

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 AFFIDAVITS OF PUBLICATION

UTILITIES, INC. OF FLORIDA, by and through its undersigned attorneys, hereby gives notice of filing the Affidavits of Publication of the Service and Technical Hearing Notice, attached thereto, which were published in newspapers of general circulation in the service area Counties.

Respectfully submitted this 24th 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 24th 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

Orlando Sentinel

Published Daily
ORANGE, SEMINOLE,
LAKE, VOLUSIA
County, Florida

Sold To:

Dean Mead Egerton et al - CU80030556
420 S Orange Ave, Ste 700
Orlando, FL, 32801

Bill To:

Dean Mead Egerton et al - CU80030556
420 S Orange Ave, Ste 700
Orlando, FL, 32801

**State Of Illinois
County Of Cook**

Before the undersigned authority personally appeared Charlie Welenc, who on oath says that he or she is an Advertising Representative of the ORLANDO SENTINEL, a DAILY newspaper published at the ORLANDO SENTINEL in ORANGE, SEMINOLE, LAKE, VOLUSIA County, Florida; that the attached copy of advertisement, being a Legal Notice in the matter of 11150-Public Hearing Notice, CUSTOMER SERVICE HEARING AND TECHNICAL HEARING was published in said newspaper in the issues of Nov 10, 2020.

Affiant further says that the said ORLANDO SENTINEL is a newspaper Published in said ORANGE, SEMINOLE, LAKE, VOLUSIA County, Florida, and that the said newspaper has heretofore been continuously published in said ORANGE, SEMINOLE, LAKE, VOLUSIA County, Florida, each day and has been entered as periodicals matter at the post office in ORANGE, SEMINOLE, LAKE, VOLUSIA County, Florida, in said ORANGE, SEMINOLE, LAKE, VOLUSIA County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he or she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.



Charlie Welenc

Signature of Affiant

Name of Affiant

Sworn to and subscribed before me on this 23 day of November, 2020, by above Affiant, who is personally known to me (X) or who has produced identification ().



Signature of Notary Public



Name of Notary, Typed, Printed, or Stamped

6808342

**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 10, 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);
- 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 amnorris@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.

056808342

11/10/2020

6808342

Serial Number
20-03933L

Business Observer

Published Weekly
Fort Myers, Lee County, Florida

COUNTY OF LEE

20200139-WS

STATE OF FLORIDA

Before the undersigned authority personally appeared Karen Ovadia who on oath says that he/she is Publisher's Representative of the Business Observer a weekly newspaper published at Fort Myers, Lee County, Florida; that the attached copy of advertisement,

being a Notice of Customer Service Hearing and Technical Hearing

in the matter of Application for Increase in Water and Wastewater Rates

in the Court, was published in said newspaper in the

issues of 11/13/2020

Affiant further says that the said Business Observer is a newspaper published at Fort Myers, Lee County, Florida, and that said newspaper has heretofore been continuously published and has been entered as periodicals matter at the Post Office in Fort Myers in said Lee County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he/she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in said newspaper.

*This Notice was placed on the newspaper's website and floridapublicnotices.com on the same day the notice appeared in the newspaper.

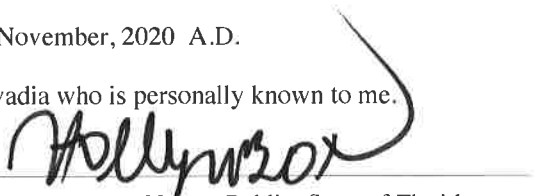


Karen Ovadia

Sworn to and subscribed, and personally appeared by physical presence before me,

13th day of November, 2020 A.D.

by Karen Ovadia who is personally known to me.



Notary Public, State of Florida
(SEAL)



Holly W. Botkin
Commission # GG099290
Expires: June 11, 2021
Bonded thru Aaron Notary

**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, PINEL-
LAS, POLK AND SEMINOLE COUNTIES BY UTILITIES, INC. OF FLORIDA

ISSUED: November 13, 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.

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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.

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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/Rate-CaseOverviews 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);
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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:

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Amber Norris, is the PSC representative for this docket and can be reached by emailing amnorris@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.

November 13, 2020

20-03933L

Serial Number
20-01531K

Business Observer

Published Weekly
Lakeland, Polk County, Florida

COUNTY OF POLK

20200139-WS

STATE OF FLORIDA

Before the undersigned authority personally appeared Karen Ovadia who on oath says that he/she is Publisher's Representative of the Business Observer a weekly newspaper published at Lakeland, Polk County, Florida; that the attached copy of advertisement,

being a Notice of Customer Service Hearing and Technical Hearing

in the matter of Application for Increase in Water and Wastewater Rates

in the Court, was published in said newspaper in the

issues of 11/13/2020

Affiant further says that the said Business Observer is a newspaper published at Lakeland, Polk County, Florida, and that said newspaper has heretofore been continuously published and has been entered as periodicals matter at the Post Office in Lakeland in said Polk County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he/she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in said newspaper.

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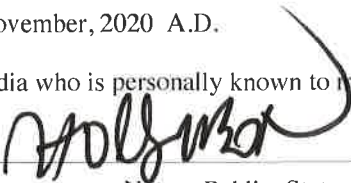


Karen Ovadia

Sworn to and subscribed, and personally appeared by physical presence before me,

13th day of November, 2020 A.D.

by Karen Ovadia who is personally known to me.



Notary Public, State of Florida
(SEAL)



Holly W. Botkin
Commission # GG099290
Expires: June 11, 2021
Bonded thru Aaron Notary

**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, PINEL-
LAS, POLK AND SEMINOLE COUNTIES BY UTILITIES, INC. OF FLORIDA

ISSUED: November 13, 2020

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November 13, 2020

20-01531K

Serial Number
20-00891T

Business Observer

Published Weekly
Port Charlotte , Charlotte County, Florida

COUNTY OF CHARLOTTE

20200139-WS

STATE OF FLORIDA

Before the undersigned authority personally appeared Karen Ovadia who on oath says that he/she is Publisher's Representative of the Business Observer a weekly newspaper published at Port Charlotte , Charlotte County, Florida; that the attached copy of advertisement,

being a Notice of Customer Service Hearing and Technical Hearing

in the matter of Application for Increase in Water and Wastewater Rates

in the Court, was published in said newspaper in the

issues of 11/13/2020

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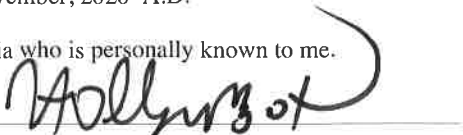
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Karen Ovadia

Sworn to and subscribed, and personally appeared by physical presence before me,

13th day of November, 2020 A.D.

by Karen Ovadia who is personally known to me.


Notary Public, State of Florida
(SEAL)

Holly W. Botkin
Commission # GG099290
Expires: June 11, 2021
Bonded thru Aaron Notary

**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

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November 13, 2020

20-00891T

Page 2 of 2

Proof of Publication

from the
RIVERLAND NEWS
Dunnellon, Marion County, Florida
PUBLISHED WEEKLY

STATE OF FLORIDA
COUNTY OF MARION

Before the undersigned authority personally appeared

Theresa Holland and/or Mary Ann Naczi and/or Tonya Knight and/or Jeanne Ethridge

Of the Riverland News, a newspaper published weekly at Dunnellon, in Marion County, Florida, that the attached copy of advertisement being a public notice in the matter of the Court,

7182-1112 RIV 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,

was published in said newspaper in the issues of November 12th, 2020,

Affiant further says that the Riverland News is a Newspaper published at Dunnellon in said Marion County, Florida, and that the said newspaper has heretofore been continuously published in Marion County, Florida, each week and has been entered as second class mail matter at the post office in Dunnellon in said Marion County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he/she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Jeanne Ethridge

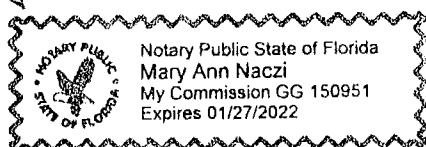
The foregoing instrument was acknowledged before me.

This 12th day of NOV., 2020

By: Theresa Holland and/or Mary Ann Naczi and/or Tonya Knight and/or Jeanne Ethridge who appeared by (X) means of physical presence or () via online notarization.

Mary Ann Naczi

Notary Public



7182-1112 RIV
NOTICE OF CUSTOMER SERVICE HEARING
AND TECHNICAL HEARING
TO
UTILITIES, INC. OF FLORIDA
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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 12, 2020

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Published Nov. 12, 2020.

Orlando Sentinel

Published Daily
ORANGE County, Florida

Sold To:

Dean Mead Egerton et al - CU80030556
420 S Orange Ave, Ste 700
Orlando, FL, 32801

Bill To:

Dean Mead Egerton et al - CU80030556
420 S Orange Ave, Ste 700
Orlando, FL, 32801

**State Of Illinois
County Of Cook**

Before the undersigned authority personally appeared
Jeremy Gates, who on oath says that he or she is an Advertising
Representative of the ORLANDO SENTINEL, a DAILY newspaper
published at the ORLANDO SENTINEL in ORANGE County, Florida;
that the attached copy of advertisement, being a Legal Notice in the matter
of 11150-Public Hearing Notice, CUSTOMER SERVICE HEARING AND
TECHNICAL HEARING was published in said newspaper in the issues of
Nov 10, 2020.

Affiant further says that the said ORLANDO SENTINEL is a newspaper
Published in said ORANGE County, Florida, and that the said newspaper
has heretofore been continuously published in said ORANGE County,
Florida, each day and has been entered as periodicals matter at the post
office in ORANGE County, Florida, in said ORANGE County, Florida, for
a period of one year next preceding the first publication of the attached
copy of advertisement; and affiant further says that he or she has neither
paid nor promised any person, firm or corporation any discount, rebate,
commission or refund for the purpose of securing this advertisement for
publication in the said newspaper.

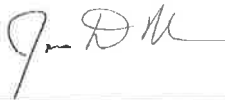


Jeremy Gates

Signature of Affiant

Name of Affiant

Sworn to and subscribed before me on this 12 day of November, 2020,
by above Affiant, who is personally known to me (X) or who has produced identification ().



Signature of Notary Public



Name of Notary, Typed, Printed, or Stamped

6808342

Orlando Sentinel

**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,
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Orlando Sentinel

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Orlando Sentinel

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OS6808342

11/10/2020

6808342

AFFIDAVIT OF PUBLICATION

**HIGHLANDS NEWS-SUN
Published – Daily
SEBRING, HIGHLANDS COUNTY, FL**

**STATE OF FLORIDA,
COUNTY OF HIGHLANDS**

Before the undersigned authority personally appeared Janet Emerson, who on oath says that she is an authorized employee of the Highlands News-Sun published at Sebring, in Highlands County, Florida; that the attached copy of advertisement, being a notice in the matter of

**NOTICE OF CUSTOMER SERVICE HEARING
AND TECHNICAL HEARING
TO UTILITIES, INC. OF FLORIDA
OFFICE OF PUBLIC COUNSEL
DOCKET NO. 20200139-WS**

was published in said newspaper in the issues of
NOVEMBER 11, 2020

Affiant further says that the said HIGHLANDS NEWS-SUN is a newspaper published at Sebring, in said Highlands County, Florida, and that the said newspaper has heretofore been continuously published in said Highlands County, Florida, and has been entered as second class, mail matter at the post office in Sebring, in said Highlands County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in the said newspaper.

Janet Emerson

Sworn to and subscribed before me this 11th day of November, 2020

Antoinette M Joyce



(Notary Stamp)

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

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Tallahassee, FL 32399-0850

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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.

Nov. 11, 2020

Serial Number
20-01762P

Business Observer

Published Weekly
New Port Richey , Pasco County, Florida

COUNTY OF PASCO

20200139-WS

STATE OF FLORIDA

Before the undersigned authority personally appeared Kelly Martin who on oath says that he/she is Publisher's Representative of the Business Observer a weekly newspaper published at New Port Richey , Pasco County, Florida; that the attached copy of advertisement,

being a Notice of Customer Service Hearing and Technical Hearing

in the matter of Application for Increase in Water and Wastewater Rates


in the Court, was published in said newspaper in the

issues of 11/13/2020

See Attached

Affiant further says that the said Business Observer is a newspaper published at New Port Richey , Pasco County, Florida, and that said newspaper has heretofore been continuously published and has been entered as periodicals matter at the Post Office in New Port Richey in said Pasco County, Florida, for a period of one year next preceding the first publication of the attached copy of advertisement; and affiant further says that he/she has neither paid nor promised any person, firm or corporation any discount, rebate, commission or refund for the purpose of securing this advertisement for publication in said newspaper.

*This Notice was placed on the newspaper's website and floridapublicnotices.com on the same day the notice appeared in the newspaper.

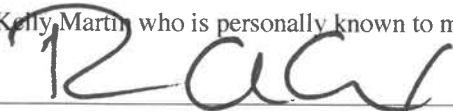


Kelly Martin

Sworn to and subscribed, and personally appeared by physical presence before me,

13th day of November, 2020 A.D.

by Kelly Martin who is personally known to me.



Notary Public, State of Florida
(SEAL)



Pamela A Cox
Comm. # GG251785
Expires: Aug. 23, 2022
Bonded Thru Aaron Notary

**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 13, 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 UTF 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/Rate-CaseOverviews 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);
- 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:

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November 13, 2020

20-01762P

Serial Number
20-04938N

Business Observer

Published Weekly
Clearwater, Pinellas County, Florida

COUNTY OF PINELLAS

20200139-WS

STATE OF FLORIDA

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See Attached

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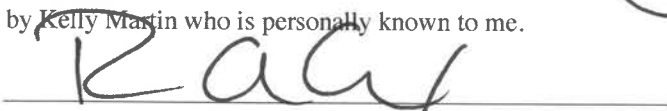
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Pamela A Cox
Comm. # GG251785
Expires: Aug. 23, 2022
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AND TECHNICAL HEARING**

TO
UTILITIES, INC. OF FLORIDA
OFFICE OF PUBLIC COUNSEL
AND
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DOCKET NO. 20200139-WS

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November 13, 2020

20-04938N