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STATE OF FLORIDA



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

# Public Service Commission

April 21, 2023

Ms. Mindy Keen  
Keen Sales, Rentals and Utilities, Inc.  
685 Dyson Road  
Haines City, FL 33844  
mindykeen1964@yahoo.com

VIA EMAIL

**Re: Docket No. 20220157-WU - Applications for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc.**

Dear Ms. Keen:

This letter is to confirm that Commission staff will hold a **virtual** customer meeting on Tuesday, May 23, 2023, at 6:00 p.m. 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: Office of Public Counsel  
Office of Commission Clerk (Docket No. 20220157-WU)

FLORIDA PUBLIC SERVICE COMMISSION

CUSTOMER MEETING

KEEN SALES, RENTALS AND UTILITIES, INC.

DOCKET NO. 20220157-WU

MAY 23, 2023, at 6:00 P.M.

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 KEEN SALES, RENTALS AND UTILITIES, INC.  
AND  
ALL OTHER INTERESTED PERSONS  
DOCKET NO. 20220157-WU  
APPLICATIONS OF KEEN SALES, RENTALS AND UTILITIES, INC.  
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 Keen Sales, Rentals and Utilities, Inc. (Keen Sales or Utility) application for a staff-assisted rate case (SARC) in Polk County. The meeting will be held virtually on the following date and time:

**Tuesday, May 23, 2023, at 6:00 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.

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 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 (Keen Sales). Online registration to speak at the Customer Meeting will be available from May 9, 2023, beginning at 9:00 A.M.; through May 18, 2023, ending at 12:00 P.M. 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, because 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**

Keen Sales, Rentals and Utilities, Inc. (Keen or Utility) is a Class C water utility operating in Polk County. Keen currently owns and operates two water systems in Polk County: Earlene and Ray Keen and Ellison Park Subdivisions (Keen Subdivisions) and Lake Region Paradise Island (Paradise Island).

Keen Subdivisions provides water service to approximately 126 customers. Keen Subdivisions was granted a grandfather certificate in 1997.<sup>1</sup> According to the Utility’s 2021 Annual Report, total gross revenues for Keen Subdivisions were \$64,388 and total operating expenses were \$71,383. Keen Subdivisions’ last rate case was in 2009.<sup>2</sup>

Paradise Island provides water service to approximately 97 customers. The Commission approved the transfer of the facilities of Lake Region Paradise Island to Keen in 2000.<sup>3</sup> According to the Utility’s 2021 Annual Report, total gross revenues for Paradise Island were

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<sup>1</sup>Order No. PSC-1997-0152-FOF-WU, issued February 11, 1997, in Docket No. 19961007-WU, *In re: Application of Keen Sales & Rentals, Inc. for Certificate under Grandfather Rights to Provide Water Service in Polk County.*

<sup>2</sup>Order No. PSC-2009-0716-PAA-WU, issued October 28, 2009, in Docket No. 20090072-WU, *In re: Application for staff-assisted rate case in Polk County by Keen Sales, Rentals and Utilities, Inc.*

<sup>3</sup>Order No. PSC-2000-0913-PAA-WU, issued May 8, 2000, in Docket No. 19970201-WU, *In re: Application for transfer of facilities of Lake Region Paradise Island and amendment of Certificate No. 582-W held by Keen Sales, Rentals and Utilities, Inc. in Polk County.*

\$44,041, and total operating expenses were \$79,094. Paradise Island’s last rate case was in 2005.<sup>4</sup>

On September 9, 2022, Keen Sales filed its application for a SARC.<sup>5</sup> Staff selected the test year ended December 31, 2021, for purposes of final rates.

The Commission has jurisdiction in this case pursuant to Section 367.011, 367.081, 367.0812, 367.0814, 367.091, and 367.121, Florida Statutes (F.S.).

**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:

**KEEN SUBDIVISION – MONTHLY WATER RATES**

	<b>Utility’s Existing Rates</b>	<b>Staff’s Preliminary Rates</b>
<b>Base Facility Charge by Meter Size</b>		
5/8” x 3/4”	\$16.28	\$20.87
3/4”	\$24.42	\$31.31
1”	\$40.70	\$52.18
1-1/2”	\$81.40	\$104.35
2”	\$130.24	\$166.96
3”	\$260.48	\$333.92
4”	\$407.00	\$521.75
6”	\$814.00	\$1,043.50
<b>Charge per 1,000 gallons – Residential Service</b>		
0-6,000 gallons	\$4.59	N/A
6,001 – 12,000 gallons	\$6.88	N/A
Over 12,000 gallons	\$9.19	N/A
<b>Charge per 1,000 gallons – General Service</b>	\$5.26	N/A
<b>Charge per 1,000 gallons – Residential Service</b>		
0-5,000 gallons	N/A	\$6.01
5,001 -12,000 gallons	N/A	\$9.02
Over 12,000 gallons	N/A	\$12.02
<b>Charge per 1,000 gallons – General Service</b>	N/A	\$6.93

<sup>4</sup>Order No. PSC-2005-0442-PAA-WU, issued April 25, 2005, in Docket No. 20040254-WU, *In re: Application for staff-assisted rate increase in Polk County by Keen Sales, Rentals and Utilities, Inc.*

<sup>5</sup>Document No. 06165-2022, filed on September 9, 2022.

**PARADISE ISLAND – MONTHLY WATER RATES**

	<b>Utility's Existing Rates</b>	<b>Staff's Preliminary Rates</b>
Base Facility Charge by Meter Size		
5/8" x 3/4"	\$11.61	\$19.51
3/4"	\$17.42	\$29.27
1"	\$29.03	\$48.78
1-1/2"	\$58.05	\$97.55
2"	\$92.88	\$156.08
3"	\$185.76	\$312.16
4"	\$290.25	\$487.75
6"	\$580.50	\$975.50
Charge per 1,000 gallons – Residential Service		
0-5,000 gallons	\$3.89	\$7.36
5,001 -12,000 gallons	\$4.85	\$11.74
Over 12,000 gallons	\$5.84	\$17.61
Charge per 1,000 gallons – General Service		
	\$4.67	\$9.22

**TYPICAL RESIDENTIAL (5/8" x 3/4") METER WATER BILL COMPARISON**

<b>Keen Subdivision</b>	<b>Utility's Existing Rates</b>	<b>Staff's Preliminary Rates</b>
2,000 Gallons	\$25.46	\$32.89
5,000 Gallons	\$39.23	\$50.92
10,000 Gallons	\$71.34	\$96.02

<b>Paradise Island</b>	<b>Utility's Existing Rates</b>	<b>Staff's Preliminary Rates</b>
2,000 Gallons	\$19.39	\$34.23
5,000 Gallons	\$31.06	\$56.31
10,000 Gallons	\$55.31	\$115.01

**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 May 23, 2023, 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 next page.

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

All correspondence should refer to: “Docket No. 20220157-WU, Keen Sales, Rentals and Utilities, Inc.”

- Address the Commissioners during the Commission’s Conference, currently scheduled for July 11, 2023. You may address the Commissioners during the Commission Conference even if you also provide written comments through any of the other methods.

**Please note that written comments are given the same consideration as if they were provided 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 June 28, 2023. The Commission will then vote on staff’s recommendation at its July 11, 2023 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 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: Christopher Richards at (850) 413-6742 or  
[crichard@psc.state.fl.us](mailto:crichard@psc.state.fl.us)

For legal questions contact: Timothy Sparks at (850) 413-6216 or  
[tsparks@psc.state.fl.us](mailto:tsparks@psc.state.fl.us)

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



