

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In Re: 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

DOCKET NO. 20200139-WS

_____ /

NOTICE OF FILING AFFIDAVIT OF MAILING

UTILITIES, INC. OF FLORIDA, by and through its undersigned attorneys, hereby gives notice of filing the Affidavit of Mailing of the Service and Technical Hearing Notice, attached thereto, to all customers of the Utility.

Respectfully submitted this 13th day of
November, 2020, by:

Dean Mead
420 S. Orange Ave., Suite 700
Orlando, Florida 32801
Direct Telephone: (407) 310-2077
Facsimile: (407) 423-1831

/s/ Martin S. Friedman
Martin S. Friedman

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that a true and correct copy of the foregoing has been furnished by

E-mail to the following parties this 13th day of November, 2020:

J. R. Kelly, Esquire
Stephanie Morse, Esquire
Office of Public Counsel
c/o The Florida Legislature
111 W. Madison Street, Room 812
Tallahassee, FL 32399-1400
morse.stephanie@leg.state.fl.us
kelly.jr@leg.state.fl.us

Jennifer Crawford, Esquire
Walter Trierweiler, Esquire
Bianca Lherisson, Esquire
Office of General Counsel
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
wtrierwe@psc.state.fl.us
jcrawfor@psc.state.fl.us
BLheriss@psc.state.fl.us

/s/ Martin S. Friedman
Martin S. Friedman

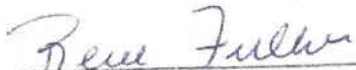
AFFIDAVIT OF MAILING

STATE OF FLORIDA

COUNTY OF LEON

Before me, the undersigned authority, authorized to administer oaths and take acknowledgments, personally appeared Renee Fulmer, who, after being duly sworn on oath, did depose on oath and say that she is a Billing Specialist with Utilities, Inc. and on behalf of Utilities, Inc., of Florida, on or before November 19, 2020, a copy of the Notice, attached hereto, was sent by regular U.S. Mail to all customers of the Utility.

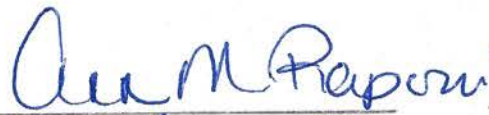
FURTHER AFFIANT SAYETH NAUGHT.



Renee Fulmer
Billing Specialist

Sworn to and subscribed before me by means of physical presence or online notarization this 12 day of November, 2020, by Renee Fulmer who is personally known to me.





Ann Raponi Ann m. Raponi
NOTARY PUBLIC
My Commission Expires: 7/12/21

NOTICE OF CUSTOMER SERVICE HEARING AND TECHNICAL HEARING

TO

UTILITIES, INC. OF FLORIDA

OFFICE OF PUBLIC COUNSEL

AND

ALL OTHER INTERESTED PERSONS

DOCKET NO. 20200139-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: November __, 2020

NOTICE is hereby given that the Florida Public Service Commission (“Commission”) will hold virtual customer service and technical hearings in the above docket on the 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 (“Utility”). The customer service hearings will commence at the times and dates shown below.

COMPANY OVERVIEW – UTILITIES, INC. OF FLORIDA

First, clean water service delivered to your home is critical to your family and we are happy to have been granted the license to serve your territory.

While we understand this is a challenging time, we are committed to delivering quality service to you, our customer. At this time, we are requesting an increase in rates to enable us to continue delivering safe, clean water to you.

We have filed a request (Docket No. 20200139-WS) with the Florida Public Service Commission (PSC) requesting a future increase in our water and wastewater rates that would likely take effect in mid-2021.

If approved as filed, the rate increase will vary by customer. We expect typical residential customers with monthly consumption of 5,000 gallons to see an increase of about \$3.49 on water and \$15.74 on wastewater on their monthly bills.

We consolidated our rates in 2016 statewide. Since then, the company has invested significantly in infrastructure, technology, customer service, and operations to ensure safety and reliability. However, since that time, the combination of necessary infrastructure investment, cost of construction, evolving customer expectations, advances in technology, changes in regulations, and increased operations requirements now causes us to seek rate relief.

CUSTOMER SERVICE HEARING - PURPOSE AND PROCEDURE

The purpose of the customer service hearings shall be to give customers and other interested persons an opportunity to offer comments regarding the quality of service the utility provides and the proposed rate increase. All witnesses shall be subject to cross examination at the conclusion of their testimony.

Due to the coronavirus pandemic, the PSC has scheduled the following virtual public hearings to provide customers an opportunity to express their views on quality of service and the impact of the requested rate increase:

December 3rd at 10:00 am
December 10th at 2:00 pm and 6:00 pm
January 6th at 10:00 am
January 7th at 6:00 pm

If you would like to testify before the PSC by phone at one of the customer service hearings, you must sign up by contacting the PSC by emailing speakersignup@psc.state.fl.us or calling 1-850-413-7080.

You will need to provide your name, address, and the date and time of the hearing you want to attend.

Once you sign up, either by email or phone, you will be provided further instructions on how to participate, including the call-in number.

Please note: the order in which customers testify is based upon the order in which they sign up. Please sign up as soon as possible, preferably at least two business days prior to the service hearing in which you plan to participate. If you have questions about the sign-up process, please call 1-850-413-7080.

On February 2 - 4, 2021, the PSC will also conduct a technical hearing to allow UIF and other parties to the proceeding to present testimony and relevant evidence regarding the rate request. To watch either the customer service hearings or the technical hearing live, visit floridapsc.com and look for the "Watch Live Broadcast" icon on the left side of the webpage. If you do not have access to the internet, you may call 1-850-413-7999 to listen to the hearings. If you are hearing or speech impaired, you may contact the PSC by using the Florida Relay Service at 1-800-955-8771 (TDD).

TECHNICAL HEARING – PURPOSE AND PROCEDURE

The purpose of the technical hearing is to consider the petition of Utilities, Inc. of Florida for an increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties and any motions or other matters that may be pending at the time of the hearing. The Commission may rule on any such motions from the bench or may take the matters under advisement. At the hearing, all parties shall be given the opportunity to present testimony and other evidence on the issues that are identified at the Prehearing Conference to be held on January 19, 2021. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

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.

RESOURCES

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).

An overview of the rate request is available at floridapsc.com/Publications/RateCaseOverviews and copies of the complete filing are available by calling the PSC at 1-840-413-7080 or by searching online at www.floridapsc.com

If you would like to share your comments with the PSC regarding the proposed changes in rates, please choose one of the following options:

- 1) Participate in any of the customer hearings, as described above;
- 2) Email the PSC at clerk@psc.state.fl.us (please include reference to Docket No. 20200139-WS);

NOTICE OF CUSTOMER SERVICE HEARING AND TECHNICAL HEARING
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- 3) Write to the PSC at the following address (please include reference to Docket No. 20200139-WS):

Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

- 4) Complete and mail a preaddressed comment card included with this notice.

To submit comments regarding your utility service, please contact the PSC's Office of Consumer Assistance and Outreach by calling 1-800-342-3552 or by mail:

Office of Consumer Assistance and Outreach
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Amber Norris, is the PSC representative for this docket and can be reached by emailing annorris@psc.state.fl.us or calling 1-850-413-6984.

At any time during this process, you may contact the Office of Public Counsel (OPC). The OPC was established by the Florida Legislature to represent you and the other utility consumers before the PSC. The Public Counsel is independent from the PSC and can be reached at 1-800-342-0222 or floridaopc.gov.

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

DOCKET NO. 20200139 - WS

Name _____

Address _____

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

FOLD & TAPE -- See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

STAMP

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

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TAPE

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