

STATE OF FLORIDA

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OFFICE OF THE GENERAL COUNSEL  
KEITH C. HETRICK  
GENERAL COUNSEL  
(850) 413-6199

# Public Service Commission

June 27, 2018

Mr. Gary Deremer  
4939 Cross Bayou Blvd.  
New Port Richey, FL 34652-3434

**Re: Docket No. 20180021-WS, Application for staff-assisted rate case in Highlands County by Country Walk Utilities, Inc.**

Dear Mr. Deremer:

This letter will confirm that Commission staff will hold a customer meeting on Thursday, July 25, 2018. If at all possible, we ask that you or another knowledgeable representative of the Utility attend the meeting in order to answer customer questions. The location of the general meeting will be as follows:

Wednesday, July 25, 2018  
6:00 p.m.  
Country Walk Clubhouse  
3143 Bluebird Ave.  
Lake Placid, Florida 33852

As required by Rule 25-22.0407(9)(b), Florida Administrative Code (F.A.C.), the Utility shall provide, in writing, a customer meeting notice to all customers within its service area no less than 14 days and no more than 30 days prior to the date of a customer meeting. A draft customer meeting notice is enclosed. Please note the date has been left blank so you can fill in the date that the notice is sent to the customers. Please furnish me with a copy of the notice that is distributed to your customers, together with a cover letter indicating the exact date(s) the notice was mailed or otherwise delivered to the customers.

In addition, we have enclosed two copies of the staff report. Please ensure that a copy of the completed Application for Staff Assistance and the staff report are available for review, pursuant to Rule 25-22.0407(9)(a), F.A.C., by all interested persons at the following location:

Country Walk Clubhouse  
3143 Bluebird Ave.  
Lake Placid, Florida 33852

For your convenience, I have also enclosed a copy of Rule 25-22.0407(9), F.A.C. Should you have any questions about the matters contained herein, please do not hesitate to contact me at

Mr. Gary Deremer

Page 2

June 27, 2018

(850) 413-6220. In addition, you may contact Lee Smith at (850) 413-7003 or John Hightower at (850) 413-6904 with any questions.

Respectfully,

*s/Charles Murphy*

Charles Murphy  
Attorney

Enclosures

CM/ls

cc: Office of Commission Clerk (Docket No. 20180021-WS)  
Mr. Troy Rendell, Manager of Regulated Utilities ([trendell@uswatercorp.net](mailto:trendell@uswatercorp.net))

**Rule 25-22.0407(9), Florida Administrative Code**

(9) When a utility applies for a staff-assisted rate case in accordance with Section 367.0814, Florida Statutes, and Rule 25-30.455, F.A.C., and staff-assistance is granted, the requirements of subsections (2), (3), (4), and (5) of this rule shall not apply.

(a) Upon receipt of the staff reports, the utility shall place two copies of its application for staff-assistance and the staff reports at any business offices it has in its service area. Such copies shall be available for public inspection during the utility's regular business hours. If the utility does not have a business office in its service area, the utility shall place two copies of its application and the staff reports at the main county library, the local community center or other appropriate location that is within or most convenient to the service area and that is willing to accept and provide public access to the copies.

(b) No less than 14 days and no more than 30 days prior to the date of a customer meeting conducted by the Commission staff, the utility shall provide, in writing, a customer meeting notice to all customers within its service area and to all persons in the same service areas who have filed a written request for service or who have been provided a written estimate for service within the 12 calendar months prior to the month the petition is filed.

(c) The customer meeting notice shall be approved by the Commission staff prior to distribution and shall include the following:

1. The date the notice was issued;
2. The time, date, location, and purpose of the customer meeting;
3. A statement that the utility has applied for a staff-assisted rate case and the general reasons for doing so;
4. A statement of the location where copies of the application and the staff reports are available for public inspection and the times during which inspection may be made;
5. A comparison of current rates and charges and the proposed new rates and charges;
6. The utility's address, telephone number, and business hours;
7. A statement that written comments regarding utility service or the proposed rates and charges should be addressed to the Director, Division of the Commission Clerk and Administrative Services, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870, and that such comments should identify the docket number assigned to the proceeding;
8. A statement that complaints regarding service may be made to the Commission's Division of Consumer Affairs at the following toll-free number: 1(800)342-3552.
9. A statement that the Commission will be reviewing the utility's service availability charges in the pending case and that the Commission may adjust those charges.
10. The docket number assigned by the Commission's Division of the Commission Clerk and Administrative Services.

(d) The customer meeting notice shall be mailed to the out-of-town address of all customers who have provided the utility with an out-of-town address.

(e) If the proposed agency action order issued in the case is protested and any hearings are subsequently held, the utility shall give notice in accordance with subsections (6) and (7) above.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
NOTICE OF CUSTOMER MEETING  
TO THE CUSTOMERS OF COUNTRY WALK UTILITIES, INC.  
AND  
ALL OTHER INTERESTED PERSONS  
DOCKET NO. 20180021-WS  
APPLICATION OF COUNTRY WALK UTILITIES, INC.  
FOR A STAFF-ASSISTED RATE CASE IN  
HIGHLANDS COUNTY

Issued: \_\_\_\_\_

Notice is hereby given that the staff of the Florida Public Service Commission (Commission or PSC) will conduct a customer meeting to discuss the application of Country Walk Utilities, Inc. (Country Walk or Utility) for a staff-assisted rate case (SARC) in Highlands County. The meeting will be held at the following time and place:

Wednesday, July 25, 2018  
6:00 p.m.  
Country Walk Clubhouse  
3143 Bluebird Ave.  
Lake Placid, Florida 33852

All persons who wish to comment are urged to be present at the beginning of the meeting, since the meeting may be adjourned early if no customers are present. One or more of the Commissioners of the Commission may attend and participate in this meeting. The meeting will begin as scheduled and will continue until all the customers have been heard.

If a named storm or other disaster requires cancellation of the meeting, Commission staff will attempt to give timely direct notice to the parties. Notice of the cancellation of the meeting will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation can also be confirmed by calling the Commission's Office of the General Counsel at (850) 413-6199.

Any person requiring some accommodation at the customer meeting because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770 at least five calendar

days prior to the meeting. Any person who is hearing or speech impaired should contact the Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

### PURPOSE

The purpose of this meeting is to give customers and other interested persons an opportunity to offer comments to Commission staff regarding the quality of service the Utility provides, the proposed rate increase, and to ask questions and comment on staff's preliminary rates included in this notice as well as other issues. Staff members will summarize Country Walk's proposed filing, the preliminary work accomplished, and answer questions to the extent possible. A representative from the Utility has also been invited to respond to questions.

At the beginning of the meeting, procedures will be established for the order of comments. Commission staff will have sign-up sheets, and customers will be called to speak in the order that they sign up. Staff will be available to coordinate customers' comments and to assist members of the public.

Any person who wishes to comment or provide information to staff may do so at the meetings, orally or in writing. Written comments may also be sent to the Commission at the address given at the end of this notice. Your letter will be placed in the correspondence file of this docket. You may also submit comments through the Commission's toll-free facsimile line at 1-800-511-0809.

### BACKGROUND

Country Walk Utilities, Inc. (Country Walk or Utility) is a Class C utility providing service to approximately 70 residential and one general service water customers in Highlands County. The service area is located in the Southwest Florida Water Management District. Country Walk was granted Certificate No. 579-W in a transfer from Holmes Utilities, Inc. and its net book value was established in Docket No. 20130294-WS.<sup>1</sup>

On January 22, 2018, Country Walk filed its application for a staff assisted rate case. Staff selected a test year ending December 31, 2017, for the instant docket. According to Country Walk's 2017 annual report, its total gross revenues were \$28,552 and total operating expenses were \$25,022.

This staff report is a preliminary analysis of Country Walk prepared by Commission staff to give customers and the Utility an advance look at what staff is proposing. Staff's recommendation to the Commission is currently scheduled to be filed September 27, 2018, for consideration at the October 9, 2018, Commission Conference. The recommendation will be revised as necessary using updated information and customer quality of service concerns or other relevant information received during the customer meeting. The Commission has jurisdiction in this case pursuant to Sections 367.081, 367.0812, 367.0814 and 367.091 Florida Statutes (F.S.)

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<sup>1</sup>Order No. PSC-14-0495-PAA-WU, issued September 17, 2014, in Docket No. 20130294-WU, *In re: Application for transfer of water systems and Certificate No.579-W in Highlands County from Holmes Utilities, Inc. to Country Walk Utilities, Inc.*

CURRENT AND PRELIMINARY RATES AND CHARGES

Staff has compiled the following rates and charges for the purpose of discussion at the customer meeting. These rates are preliminary and subject to change based on information gathered at the customer meeting, further staff review, and the final decision by the Commission. The Utility's current, and staff's preliminary rates and charges, are as follows:

<b>COUNTRY WALK UTILITIES, LLC</b>		<b>SCHEDULE NO. 4</b>	
<b>TEST YEAR ENDED DECEMBER 31, 2017</b>		<b>DOCKET NO. 20180021-WS</b>	
<b>MONTHLY WATER RATES</b>			
	<b>CURRENT RATES</b>	<b>STAFF RECOMMENDED RATES</b>	<b>4 YEAR RATE REDUCTION</b>
<b><u>Residential and General Service</u></b>			
Base Facility Charge by Meter Size			
5/8"X3/4"	\$16.45	\$40.44	\$0.26
3/4"	\$24.67	\$60.66	\$0.39
1"	\$41.10	\$101.10	\$0.65
1-1/2"	\$82.19	\$202.20	\$1.29
2"	\$131.48	\$323.52	\$2.07
3"	\$262.99	\$647.04	\$4.14
4"	\$410.93	\$1,011.00	\$6.47
6"	\$821.88	\$2,022.00	\$12.94
Charge per 1,000 gallons - Residential			
0-10,000 gallons	\$6.17	N/A	N/A
Over 10,000 gallons	\$7.72	N/A	N/A
0-3000 gallons	N/A	\$11.33	\$0.07
Over 3000 gallons	N/A	\$21.93	\$0.14
Charge per 1,000 gallons - General Service	\$6.17	\$11.70	\$0.07
<b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b>			
3,000 Gallons	\$34.96	\$74.43	
6,000 Gallons	\$53.47	\$140.22	
10,000 Gallons	\$78.15	\$227.94	

STAFF REPORTS AND UTILITY APPLICATION

The results of staff's preliminary investigation are contained in a staff report dated June 9, 2017. Copies of the report may be examined by interested members of the public at the following location:

Country Walk Clubhouse  
3143 Bluebird Ave.  
Lake Placid, FL 33852

Docket No. 20180021-WU

Date: June 27, 2018

### PROCEDURES AFTER CUSTOMER MEETING

After the customer meeting, Commission staff will prepare a recommendation which is tentatively scheduled to be submitted to the Commission on September 27, 2018. The Commission is tentatively scheduled to vote on staff's recommendation at its October 9, 2018 Commission Conference. The Commission will thereafter issue a proposed agency action (PAA) order containing rates which may be different from those contained in staff's recommendation. Substantially affected persons have 21 days from the date that the PAA order is issued to protest the Commission's PAA order. Customers may obtain all documents in this docket, including staff's recommendation and the PAA order at the Clerk's Office "Dockets" page at the Commission's website: (<http://www.floridapsc.com/ClerkOffice/Docket>). Enter the docket number 20180021 and select "Search" then select "Document Filings Index" to bring up all documents in the docket.

### HOW TO CONTACT THE COMMISSION

Written comments regarding the Utility and the proposed rates, and requests to be placed on the mailing list for this case, may be directed to this address:

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

All correspondence should refer to "Docket No. 20180021-WS, Country Walk Utilities, Inc." If you wish to contact the Commission regarding complaints about service, you may call the Commission's Office of Consumer Assistance and Outreach at the following toll-free number: 1-800-342-3552. This notice was prepared by Commission staff for distribution by the Utility to its customers.