the particularly the Meter Readings

Previous Meter Reading 11/22/2016 ( Previous rate effective June 9, 2016)

Current Meter Reading 12/20/2016 ( New rates are effective on December 20, 2016 and going forward)

Usage for the 28 days was actually 3,000 gallons

The bill states 2,893 gallons at \$16.41 per 1,000 gallons ... this is because the water consumed being charged at the rate of \$16.41 per 1,00 gallons based on the Tariff for Residential Service approved by the PSC effective on June 9, 2016 the water consumed at this rate is from **November 22<sup>nd</sup> through December 19, 2016** . Then the other 107 gallons at \$15.98 per 1,000 gallons is charged for the water consumed on December 20, 2016. Now this new rate was approved by the PSC effective December 20, 2016 going forward ( Please review Tariff attached to this message).

<https://outlook.live.com/owa/?viewmodel=ReadMessageItem&ItemID=AQMkADAwATE...> 2/10/2017



RE: FPSC REQUEST NO. 1230946W - paddy mccarthy

Page 1 of 4

RE: FPSC REQUEST NO. 1230946W

Elise Christian <ESChristian@uiwater.com>

Wed 1/25/2017 12:41 PM

To: paddy mccarthy <paddy\_mccarthy@hotmail.com>;

Cc: PSCREPLY@PSC.STATE.FL.US <PSCREPLY@psc.state.fl.us>; rcastill@psc.state.fl.us <rcastill@psc.state.fl.us>;

1 attachments (562 KB)

SANDALHAVEN APPROVED TARIFF 2.10.16.pdf;

Mr. McCarthy,

Docket 150102-SU was approved by the Florida Public Service Commission on 2/10/2016. A copy of the signed and approved Tariff is attached. The Docket for the rate reduction is separate and was effective as of 12/20/2016. The reduction appeared on your January bill. There is not any adjustment or reduction for prior bills, they were billed correctly.

Please do not hesitate to contact me if additional information is required.

Elise Christian

**From:** paddy mccarthy [mailto:paddy\_mccarthy@hotmail.com]

**Sent:** Thursday, January 19, 2017 1:13 PM

**To:** Elise Christian <ESChristian@uiwater.com>

**Cc:** PSCREPLY@PSC.STATE.FL.US; rcastill@psc.state.fl.us

**Subject:** Re: FPSC REQUEST NO. 1230946W

Elise, the new approved rate that became effective 12/20/2016, Docket No.2011-01-S is a reduction of Utilities rates. To date your request, Docket No. 150102-SU is still being reviewed by PSC and not approved. Will Utilities adjust their invoices from 12/20/2016 to reflect this reduction?

Régards,

Patrick McCarthy

**From:** Elise Christian <ESChristian@uiwater.com>

**Sent:** Wednesday, January 11, 2017 3:22 PM

**To:** paddy mccarthy

**Cc:** PSCREPLY@PSC.STATE.FL.US

**Subject:** RE: FPSC REQUEST NO. 1230946W

<https://outlook.live.com/owa/?viewmodel=ReadMessageItem&ItemID=AQMkADAwATE...> 2/10/2017

Dear Mr. McCarthy,

Please see the attached information from Docket No. 150102-SU filed by Utilities, Inc. of Sandalhaven July 6, 2015. The rate reflected on this Docket is the current rate billed prior to the new approved rate that became effective on 12/20/2016 for service on or after that date.

You asked why your rates for wastewater service provided to you by Utilities, Inc. of Florida, formally known as Utilities, Inc. of Sandalhave is higher than the rates you paid to Charlotte County or for the water that is provided to your residence by Charlotte County.

**Response:** Utilities, Inc. of Florida is regulated by the Florida Public Service Commission. The rates charged to the Customer have been reviewed and have been approved by the Florida Public Service Commission (FPSC). There are certain components that go into an application for a rate change that FPSC requires from the utility. The rates you are charged for wastewater service are approved and regulated by FPSC.

You mentioned that you do not have a swimming pool, so why are the rates so high? A swimming pool does not require wastewater service. The water used for a pool is billed under your water charges if or when water is added to the pool.

If you don't mind reading some 49 pages of the application filed by Utilities, Inc. of Florida, aka Utilities, Inc. of Sandalhaven under Docket 150102 concerning the rates you question, the details of the process including the customers input are found in that Docket. It is found on the Florida Public Service Web page at: [http://www.psc.state](http://www.psc.state.fl.us) If you would like to follow the process for Consumers on a rate case, please follow the link I have provided at : <http://www.psc.state.fl.us/Publications/RateCaseOverviews> The records are all public information and there are also contact telephone numbers for assistance on pending rate cases.

### Rate Case Overviews - Florida Public Service Commission

[www.psc.state.fl.us](http://www.psc.state.fl.us)

Some publications and reports are Acrobat PDF files and require Acrobat Reader to view. Any PDF files will be labeled as a PDF. Download a free copy of ...

Utilities, Inc. of Florida does not have any jurisdiction or authority to control the rates charged to you by Charlotte County or to any of their customers. In most cases, utilities of this nature are regulated by a municipality. I cannot tell you why Charlotte County rates are different from Utilities, Inc. of Florida's rate. Perhaps a better explanation can be obtained from them concerning how their rates are developed for the services that they provide.

I hope the information provided is helpful. Please do not hesitate to contact me if additional information is requested.



Regards,

<https://outlook.live.com/owa/?viewmodel=ReadMessageItem&ItemID=AQMkADAwATE...> 2/10/2017

Elise S. Christian  
Customer Relations Specialist  
Phone: 1-866-842-8432  
Fax: 407-869-6961  
Email: [eschristian@uiwater.com](mailto:eschristian@uiwater.com)  
Website: [www.uiwater.com](http://www.uiwater.com)

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**From:** paddy mccarthy [[mailto:paddy\\_mccarthy@hotmail.com](mailto:paddy_mccarthy@hotmail.com)]

**Sent:** Monday, January 09, 2017 4:55 PM

**To:** Elise Christian <[ESChristian@uiwater.com](mailto:ESChristian@uiwater.com)>

**Subject:** Re: FPSC REQUEST NO. 1230946W

Elise, not good enough, your approval was granted on 12/20/2016. Your bills are prior to that decision. This matter will not rest with your reply. I'm willing, able and can go all the way with this to the appropriate parties. As an old disabled Marine we always go towards the fight! Now is the time to answer the complaint why my bill is so high for two residents living in 1800 sq. ft., with out a pool! Please explain why my bill from you was three times (3X) what Charlotte county charged me for incoming water? None of this makes any sense.

Regards,  
Patrick McCarthy

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**From:** Elise Christian <[ESChristian@uiwater.com](mailto:ESChristian@uiwater.com)>

**Sent:** Monday, January 9, 2017 11:21 AM

**To:** [paddy\\_mccarthy@hotmail.com](mailto:paddy_mccarthy@hotmail.com)

**Cc:** [PSCREPLY@PSC.STATE.FL.US](mailto:PSCREPLY@PSC.STATE.FL.US)

**Subject:** FPSC REQUEST NO. 1230946W

Dear Mr. McCarthy:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning the wastewater rates charged to you by Utilities, Inc. of Florida for service at 8793 Conch Ave., Placida, FL.

In your complaint you stated that charges for wastewater service by Utilities, Inc. of Florida are higher than the charges you pay to Charlotte County for water and requested FPSC to review the wastewater charges. The Utility filed an application/request with the FPSC to charge a certain rate for wastewater. The application/request included the required documentation for the requested rates. After the FPSC reviewed the filing and all required changes were made, the current rates were approved by FPSC. The current rates charged to you for wastewater service at 8793 Conch Ave. are regulated and are approved by FPSC.

A copy of the current approved tariff dated 12/20/2016 with the current rates that were approved on 12/20/2016 is included with this correspondence. The new rates will be charged for service on and after

<https://outlook.live.com/owa/?viewmodel=ReadMessageItem&ItemID=AQMkADAwATE...> 2/10/2017

12/20/2016. On 12/23/2016, a notice was mailed to all Utilities, Inc. of Florida Customers informing the Customers that the Utility filed a request with FPSC to increase/decrease its rates. The notice provides information about the Docket Numbers for each area serviced by Utilities, Inc. of Florida, the dates for the Customer hearings, the time and the locations for the Customer hearings that are scheduled by FPSC. I have included a copy of the notice with this correspondence.

Please contact our Customer Service Department at 1-866-842-8432 if you require additional assistance. The FPSC is included in this correspondence.



Regards,

Elise S. Christian  
Customer Relations Specialist  
Phone: 1-866-842-8432  
Fax: 407-869-6961  
Email: [eschristian@uiwater.com](mailto:eschristian@uiwater.com)  
Website: [www.uiwater.com](http://www.uiwater.com)

1/14/17

Untitled

800-410-7420  
YOUR OPINION COUNTS

Bill #: 840-53350130-4  
Clerk: 5007

Rey Castill,

Ray per our conversation here is the Utilities Bills. Since  
09/01/2016 they have bill me a total of \$506.68.  
Charlotte county has billed me for the same time frame \$104.78,  
Utilities is charging 5X the amount. Please let me know  
what can be done.

Thanking you in advance,

Paddy McCarthy  
941.698.0255

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

December 16, 2016

PATRICK MCCARTHY  
8793 CONCH AVE  
PLACIDA, FL 33946

Dear MR. MCCARTHY:

Thank you for contacting the Florida Public Service Commission. We have reviewed and referred your complaint to UTILITIES, INC. OF FLORIDA. Your case reference number is 1230946W.

**What you can expect now that your complaint has been filed.**

Unless you've requested not to be contacted by the utility, the utility will be contacting you to address your concerns and must respond directly to you within three weeks from the date we received your complaint. The utility will attempt to resolve the matter directly with you and is required to notify us regarding the resolution of the complaint. We ask that you allow the utility to work directly with you to resolve your complaint.

**How the Commission can assist you and what action you can take.**

The Florida Public Service Commission only regulates matters that fall within the scope of our jurisdiction. We will review your complaint and the utility's response to your case to ensure the utility has complied with the applicable statutes, rules and regulations of the Florida Public Service Commission and the utility's tariff. Please be advised that if this is a billing complaint, commission staff may request payment and billing information regarding your account.

Matters like these are usually resolved quickly and effectively, requiring no further Commission intervention. However, if you need further assistance from the Commission after receiving the utility's response, please contact the Commission's Bureau of Consumer Assistance by telephone at 1-800-342-3552 or in writing at the postal or email address shown below. *If we do not hear from you within 30 calendar days from the date of this letter, we will presume that you are in agreement with the company's proposed resolution or plan of action.*

Thank you for the opportunity to assist you in this matter. If you would like to know more about the Public Service Commission, please visit our Web site at [www.floridapsc.com](http://www.floridapsc.com).

Sincerely,

*Ruth McHargue*

Regulatory Program Administrator  
Office of Consumer Assistance  
& Outreach

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

An Affirmative Action/Equal Opportunity Employer

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

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

1/10 ROCASTILL + PSC, STATE, FL, US

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

December 15, 2016

Mr. Patrick McCarthy  
8793 Conch Avenue  
Placida, Florida 33946

Dear Mr. McCarthy:

Thank you for contacting the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269 and 160101) for consideration.

PSC customer service hearings will be held in January and February 2017, throughout UIF's service territory for Commissioners to hear directly from customers about UIF's rate request and service. UIF will provide its customers with a hearing notice, including hearing dates, times, and locations. In addition to all correspondence provided to the PSC, customer comments made during those hearings will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

The PSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, PSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the PSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101.

Sincerely,

A handwritten signature in cursive script that reads "Bev DeMello".

Bev DeMello  
Assistant Director

BSD/jmb

## Water Bill Calculator

[Printer Friendly](#)

Enter amounts to nearest hundredth gallon. Please note these are estimates only.

<b>Total Potable Water Used (Gallons):</b>	3000		
<b>Charges:</b>	<b>Gallons</b>	<b>Charge Per 1,000 Gallons</b>	<b>Charge</b>
Customer Bill Charge			\$ 4.00
Water Base Facility Charge			\$ 8.40
Purchased-Water Pass-Through Consumption Charge	3000	\$ 2.93	\$8.79
<b>Water Usage Charges</b>			
0 - 5,000 Gallons	3000	\$ 0.69	\$2.07
5,001 - 15,000 Gallons	0	\$ 1.93	\$0.00
15,001 - 30,000 Gallons	0	\$ 3.23	\$0.00
30,0001 or More Gallons	0	\$ 4.83	\$0.00
<b>Water Total</b>			<b>\$23.40</b>
Wastewater Base Facility Charge			\$13.70
Wastewater Usage Charge (Capped @ 8,000GPM)	3000	\$ 4.41	\$13.20
<b>Wastewater Total</b>			<b>\$26.90</b>
<b>Total Bill</b>			<b>\$50.30</b>
			Calculated

**SITE INFORMATION**

- [County Home Page](#)
- [Translate Page](#)
- [Accessibility](#)
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- [Privacy Notice](#)

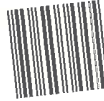




**Patrick M McCarthy**  
 8793 Conch Ave  
 Placida, FL 33946-2493



1000



32399

U.S. POSTAGE  
 PAID  
 PLACIDA, FL  
 33946  
 FEB 10 17  
 AMOUNT  
**\$1.40**  
 R2304M112150-07

OFFICE OF GOV. RICK SCOTT  
 STATE OF FLORIDA  
 THE CAPITOL  
 400 SOUTH MONROE STREET  
 TALLAHASSEE, FLORIDA 32399-0001

ATTN: JACKIE SCHUTZ  
 PRESS SECRETARY

**EOG MAIL**  
**FEB 15 2018**  
**CLEARED**





RICK SCOTT  
GOVERNOR

STATE OF FLORIDA  
**Office of the Governor**

THE CAPITOL  
TALLAHASSEE, FLORIDA 32399-0001

www.flgov.com  
850-717-9418

March 2, 2017

Mr. Patrick McCarthy  
8793 Conch Avenue  
Placida, Florida 33946-2493

Dear Mr. McCarthy:

Thank you for contacting Governor Rick Scott concerning waste water rates.

The Public Service Commission is an arm of the legislative branch of government and regulates certain public utilities in Florida. Enclosed is the brochure which explains what the PSC regulates. I understand that you have been communicating with them and that is the appropriate thing to do. Please continue working with them to resolve your concern. For your convenience, I have provided the contact information for the Public Service Commission below.

Thank you again for contacting Governor Scott.

Sincerely,

A handwritten signature in cursive script that reads "Tyler L. Andrew".

Tyler L. Andrew  
Office of Citizen Services  
Executive Office of the Governor

TLA/cas

cc: Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
(850) 413-6100  
Toll Free (800) 342-3552



## When to Call The Florida Public Service Commission

The Florida Public Service Commission (PSC) regulates the electric, natural gas, water and wastewater, and telecommunications industries in the state. This guide gives specific information about the PSC's responsibilities so that consumers can get help with their utility issues. Contact information is also listed for consumers having problems with non-regulated utilities. For help with solving regulated

utility issues, consumers can reach PSC Consumer Assistance at **1-800-342-3552**, by e-mail at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us), or through the PSC Web site at [www.FloridaPSC.com](http://www.FloridaPSC.com).

### Electric

#### What the PSC Regulates, Contact the PSC

- Investor-owned electric companies such as Florida Power & Light Company, Florida Public Utilities Company, Gulf Power Company, Duke Energy Florida, and Tampa Electric Company.
- Rates and charges
- Meter and billing accuracy
- Electric lines up to the meter
- Reliability of the electric service
- New construction safety code compliance for transmission and distribution
- Territorial agreements and disputes
- Need for certain power plants and transmission lines

#### What the PSC Does Not Regulate

- Rates and adequacy of services provided by municipally owned and rural cooperative electric utilities, except for safety oversight.<sup>4</sup>
- Electrical wiring inside the customer's building
- Taxes on the electric bill<sup>5</sup>
- Physical placement of transmission and distribution lines<sup>3</sup>
- Damage claims
- Right of way<sup>3</sup>
- Physical placement or relocation of utility poles<sup>3</sup>

### Natural Gas

#### What the PSC Regulates, Contact the PSC

- Investor-owned natural gas companies such as: Florida City Gas; Florida Division of Chesapeake Utilities Corporation; Florida Public Utilities Company (FPUC); FPUC Indiantown Division; FPUC Ft. Meade Division; Peoples Gas System; Sebring Gas System, Inc., and St. Joe Natural Gas Company, Inc.
- Basic service issues
- Rates and charges
- Meter and billing accuracy
- Pipeline safety issues, including operations and construction
- Territorial agreements and disputes

#### What the PSC Does Not Regulate

- Municipally owned natural gas utilities except for safety oversight<sup>2</sup>
- Gas districts and authorities except for safety oversight
- Liquid Propane (LP) Gas
- Taxes on the natural gas bill<sup>6</sup>
- Damage claims
- Gas pipeline siting<sup>3</sup>
- House piping
- Gas appliances

## Water and Wastewater

### What the PSC Regulates, Contact the PSC

- Investor-owned water and wastewater companies in 36 counties<sup>4</sup>
- Rates and charges
- Meter and billing accuracy
- Certification and territory amendments
- Quality of service

perhaps the meter is faulty

### What the PSC Does Not Regulate

- Municipally owned and county-owned water and wastewater utilities<sup>3</sup>
- Water treatment companies
- Taxes on the water and wastewater bill<sup>6</sup>
- Damage claims
- Water clarity or pressure<sup>2</sup>
- Bulk sales of water or wastewater treatment
- Water lines beyond the point of connection

## Telecommunications

### What the PSC Regulates, Contact the PSC

- Service quality and reliability of pay telephone providers
- Relay service
- PSC can accept complaints related to Lifeline Assistance program and Telephone Relay Service

### What the PSC Does Not Regulate

- Wireless (cellular) telephone service<sup>1</sup>
- Cable/Satellite television<sup>1</sup>
- Interstate or international telephone service<sup>1</sup>
- Voice over Internet Protocol (VoIP)
- Telephone wires on the customer's side of the interface box
- Rates for inside wire maintenance contracts
- Authorization of taxes on telephone bills<sup>5</sup>
- Charges for pay-per-call (900 number) calls
- Yellow Pages<sup>®</sup> advertising
- Internet service
- Pay telephone rates for local calls
- Solicitation calls<sup>7</sup>
- Harassing, threatening, or obscene calls<sup>8</sup>
- Damage claims
- DSL/broadband deployment
- Service complaints
- Service quality
- Rate caps for pay telephone and call aggregator (hotel) locations
- Rates and charges

1. Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Complaints  
445 12<sup>th</sup> Street, SW  
Washington, D.C. 20554  
[fccinfo@fcc.gov](mailto:fccinfo@fcc.gov)  
[www.fcc.gov](http://www.fcc.gov)

Toll Free: 1-888-CALL-FCC (1-888-225-5322) voice,  
1-888-TELL-FCC (1-888-835-5322) TTY.  
Consumer and Mediation Specialists are available Monday  
through Friday, 8:00 a.m. to 5:30 p.m. ET

2. Department of Environmental Protection  
Citizen Services  
3900 Commonwealth Boulevard M.S. 49z  
Tallahassee, Florida 32399  
850-245-2118 (phone); 850-245-2128 (fax)  
<http://www.dep.state.fl.us>

3. Contact your city or county commission about authorized jurisdiction.

4. The PSC reviews the rate structure these utilities use to collect their costs, but has no jurisdiction over what costs are included in rates. Safety jurisdiction is limited to new construction and compliance with the National Electrical Safety Code. Contact the city utilities office or the Board of Directors of the Cooperative.

5. Contact the governmental entity that levied the tax.

6. To determine if you live in a jurisdictional county, check [www.FloridaPSC.com](http://www.FloridaPSC.com) or call 1-800-342-3552.

7. Florida Department of Agriculture and Consumer Services  
2005 Apalachee Parkway  
Tallahassee, FL 32399-6500  
1-800-435-7352  
[www.800helpfla.com](http://www.800helpfla.com)

8. Contact your local law enforcement agency.

9. The PSC has the authority to require electric utilities to comply with safety and reliability regulations. Private electric utilities have the power of eminent domain to take property for just compensation to construct their facilities. Recourse for loss of property value as a result of the placement of electric facilities resides with the courts.

Rec'd from press office

OFFICE OF THE GOVERNOR  
CITIZEN ASSISTANCE

~~Utilities~~ 17 FEB 15 PM 4:47  
~~Scott~~  
PSC

Fw: Overcharge water bills

Friday, February 10, 2017 12:52 PM

From: paddy mccarthy On Behalf Of paddy\_mccarthy@hotmail.com  
Sent: Friday, February 10, 2017 12:12:13 AM UTC  
To: fgov.com  
Subject: Fw: Overcharge water bills

Please forward this to Jackie, Gov Press Sec.  
Thank You

629,935  
3/8/017  
E.B.

From: paddy\_mccarthy <paddy\_mccarthy@hotmail.com>  
Sent: Thursday, February 9, 2017 4:31 PM  
To: jackie@scottforflorida.com  
Subject: Overcharge water bills

Hi Jackie, we know you have a very busy schedule, but if you have someone check on why the water bills are so high in Placida, Fl 33946. We will make this short. Charlotte county charges \$30.00 to \$34.00 each month for water. Utilities, Inc. of Sandalhaven charge \$98.00 for the waste water. We have been in touch with Rey Castill, (850-413-6482) Florida Public Service Commission, and Illise of Sandalhaven, (866-842-8432- they all talk the talk but there should no reason to charge 3X's the amount for waste water. We lived in Sarasota and had a 3000sq. foot home and our monthly bill was \$65.00 or less each month. Our account # is 5423755713. Thanking you in advance,  
Patrick & Maureen McCarthy  
8793 Conch Ave  
Placida, Fl 33946  
941-698-0255

You had met my wife at the Governor's veterans award in Sarasota.

Untitled

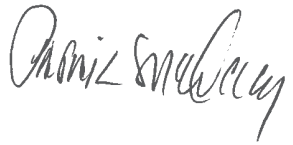
02/10/2017

We have tried to email but could not get through.  
We hope that someone will check into our request.

Thanking you in advance,

Patrick & Maureen McCarthy  
8793 Conch Ave  
Placida, FL 33946  
941-698-0255

Enclosed please find all our letters and emails to the PUC and Utilities Inc.



## FPSC Complaint #1230946W

Rey Castillo <rcastill@PSC.STATE.FL.US>

Wed 1/25/2017 10:12 AM

To: 'paddy\_mccarthy@hotmail.com' <paddy\_mccarthy@hotmail.com>;

Cc: 'ESChristian@uiwater.com' <ESChristian@uiwater.com>;

1 attachments (1 MB)

FPSC Complaint#1230946W\_ Billing Dispute.pdf;

Patrick Murphy,

Please understand that we are looking at only the Wastewater Residential Service Charges and what you pay Charlotte County for water is a completely different matter and we do not regulate government owned utilities. The PSC approved the rates for Utilities, Inc. of Florida that currently operates in Charlotte County as a Wastewater Utility.

If you had opened a wastewater service account with UIF back in September 2016 your rates would be based on the Wastewater Tariff for Residential Service approved by the PSC and effective on June 9, 2016 ( Please review Tariff sheets 8.1 and 8.2 attached to this message)

The Residential Service amount of Deposit would be \$156.00 at that particular time.

Your billing statement (Bill Date 12/13/2016) you are being billed correctly based on Tariff for Residential Service approved by the PSC and effective on June 9, 2016

Please observe that the Billing statement for January (Bill Date 01/11/2017) the particularly the Meter Readings

Previous Meter Reading 11/22/2016 ( Previous rate effective June 9, 2016)

Current Meter Reading 12/20/2016 ( New rates are effective on December 20, 2016 and going forward)

Usage for the 28 days was actually 3,000 gallons

The bill states 2,893 gallons at \$16.41 per 1,000 gallons ... this is because the water consumed being charged at the rate of \$16.41 per 1,00 gallons based on the Tariff for Residential Service approved by the PSC effective on June 9, 2016 the water consumed at this rate is from **November 22<sup>nd</sup> through December 19, 2016** . Then the other 107 gallons at \$15.98 per 1,000 gallons is charged for the water consumed on December 20, 2016. Now this new rate was approved by the PSC effective December 20, 2016 going forward ( Please review Tariff attached to this message).

<https://outlook.live.com/owa/?viewmodel=ReadMessageItem&ItemID=AQMkADAwATE...> 2/10/2017

RE: FPSC REQUEST NO. 1230946W

Elise Christian <ESChristian@uiwater.com>

Wed 1/25/2017 12:41 PM

To: paddy mccarthy <paddy\_mccarthy@hotmail.com>;

Cc: PSCREPLY@PSC.STATE.FL.US <PSCREPLY@psc.state.fl.us>; rcastill@psc.state.fl.us <rcastill@psc.state.fl.us>;

1 attachments (562 KB)

SANDALHAVEN APPROVED TARIFF 2.10.16.pdf;

Mr. McCarthy,

Docket 150102-SU was approved by the Florida Public Service Commission on 2/10/2016. A copy of the signed and approved Tariff is attached. The Docket for the rate reduction is separate and was effective as of 12/20/2016. The reduction appeared on your January bill. There is not any adjustment or reduction for prior bills, they were billed correctly.

Please do not hesitate to contact me if additional information is required.

Elise Christian

**From:** paddy mccarthy [mailto:paddy\_mccarthy@hotmail.com]

**Sent:** Thursday, January 19, 2017 1:13 PM

**To:** Elise Christian <ESChristian@uiwater.com>

**Cc:** PSCREPLY@PSC.STATE.FL.US; rcastill@psc.state.fl.us

**Subject:** Re: FPSC REQUEST NO. 1230946W

Elise, the new approved rate that became effective 12/20/2016, Docket No.2011-01-S is a reduction of Utilities rates. To date your request, Docket No. 150102-SU is still being reviewed by PSC and not approved. Will Utilities adjust their invoices from 12/20/2016 to reflect this reduction?

Régards,

Patrick McCarthy

**From:** Elise Christian <ESChristian@uiwater.com>

**Sent:** Wednesday, January 11, 2017 3:22 PM

**To:** paddy mccarthy

**Cc:** PSCREPLY@PSC.STATE.FL.US

**Subject:** RE: FPSC REQUEST NO. 1230946W



Dear Mr. McCarthy,

Please see the attached information from Docket No. 150102-SU filed by Utilities, Inc. of Sandalhaven July 6, 2015. The rate reflected on this Docket is the current rate billed prior to the new approved rate that became effective on 12/20/2016 for service on or after that date.

You asked why your rates for wastewater service provided to you by Utilities, Inc. of Florida, formally known as Utilities, Inc. of Sandalhave is higher than the rates you paid to Charlotte County or for the water that is provided to your residence by Charlotte County.

**Response:** Utilities, Inc. of Florida is regulated by the Florida Public Service Commission. The rates charged to the Customer have been reviewed and have been approved by the Florida Public Service Commission (FPSC). There are certain components that go into an application for a rate change that FPSC requires from the utility. The rates you are charged for wastewater service are approved and regulated by FPSC.

You mentioned that you do not have a swimming pool, so why are the rates so high? A swimming pool does not require wastewater service. The water used for a pool is billed under your water charges if or when water is added to the pool.

If you don't mind reading some 49 pages of the application filed by Utilities, Inc. of Florida, aka Utilities, Inc. of Sandalhaven under Docket 150102 concerning the rates you question, the details of the process including the customers input are found in that Docket. It is found on the Florida Public Service Web page at: [http://www.psc.state](http://www.psc.state.fl.us) If you would like to follow the process for Consumers on a rate case, please follow the link I have provided at : <http://www.psc.state.fl.us/Publications/RateCaseOverviews> The records are all public information and there are also contact telephone numbers for assistance on pending rate cases.

### Rate Case Overviews - Florida Public Service Commission

[www.psc.state.fl.us](http://www.psc.state.fl.us)

Some publications and reports are Acrobat PDF files and require Acrobat Reader to view. Any PDF files will be labeled as a PDF. Download a free copy of ...

Utilities, Inc. of Florida does not have any jurisdiction or authority to control the rates charged to you by Charlotte County or to any of their customers. In most cases, utilities of this nature are regulated by a municipality. I cannot tell you why Charlotte County rates are different from Utilities, Inc. of Florida's rate. Perhaps a better explanation can be obtained from them concerning how their rates are developed for the services that they provide.

I hope the information provided is helpful. Please do not hesitate to contact me if additional information is requested.



Regards,

<https://outlook.live.com/owa/?viewmodel=ReadMessageItem&ItemID=AQMkADAwATE...> 2/10/2017

Elise S. Christian  
Customer Relations Specialist  
Phone: 1-866-842-8432  
Fax: 407-869-6961  
Email: [eschristian@uiwater.com](mailto:eschristian@uiwater.com)  
Website: [www.uiwater.com](http://www.uiwater.com)

---

**From:** paddy mccarthy [[mailto:paddy\\_mccarthy@hotmail.com](mailto:paddy_mccarthy@hotmail.com)]

**Sent:** Monday, January 09, 2017 4:55 PM

**To:** Elise Christian <[ESChristian@uiwater.com](mailto:ESChristian@uiwater.com)>

**Subject:** Re: FPSC REQUEST NO. 1230946W

Elise, not good enough, your approval was granted on 12/20/2016. Your bills are prior to that decision. This matter will not rest with your reply. I'm willing, able and can go all the way with this to the appropriate parties. As an old disabled Marine we always go towards the fight! Now is the time to answer the complaint why my bill is so high for two residents living in 1800 sq. ft., with out a pool! Please explain why my bill from you was three times (3X) what Charlotte county charged me for incoming water? None of this makes any sense.

Regards,  
Patrick McCarthy

**From:** Elise Christian <[ESChristian@uiwater.com](mailto:ESChristian@uiwater.com)>

**Sent:** Monday, January 9, 2017 11:21 AM

**To:** [paddy\\_mccarthy@hotmail.com](mailto:paddy_mccarthy@hotmail.com)

**Cc:** [PSCREPLY@PSC.STATE.FL.US](mailto:PSCREPLY@PSC.STATE.FL.US)

**Subject:** FPSC REQUEST NO. 1230946W

Dear Mr. McCarthy:

This correspondence is in reference to your complaint to the Florida Public Service Commission (FPSC) concerning the wastewater rates charged to you by Utilities, Inc. of Florida for service at 8793 Conch Ave., Placida, FL.

In your complaint you stated that charges for wastewater service by Utilities, Inc. of Florida are higher than the charges you pay to Charlotte County for water and requested FPSC to review the wastewater charges. The Utility filed an application/request with the FPSC to charge a certain rate for wastewater. The application/request included the required documentation for the requested rates. After the FPSC reviewed the filing and all required changes were made, the current rates were approved by FPSC. The current rates charged to you for wastewater service at 8793 Conch Ave. are regulated and are approved by FPSC.

A copy of the current approved tariff dated 12/20/2016 with the current rates that were approved on 12/20/2016 is included with this correspondence. The new rates will be charged for service on and after

<https://outlook.live.com/owa/?viewmodel=ReadMessageItem&ItemID=AQMkADAwATE...> 2/10/2017

12/20/2016. On 12/23/2016, a notice was mailed to all Utilities, Inc. of Florida Customers informing the Customers that the Utility filed a request with FPSC to increase/decrease its rates. The notice provides information about the Docket Numbers for each area serviced by Utilities, Inc. of Florida, the dates for the Customer hearings, the time and the locations for the Customer hearings that are scheduled by FPSC. I have included a copy of the notice with this correspondence.

Please contact our Customer Service Department at 1-866-842-8432 if you require additional assistance. The FPSC is included in this correspondence.



Regards,

Elise S. Christian  
Customer Relations Specialist  
Phone: 1-866-842-8432  
Fax: 407-869-6961  
Email: [eschristian@uiwater.com](mailto:eschristian@uiwater.com)  
Website: [www.uiwater.com](http://www.uiwater.com)

1/14/17

Untitled

800-410-7420  
YOUR OPINION COUNTS

Bill #: 840-53350130-4-5007  
Clerk:

Rey Castill,

Ray per our conversation here is the Utilities Bills. Since  
09/01/2016 they have bill me a total of \$506.68.  
Charlotte county has billed me for the same time frame \$104.78,  
Utilities is charging 5X the amount. Please let me know  
what can be done.

Thanking you in advance,

Paddy McCarthy  
941.698.0255

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

December 16, 2016

PATRICK MCCARTHY  
8793 CONCH AVE  
PLACIDA, FL 33946

Dear MR. MCCARTHY:

Thank you for contacting the Florida Public Service Commission. We have reviewed and referred your complaint to UTILITIES, INC. OF FLORIDA. Your case reference number is 1230946W.

**What you can expect now that your complaint has been filed.**

Unless you've requested not to be contacted by the utility, the utility will be contacting you to address your concerns and must respond directly to you within three weeks from the date we received your complaint. The utility will attempt to resolve the matter directly with you and is required to notify us regarding the resolution of the complaint. We ask that you allow the utility to work directly with you to resolve your complaint.

**How the Commission can assist you and what action you can take.**

The Florida Public Service Commission only regulates matters that fall within the scope of our jurisdiction. We will review your complaint and the utility's response to your case to ensure the utility has complied with the applicable statutes, rules and regulations of the Florida Public Service Commission and the utility's tariff. Please be advised that if this is a billing complaint, commission staff may request payment and billing information regarding your account.

Matters like these are usually resolved quickly and effectively, requiring no further Commission intervention. However, if you need further assistance from the Commission after receiving the utility's response, please contact the Commission's Bureau of Consumer Assistance by telephone at 1-800-342-3552 or in writing at the postal or email address shown below. *If we do not hear from you within 30 calendar days from the date of this letter, we will presume that you are in agreement with the company's proposed resolution or plan of action.*

Thank you for the opportunity to assist you in this matter. If you would like to know more about the Public Service Commission, please visit our Web site at [www.floridapsc.com](http://www.floridapsc.com).

Sincerely,

*Ruth McHargue*

Regulatory Program Administrator  
Office of Consumer Assistance  
& Outreach

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

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

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

1/10 ROCASTILL + PSC, STATE, FL, US

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

December 15, 2016

Mr. Patrick McCarthy  
8793 Conch Avenue  
Placida, Florida 33946

Dear Mr. McCarthy:

Thank you for contacting the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269 and 160101) for consideration.

PSC customer service hearings will be held in January and February 2017, throughout UIF's service territory for Commissioners to hear directly from customers about UIF's rate request and service. UIF will provide its customers with a hearing notice, including hearing dates, times, and locations. In addition to all correspondence provided to the PSC, customer comments made during those hearings will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

The PSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, PSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the PSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101.

Sincerely,

A handwritten signature in cursive script that reads "Bev DeMello".

Bev DeMello  
Assistant Director

BSD/jmb

## Water Bill Calculator

Printer Friendly

Enter amounts to nearest hundredth gallon. Please note these are estimates only.

<b>Total Potable Water Used (Gallons):</b>	3000		
<b>Charges:</b>	<b>Gallons</b>	<b>Charge Per 1,000 Gallons</b>	<b>Charge</b>
Customer Bill Charge			\$ 4.00
Water Base Facility Charge			\$ 8.40
Purchased-Water Pass-Through Consumption Charge	3000	\$ 2.93	\$8.79
<b>Water Usage Charges</b>			
0 - 5,000 Gallons	3000	\$ 0.69	\$2.07
5,001 - 15,000 Gallons	0	\$ 1.93	\$0.00
15,001 - 30,000 Gallons	0	\$ 3.23	\$0.00
30,0001 or More Gallons	0	\$ 4.83	\$0.00
<b>Water Total</b>			<b>\$23.40</b>
Wastewater Base Facility Charge			\$13.70
Wastewater Usage Charge (Capped @ 8,000GPM)	3000	\$ 4.41	\$13.20
<b>Wastewater Total</b>			<b>\$26.90</b>
<b>Total Bill</b>			<b>\$50.30</b>
			Calculator

**SITE INFORMATION**

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**Patrick M McCarthy**  
 8793 Conch Ave  
 Placida, FL 33946-2493



1000

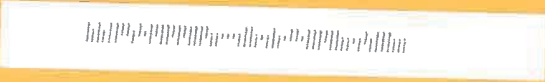


32399

U.S. POSTAGE  
 PAID  
 PLACIDA, FL  
 33946  
 FEB 10 17  
 AMOUNT  
**\$1.40**  
 R2304M112150-07

OFFICE OF GOV. RICK SCOTT  
 STATE OF FLORIDA  
 THE CAPITOL  
 400 SOUTH MONROE STREET  
 TALLAHASSEE, FLORIDA 32399-0001  
  
 ATTN: JACKIE SCHUTZ  
 PRESS SECRETARY

**EOG MAIL**  
**FEB 15 2018**  
**CLEARED**





STATE OF FLORIDA

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
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RONALD A. BRISÉ  
JIMMY PATRONIS  
DONALD J. POLMANN



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

March 6, 2017

Mr. Patrick McCarthy  
8793 Conch Avenue  
Placida, FL 33946

RE: FPSC Inquiry Number 1230946W

Dear Mr. McCarthy:

The Governor's office forwarded a copy of your correspondence regarding Utilities, Inc. of Florida (UIF) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond to you.

You expressed concern that wastewater rates are higher than water rates. Most utilities' wastewater gallonage charge is higher than the water gallonage charge. The water gallonage charge recovers the costs of pumping the water to each residence. The gallonage charge for wastewater service recovers the reverse process of collecting and treating the wastewater. It is more expensive to collect and treat wastewater than it is to pump potable water. Also, the stringent requirements imposed by the Department of Environmental Protection on wastewater utilities has forced the utilities to make substantial investments in their operating plants.

The FPSC is aware that all potable water pumped to a residence is not personally consumed. Some is used for watering lawns, filling up pools, etc. To compensate for this fact, a cap is automatically placed on the wastewater bill so the consumption beyond that level is considered to be irrigational in nature. That cap is normally 10,000 gallons. Therefore, all water consumed in the residence beyond the cap does not return through the wastewater collection system for treatment.

You also expressed concern about Docket 150102-SU, UIF's application for increase in wastewater rates in Charlotte County by Utilities, Inc. of Sandalhaven. On August 10, 2015,

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

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

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Patrick McCarthy

Page 2

March 6, 2017

the FPSC approved an interim rate increase. On April 18, 2016, the FPSC issued Proposed Agency Action (PAA) granting Sandalhaven's application for a rate increase. The interim rates were replaced by the final approved rates.

On April 12, 2016, the FPSC issued Order No. PSC-16-0143-FOF-WS for Docket No. 150235-WS, which approved the acknowledgement of corporate reorganization and request for approval of name change from Utilities, Inc. of Sandalhaven to Utilities, Inc. of Florida (UIF).

On August 31, 2016, UIF filed an application with the FPSC for an increase in water and wastewater rates in Charlotte County. At present, UIF customers in Charlotte County are billed approximately \$125.65 for 5,000 gallons of wastewater. Using UIF's requested final rates, a Charlotte County UIF customer would pay \$50.02 for 5,000 gallons of wastewater.

The FPSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, FPSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision. The Commissioners are tentatively expected to vote on this matter at the June 6, 2017 Commission Conference. We will add your comments to the correspondence side of Docket 160101-WS.

I have enclosed a rate case overview and our brochures "Utility Ratemaking in Florida" & "Rate Case Procedures" for your review. If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the FPSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then tap Dockets and type in number 160101-WS.

If you have any questions or concerns please contact Ms. Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

Enclosures (3)