

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Tariff filing by
Floralino Properties, Inc.
requesting approval of premises
visit charge for visits
requested by customers in Pasco
County.

DOCKET NO. 990763-WU
ORDER NO. PSC-99-2378-TRF-WU
ISSUED: December 6, 1999

The following Commissioners participated in the disposition of this matter:

JOE GARCIA, Chairman
J. TERRY DEASON
SUSAN F. CLARK
E. LEON JACOBS, JR.

ORDER APPROVING UTILITY'S REQUEST
FOR A PREMISES VISIT CHARGE

BY THE COMMISSION:

BACKGROUND

Floralino Properties, Inc. (Floralino or utility) is a Class C water-only utility, providing service to approximately 730 customers in Pasco County. The utility's existing rates were approved in a staff-assisted rate case proceeding by Order No. PSC-95-0142-FOF-WU, issued January 31, 1995, in Docket No. 940558-WU. According to its 1997 Annual Report for the twelve month period ending December 31, 1997, the utility recorded operating revenues of \$128,805 and operating expenses of \$127,313, resulting in operating income of \$1,492. The utility's service area consists of three subdivisions: Colonial Manor, Colonial Manor Annex, and Eastwood Acres, which includes the Holiday Mall. The utility's service area is located in a water use caution area within the jurisdiction of the Southwest Florida Water Management District.

On June 14, 1999, the utility filed a proposed tariff sheet requesting approval of a premises visit charge for visits requested by customers. The charge is proposed to be levied whenever a water customer requests that the water service be shut off for a short

DOCUMENT NUMBER-DATE

1484 | DEC-6 99

FPSC-RECORDS/REPORTING

duration in order for the customer to make repairs to the customer's own water system.

In the proposed tariff sheet filed on June 14, 1999, the utility stated that this charge would be levied whenever a water customer of Colonial Manor Water System requests that their water service be shut off for a short duration. When we inquired as to whether the utility meant to apply the charge to Colonial Manor subdivision or to the whole service area, the utility stated that it used "Colonial Manor" in the broad sense to refer to the whole service area. On October 1, 1999, the utility filed an amended tariff sheet clarifying that the proposed premises visit charge applies to all customers of the utility. On August 9, 1999, the utility provided a cost justification for the proposed charges.

REQUESTED PREMISES VISIT CHARGE

Section 367.081, Florida Statutes, provides authority to approve the fixing and changing of rates charged by utilities under our jurisdiction. In addition, Rule 25-30.345(3), Florida Administrative Code, permits utilities to assess charges for miscellaneous services. This rule provides "[a] utility may have other customer service charges. These are specified in the utility's tariff."

More specific to this docket, Rule 25-30.460(1)(d), Florida Administrative Code, permits a utility to levy a premises visit charge "when a service representative visits a premise at the customer's request for complaint resolution and the problem is found to be the customer's responsibility." The purpose of such a charge is to provide a means by which the utility can recover its costs of providing miscellaneous services from those customers who require the services. Costs are therefore borne by the cost causer rather than by the general body of ratepayers. This charge may also be assessed when a customer requests that the utility reread a meter and the utility discovers that the meter was read correctly the first time.

Based upon the foregoing, we find that the proposed premises visit charge is well justified and it is hereby approved. We have verified with the utility the costs associated with the proposed charge, and we find that the costs are prudent and reasonable. The utility provided a cost justification for the proposed charge, including costs associated with this service. These costs include

ORDER NO. PSC-99-2378-TRF-WU
DOCKET NO. 990763-WU
PAGE 3

secretarial costs, field visit costs, and regulatory assessment fees.

The proposed tariff sheets filed on October 1, 1999, are approved as filed, and the proposed premises visit charge of \$25 for visits requested by customers is hereby approved. The charge shall be effective for service rendered on or after the stamped approval date on the tariff sheet, pursuant to Rule 25-30.475, Florida Administrative Code, provided customers have received notice.

If a protest is filed within 21 days of the issuance date of this Order, the tariff shall remain in effect with any increased revenues held subject to refund pending resolution of the protest. If no timely protest is filed, this docket shall be closed administratively upon the issuance of a Consummating Order.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that the proposed tariff sheets filed October 1, 1999, by Floralino Properties, Inc., 5147 Marine Parkway, Suite C, New Port Richey, Florida 34652, requesting a premises visit charge, are approved as filed. It is further

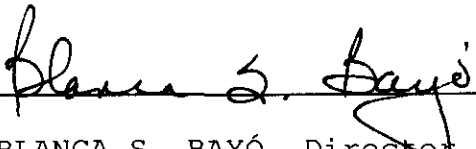
ORDERED that the premises visit charge shall be effective for service rendered on or after the stamped approval date on the tariff sheet, pursuant to Rule 25-30.475, Florida Administrative Code, provided customers have received notice. It is further

ORDERED that if a protest is filed within 21 days of the issuance date of this Order, the tariff shall remain in effect with any increase held subject to refund pending resolution of the protest. It is further

ORDERED that if no timely protest is filed, this docket shall be closed administratively upon the issuance of a Consummating Order.

ORDER NO. PSC-99-2378-TRF-WU
DOCKET NO. 990763-WU
PAGE 4

By ORDER of the Florida Public Service Commission this 6th
day of December, 1999.



BLANCA S. BAYÓ, Director
Division of Records and Reporting

(S E A L)

SAC

NOTICE OF FURTHER PROCEEDINGS

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The Commission's decision on this tariff is interim in nature and will become final, unless a person whose substantial interests are affected by the proposed action files a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on December 27, 1999.

In the absence of such a petition, this Order shall become final and effective upon the issuance of a Consummating Order.

ORDER NO. PSC-99-2378-TRF-WU
DOCKET NO. 990763-WU
PAGE 5

Any objection or protest filed in this docket before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.