



Florida Public Service Commission

SPECIAL REPORT

MAY 2016

Application for staff-assisted rate case in Duval County by

Neighborhood Utilities, Inc.

DOCKET NO. 150181-WU

On August 10, 2015, Neighborhood Utilities, Inc. (Neighborhood) filed an application with the Florida Public Service Commission (PSC or Commission) for a staff-assisted rate case. Neighborhood provides water service to approximately 441 customers in Duval County.

QUESTIONS & ANSWERS

1 Is there an opportunity for public input on this rate case?

Yes. As part of the evaluation process for Neighborhood's rate request, the Commission staff will conduct a customer meeting to allow customer feedback about Neighborhood and the rate-setting process. Customer comments, written and oral, will be taken into consideration when the Commission reaches a decision. One or more Commissioners may attend and participate during the customer meeting.

CUSTOMER MEETING

Wednesday, May 18, 2016

6:00 P.M.

Jacksonville Public Library

West Branch

Community Room A and B

1425 Chaffee Road S

Jacksonville, FL 32210

2 Why is Neighborhood requesting a rate increase?

Neighborhood is requesting a rate increase in order to recover the cost of operating the utility and allow the company the opportunity to earn a fair rate of return on its investment.

3 When was Neighborhood's last approved rate increase?

Neighborhood's last approved rate increase was in 2010.

4 How much is the average monthly water bill for a residential customer using 5,000 gallons?

The average monthly water bill for a residential customer using 5,000 gallons is \$21.17.

5 Using PSC staff's preliminary recommended rates, how much would the average monthly water bill be for a residential customer using 5,000 gallons?

The average monthly water bill for a residential customer using 5,000 gallons would be \$33.27.

If cancelled, notice of meeting cancellation will be provided on the Commission's website (www.floridapsc.com) under the Hot Topics link found on the home page. Cancellation can also be confirmed by contacting the Office of General Counsel at (850) 413-6199.

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6 What if I cannot attend the customer meeting or prefer not to speak? Are there other ways to comment on this case?

Any person who wants to comment or provide information to the Commission regarding this matter may do so orally at the meeting or in writing.* Written comments should be mailed to:

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

The PSC will also accept emailed comments at: clerk@psc.state.fl.us

Please be sure to include the docket number, **150181-WU**.

Customer comments are placed on the consumer side of the docket file and are taken into consideration by the Commissioners in reaching their decision. In accordance with Florida Statutes, the PSC will also consider Neighborhood's quality of service and other matters. If you have questions, contact the PSC's Office of Consumer Assistance & Outreach at 1-800-342-3552.

7 Who can answer technical or legal questions?

For technical questions, contact:

Shannon Hudson
(850) 413-7021

Penelope Buys
(850) 413-6518

Lee Smith
(850) 413-7003

For legal questions, contact:

Kelley Corbari
(850) 413-6234

8 Where on the Internet can I obtain more detailed information?

Detailed docket information is available on the PSC website at www.FloridaPSC.com. Click on **Clerk's Office** then **Dockets**. Type in the docket number, **150181**.

9 When will the PSC make a decision?

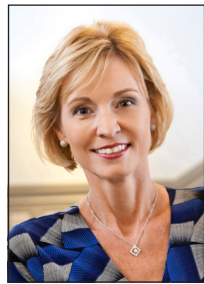
The PSC staff is tentatively scheduled to file a recommendation with the Commission on June 23, 2016. The Commissioners are tentatively expected to vote on this matter at the July 7, 2016 Commission Conference.

** 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.*

PSC Commissioners



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Neighborhood Utilities, Inc. Monthly Water Rates

	Utility Current Rates	Staff Recommended Rates
<u>Residential and General Service</u>		
Base Facility Charge by Meter Size		
5/8" x 3/4"	\$9.17	\$10.27
3/4"	\$13.76	\$15.41
1"	\$22.94	\$25.68
1 1/2"	\$45.86	\$51.35
2"	\$73.39	\$82.16
3"	\$146.77	\$164.32
4"	\$229.33	\$256.75
6"	\$458.67	\$513.50
Charge per 1,000 gallons - Residential		
0-6,000 gallons	\$2.40	N/A
6,001-12,000 gallons	\$3.60	N/A
Over 12,000 gallons	\$4.80	N/A
0-5,000 gallons	N/A	\$4.60
5,001-10,000 gallons	N/A	\$6.06
Over 10,000 gallons	N/A	\$9.09
Charge per 1,000 gallons - General Service	\$2.45	\$5.18
<u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u>		
5,000 Gallons	\$21.17	\$33.27
10,000 Gallons	\$37.97	\$63.57
15,000 Gallons	\$59.54	\$109.02

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

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