



# Florida Public Service Commission RATE CASE OVERVIEW

APRIL 2025

Application for staff-assisted rate case in Polk County by

**Alturas Water, LLC.**

DOCKET NO. 20240119 – WU

On August 12, 2024, Alturas Water, LLC. (Alturas or Utility) filed an application with the Florida Public Service Commission (Commission or PSC) for increased water rates for its customers in Polk County. Alturas is a Class C utility providing water service to 53 residential and 7 general service customers.

## QUESTIONS & ANSWERS

### 1. Why is Alturas requesting a rate increase?

Alturas is requesting a rate increase to recover the cost of operating the Utility and allow the company an opportunity to earn a fair rate of return on its investment.

### 2. When was Alturas' last approved rate case?

Alturas' last rate case was in 2014. However, in October 2020, Alturas was approved for a limited alternative rate increase.

### 3. Is there an opportunity for public input on this rate case?

Yes. As part of the evaluation process of Alturas' request, Commission staff will conduct a virtual customer meeting to allow feedback about Alturas' quality of service and the rate setting process. Comments will be reviewed before the Commission reaches a decision. One or more Commissioners may attend and participate during the customer meeting.

To speak at the virtual customer meeting, a customer must sign up via the PSC's online registration form, which will be available at [www.FloridaPSC.com](http://www.FloridaPSC.com), under the "Hot Topics" heading on the home page. Customers without internet access can sign up to speak by calling the PSC at (850) 413-7080 or emailing [speakersignup@psc.state.fl.us](mailto:speakersignup@psc.state.fl.us). Registration will open on March 19, 2025 at 9:00 a.m., and close at noon two business days prior to the meeting. One day prior to the meeting, speakers will be provided further instructions from PSC staff on how to participate.

All customers who wish to comment are urged to join the meeting promptly at the scheduled time because it may be adjourned early if no customers are present to

speak or when those present have spoken. Please note that the order in which customers will speak is based on the order in which they register. If you have questions about the sign-up process, please call (850) 413-7080.

### 4. What if I cannot participate in the virtual customer meeting or prefer not to speak? Are there other ways to comment on this case?

Any interested person who wants to comment or provide information to the Commission regarding this matter may do so orally at the virtual customer 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](mailto:clerk@psc.state.fl.us).

Please be sure to include the docket number,  
**20240119 – WU.**

Comments are placed on the correspondence side of the docket file. In accordance with Florida Statutes, the PSC will also consider Alturas' quality of service and other matters. If you have questions, contact the PSC's Office of Consumer Assistance & Outreach at (800) 342-3552.

### **Virtual Customer Meeting**

**Wednesday, April 2, 2025  
10:00 a.m.**

*\* 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.*

## QUESTIONS &amp; ANSWERS

**5. Can I obtain more information online?**

Detailed docket information is available on the PSC website at [www.FloridaPSC.com](http://www.FloridaPSC.com). Click on Clerk's Office then Dockets. Type in the docket number 20240119.

**6. How much is the current monthly bill for a residential customer of Alturas using 10,000 gallons?**

The current monthly bill for a residential customer of Alturas using 10,000 gallons is \$98.35.

**7. How much would the monthly bill be for a residential customer of Alturas using 10,000 gallons at the proposed rate?**

The monthly bill for a residential customer of Alturas using 10,000 gallons at the proposed rate would be \$146.79.

**8. Who can answer technical or legal questions?***For technical questions, contact:*

Orlando Wooten  
Quality of Service and Engineering  
(850) 413-6686

Brian Lenberg  
Rates and Charges  
(850) 413-6404

Jared Folkman  
Accounting  
(850) 413-7017

*For legal questions, contact:*

Saad Farooqi  
(850) 413-6214

**9. Who provides legal representation for customers in utility related matters before the Public Service Commission?**

The Office of Public Counsel (OPC) was established by the Florida Legislature to advocate on behalf of you and the other utility customers before the Commission and other state and federal regulatory authorities. OPC is independent from the Commission, and accountable only to the people of the State of Florida through the Florida Legislature. You can reach OPC at (800) 342-0222 or [www.floridaopc.gov](http://www.floridaopc.gov).

**10. When will the PSC make a decision?**

PSC staff is scheduled to file a recommendation with the Commission on May 21, 2025. The Commissioners are expected to vote on the recommendation at the June 3, 2025 Commission Conference.

**11. How can I follow the customer meeting and Commission Conference?**

You can watch the customer meeting and Commission Conference live from the PSC website at [www.FloridaPSC.com](http://www.FloridaPSC.com). Look for the "Watch Live and Archived PSC Events" icon on the left side of the webpage. An audio only option is available by dialing (850) 413-7999. If you are hearing or speech impaired, you may contact the PSC by using the Florida Relay Service at (800) 955-8771 (TDD).

If cancelled, notice of customer meeting cancellation will be provided on the Commission's website, ([www.FloridaPSC.com](http://www.FloridaPSC.com)), under Hot Topics found on the home page.

Cancellation can also be confirmed by contacting the Office of General Counsel at (850) 413-6199.

**FPSC COMMISSIONERS**

COMMISSIONER  
Andrew Giles Fay



COMMISSIONER  
Art Graham



CHAIRMAN  
Mike La Rosa



COMMISSIONER  
Gary F. Clark



COMMISSIONER  
Gabriella Passidomo Smith

## Alturas Water, LLC. Monthly Water Rates

	Utility's Existing Rates	Utility's Proposed Rates
<b><u>Residential and General Service</u></b>		
Base Facility Charge by Meter Size		
5/8"X3/4"	\$17.85	\$18.99
3/4"	\$26.77	\$28.49
1"	\$44.62	\$47.48
1-1/2"	\$89.25	\$94.95
2"	\$142.80	\$151.92
3"	\$285.60	\$303.84
4"	\$446.25	\$474.75
6"	\$892.50	\$949.50
 Charge per 1,000 gallons	 \$8.05	 N/A
 Charge per 1000 gallons - Residential		
0 - 5,000 gallons	N/A	\$11.36
Over 5,000 gallons	N/A	\$14.20
 Charge per 1,000 gallons - General Service	 N/A	 \$12.11
 <b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b>		
5,000 Gallons	\$58.10	\$75.79
10,000 Gallons	\$98.35	\$146.79
15,000 Gallons	\$138.60	\$217.79

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DOCKET NO. 20240119-WU

Name \_\_\_\_\_

Address \_\_\_\_\_

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To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or scan and email to the Commission Clerk at [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us). Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

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

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