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STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

# Public Service Commission

October 10, 2022

Mr. Martin S. Friedman  
Dean Mead Law Firm  
420 S. Orange Ave. Ste. 700  
Orlando, FL 32801  
mfriedman@deanmead.com

VIA EMAIL

**Re: Docket No. 20220034-WS - Application for staff-assisted rate case in Polk County by Hidden Cove, Ltd.**

Dear Mr. Friedman:

This letter is to confirm that Commission staff will hold a **virtual** customer meeting on Wednesday, November 2, 2022, at 3:00 PM. We ask that, if at all possible, you or another knowledgeable representative of the utility attend the meeting by phone in order to make a brief statement regarding the reason for your rate increase request. Attached is the customer meeting agenda.

As required by Rule 25-22.0407(8)(b), Florida Administrative Code, the utility must 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. Please find enclosed a draft Notice of Customer Meeting. 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, along with a cover letter indicating the exact date on which the notice was mailed or otherwise delivered to the customers.

Should you have any questions about the matters contained herein, please do not hesitate to contact me by phone at (850) 413-6742 or email at [crichard@psc.state.fl.us](mailto:crichard@psc.state.fl.us).

Respectfully,

/s/ **Christopher R. Richards**  
Christopher R. Richards  
Public Utilities Analyst III

Attachments

cc: Richard Gentry, Office of Public Counsel ([gentry.richard@leg.state.fl.us](mailto:gentry.richard@leg.state.fl.us))  
Office of Commission Clerk (Docket No. 20220034-WS)

FLORIDA PUBLIC SERVICE COMMISSION

CUSTOMER MEETING

HIDDEN COVE, LTD.

DOCKET NO. 20220034-WS

NOVEMBER 2, 2022 AT 3:00 PM

AGENDA

1. Call Meeting to Order
2. Utility Introduction
3. Office of Public Counsel Introduction
4. Staff Presentation
5. Customer Comments (Please note: the order in which customers speak at the customer meeting is based upon the order in which they sign up.)
6. Next Steps
7. Adjourn

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF CUSTOMER MEETING

TO THE CUSTOMERS OF HIDDEN COVE, LTD.

AND

ALL OTHER INTERESTED PERSONS

DOCKET NO. 20220034-WU

APPLICATION OF HIDDEN COVE LTD.

FOR A STAFF-ASSISTED RATE CASE IN

POLK COUNTY

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

NOTICE is hereby given that the staff of the Florida Public Service Commission (Commission) will conduct a customer meeting to discuss Hidden Cove's (Hidden Cove or utility) application for a staff-assisted rate case (SARC) in Polk County. The originally scheduled customer meeting has been rescheduled due to Hurricane Ian, and will be held virtually on the following date and time:

**Wednesday, November 2, 2022, at 3:00 P.M.**

In accordance with the Americans with Disabilities Act, persons needing a special accommodation to participate at this meeting should contact the Office of Commission Clerk no later than five days prior to the meeting at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850 or (850) 413-6770 (Florida Relay Service, 1-800-955-8770 Voice or 1-800-955-8771 TDD).

**PURPOSE AND PROCEDURE**

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 and on the preliminary rates included in this notice. Customers and other interested persons may be asked follow-up questions. These comments will be taken into consideration by the Commission in its decision regarding the proposed rate increase.

Accordingly, this customer meeting will be conducted virtually. The Commission shall act as the host of the customer meeting and will use a combination of technologies to ensure full participation. The Commission will employ GoToMeeting as an audio and video platform for the meeting, and will provide for simultaneous, audio-only participation by telephone. Persons wishing to provide comments will present their comments over the telephone.

Persons wishing to comment at the customer meeting must register by contacting the Commission via email at [speakersignup@psc.state.fl.us](mailto:speakersignup@psc.state.fl.us) or calling (850) 413-7080. You will need to provide your name, address, and the name of the Utility (Hidden Cove). Please register as soon as possible, preferably two business days prior to the meeting. After registering to comment, 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 speak at the customer meeting is based upon the order in which they sign up. To watch the meeting live, visit [www.floridapsc.com](http://www.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 (850) 413-7999 to listen to the meeting.

All customers who register to present comments at the meeting are urged to call-in promptly at the scheduled meeting time, since the meeting may be adjourned early if no customers are present. One or more of the Commissioners 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 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.

### **BACKGROUND**

Hidden Cove, LTD. (Hidden Cove or utility) is a Class C utility serving approximately 122 residential customers in Hidden Cove Mobile Home Park located in Polk County. The mobile home park is built out. According the utility’s 2021 Annual Report, the utility’s operating revenues were \$18,710 for water and \$27,001 for wastewater.

Hidden Cove was granted Certificate Nos. 607-W and 523-S by Order No. PSC-99-1237-PAA-WS in 1999.<sup>1</sup> The utility’s last SARC was in Docket No. 070414-WS.<sup>2</sup> On February 11, 2022, the utility filed an application for a staff-assisted rate case (SARC). The official date of filing was established as June 9, 2022. The utility is requesting pro forma adjustments for recoating the interior of the water storage tank and a back-up generator. The utility has requested a test year ended December 31, 2021, for purposes of final rates.

The results of staff’s preliminary investigation are contained in a staff report dated August 31, 2022. Copies of the staff report and the Utility’s application for a rate increase is available for review by members of the public by visiting <http://www.floridapsc.com/ClerkOffice/Docket> and entering 20220034 in the docket number search field.

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<sup>1</sup> Order No. PSC-99-1237-PAA-WS, issued June 22, 1999, in Docket No. 19981339-WS, *In re: Application for grandfather certificates to operate water and wastewater utility in Polk County by Hidden Cove, Ltd.*

<sup>2</sup> Order No. PSC-08-0262-PAA, issued April 28, 2008, in Docket No. 20070414-WS, *In re: Application for staff-assisted rate case in Polk County by Hidden Cove, Ltd.*

**CURRENT AND PRELIMINARY RATES**

Staff has compiled the following recommended rates for 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 recommended preliminary rates are as follows:

**Monthly Water Rates**

	<b>UTILITY'S EXISTING RATES</b>	<b>STAFF RECOMMENDED RATES</b>
<b><u>Residential, General Service, and Irrigation</u></b>		
Base Facility Charge by Meter Size		
5/8" x 3/4"	\$8.13	\$13.32
3/4"	\$12.21	\$19.98
1"	\$20.34	\$33.30
1-1/2"	\$40.67	\$66.60
2"	\$65.08	\$106.56
3"	\$130.16	\$213.12
4"	\$203.37	\$333.00
6"	\$406.75	\$666.00
 Charge per 1,000 gallons	 \$2.03	 \$5.15
 <b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b>		
2,000 Gallons	\$12.19	\$23.62
6,000 Gallons	\$20.31	\$44.22
10,000 Gallons	\$28.43	\$64.82

## Monthly Wastewater Rates

	UTILITY'S EXISTING RATES	STAFF RECOMMENDED RATES
<b><u>Residential</u></b>		
Base Facility Charge - All Meter Sizes	\$11.74	\$14.66
Charge Per 1,000 gallons		
6,000 gallon cap	\$3.89	\$6.08
-		
<b><u>General Service</u></b>		
Base Facility Charge by Meter Size		
5/8" x 3/4"	\$11.74	\$14.66
3/4"	\$17.62	\$21.99
1"	\$29.36	\$36.65
1-1/2"	\$58.72	\$73.30
2"	\$93.95	\$117.28
3"	\$187.90	\$234.56
4"	\$293.60	\$366.50
6"	\$610.00	\$733.00
Charge per 1,000 gallons	\$3.89	\$7.30
<b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b>		
4,000 Gallons	\$27.30	\$38.98
6,000 Gallons	\$35.08	\$51.14
10,000 Gallons	\$35.08	\$51.14

### **HOW TO PROVIDE COMMENTS TO THE COMMISSION**

If you would like to share your comments with the Commission you may:

- Speak at the customer meeting on November 2, 2022, by contacting the Commission via email at [speakersignup@psc.state.fl.us](mailto:speakersignup@psc.state.fl.us) or calling (850) 413-7080 as indicated above.
- Email your comments to the Commission at [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us)
- Fill out and return, by US Mail or fax, the "Comment Card" attached to this Notice.
- Submit written comments to the Commission Clerk at the address on the following page.

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

All correspondence should refer to:

“Docket No. 20220034-WS, Hidden Cove, Ltd.”

- Address the Commissioners during the Commission’s Conference, currently scheduled for December 6, 2022. You may address the Commissioners even if you also provide written comments through any of the other methods. If you would like to provide comments by phone at the Commission Conference, please contact Walter Trierweiler at (850) 413-6584 or [wtrierw@psc.state.fl.us](mailto:wtrierw@psc.state.fl.us).

**Please note that written comments are given the same consideration as if they were provided by phone during the Commission’s Conference.**

#### **PROCEDURES AFTER THE CUSTOMER MEETING**

Commission staff will prepare a recommendation which is tentatively scheduled to be submitted to the Commission on November 22, 2022. The Commission will then vote on staff’s recommendation at its December 6, 2022, Commission Conference. As noted above, customers may address the Commission directly at this Conference. Customers may also watch the Commission Conference live from the PSC website at [www.floridapsc.com](http://www.floridapsc.com). Look for the “Watch Live Broadcast” icon on the left side of the webpage.

The Commission will thereafter issue a proposed agency action (PAA) order containing rates which may be different from those contained in staff’s final recommendation. Substantially affected persons have 21 days from the date that the PAA order is issued to protest the Commission’s PAA order. Customers are able to obtain a copy of staff’s recommendation and all documents filed in this docket under the Clerk’s Office tab at the Commission’s website (<http://www.floridapsc.com/>).

#### **CONTACTING THE OFFICE OF PUBLIC COUNSEL (OPC)**

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 customers before the Commission. The OPC is independent from the Commission and can be reached at 1-800-342-0222 or [www.floridaopc.gov](http://www.floridaopc.gov).

**HAVE QUESTIONS OR NEED ADDITIONAL INFORMATION**

Contact information for staff is provided below. You may also find additional information in the Rate Case Overview, which can be viewed at

<http://www.floridapsc.com/Publications/RateCaseOverviews>.

For technical questions contact:      Sonica Bruce at (850) 413-6994 or  
[sbruce@psc.state.fl.us](mailto:sbruce@psc.state.fl.us)

For legal questions contact:            Walter Trierweiler at (850) 413-6584 or  
[wtrierw@psc.state.fl.us](mailto:wtrierw@psc.state.fl.us)

If you wish to contact the Commission regarding complaints about service, you may call the Commission's Division of Consumer Assistance and Outreach at the following toll-free number 1-800-342-3552.

