



## Florida Public Service Commission

# SPECIAL REPORT

AUGUST 2011

Application for increase in water and wastewater rates by

## Aqua Utilities Florida, Inc.

DOCKET NO. 100330-WS

On September 1, 2010, Aqua Utilities Florida, Inc. (Aqua) filed an application with the Florida Public Service Commission (PSC or Commission) for an increase in water and wastewater rates. Aqua provides service to approximately 16,357 water and 6,789 wastewater customers in Alachua, Brevard, DeSoto, Hardee, Highlands, Lake, Lee, Marion, Orange, Palm Beach, Pasco, Polk, Putnam, Seminole, Sumter, Volusia, and Washington Counties.

### QUESTIONS & ANSWERS

#### **1** Is there an opportunity for public input on this case?

Yes. As part of the evaluation process for Aqua's rate request, the Commission staff will conduct ten service hearings to allow customer feedback about Aqua and the rate-setting process. Customer comments, written and oral, will be taken into consideration when the Commission reaches a decision. Commissioners will attend and participate during the hearings.

#### **2** Why is Aqua requesting a rate increase?

According to Aqua's petition, it is requesting a rate increase to cover increasing operating costs and to earn a fair rate of return on its investment.

#### **3** When was Aqua's last approved rate increase?

Aqua's last approved rate increase was in 2009.

#### **4** Presently, how much are the average monthly water and wastewater bills for a residential customer?

See the rate tables on page 4-6.

#### **5** Using Aqua's proposed rates, how much would the average monthly water and wastewater bills be for a residential customer?

See the rate tables on page 4-6.

## **6 What if I cannot make the service hearings or prefer not to speak? Are there other ways to comment on the issue?**

Any person who wants to comment or provide information to the Commission regarding this matter may do so orally at the hearings 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 faxes and e-mails.

Fax number: 1-800-511-0809

Internet e-mail address:  
*contact@psc.state.fl.us*

Please be sure to include the docket number, **100330 - WS**.

Customer comments are placed on the consumer side of the docket file and are taken into consideration by the Commissioners in reaching their decision. In accordance with Florida Statutes, the PSC will also consider Aqua's quality of service and other matters. If you have questions, contact the Florida Public Service Commission's Division of Safety, Reliability and Consumer Assistance at 1-800-342-3552.

*\* Any e-mail 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 e-mail or correspondence, upon*

*request, for inspection and copying to any Florida citizen or to any member of the media.*

## **7 Who can answer technical or legal questions?**

**For technical questions, contact:**

Bart Fletcher  
(850) 413-7017

Jennie Lingo  
(850) 413-6964

**For legal questions, contact:**

Ralph Jaeger  
(850) 413-6234

Caroline Klancke  
(850) 413-6220

Lisa Bennett  
(850) 413-6230

## **8 Where on the Internet can I obtain more detailed information?**

Detailed docket information is available on the PSC Web site at [www.floridapsc.com](http://www.floridapsc.com). Click on **Dockets and Filings/Dockets** and then type in the docket number, **100330**.

## **9 When will the PSC make a decision?**

This matter is set for hearing on November 29 through December 1, 2011 and December 7 through December 8, 2011. The staff recommendation and Commission vote regarding Aqua's request for final rates is tentatively scheduled for February 2012.

## PSC Commissioners



COMMISSIONER  
Eduardo E. Balbis



COMMISSIONER  
Lisa Polak Edgar



CHAIRMAN  
Art Graham



COMMISSIONER  
Ronald A. Brisé



COMMISSIONER  
Julie I. Brown

## Service Hearings

**Monday, August 29, 2011**  
**6:00 p.m.**

Greenacres City Hall  
City Commission Chambers  
5800 Melaleuca Lane  
Greenacres, FL 33463

**Tuesday, August 30, 2011**  
**2:00 p.m.**

School Board of Lee County, Board Room  
Lee County Education Center  
2855 Colonial Boulevard  
Ft. Myers, FL 33966

**Wednesday, August 31, 2011**  
**10:00 a.m.**

Highlands County Administration Building  
Board Chambers (Room B104)  
600 South Commerce Avenue  
Sebring, FL 33870

**Thursday, September 1, 2011**  
**10:00 a.m.**

Canterbury Retreat & Conference Center  
1601 Alafaya Trail  
Oviedo, FL 32765

**Monday, September 12, 2011**  
**1:00 p.m.**

Alachua County Health Department  
Auditorium  
224 SE 24th Street  
Gainesville, FL 32641

**Tuesday, September 13, 2011**  
**10:00 a.m.**

City Commission Meeting Room  
201 North Second Street  
Palatka, FL 32177

**Tuesday, September 13, 2011**  
**6:00 p.m.**

Eustis Community Center  
601 Northshore Drive  
Eustis, FL 32726

**Friday, September 16, 2011**  
**10:00 a.m.**

Sunny Hills Community Center  
4083 Challenger Blvd.  
Chipley, FL 32428

**Tuesday, October 11, 2011**  
**10:00 a.m.**

Spartan Manor  
6121 Massachusetts Avenue  
New Port Richey, FL 34653

**Wednesday, October 12, 2011**  
**10:00 a.m.**

Magnolia Building  
702 East Orange Street  
Lakeland, FL 33801

<b>Monthly Water Service Residential Rates - 5/8" x 3/4" Meter</b>
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<b>Water</b>	<b>Rates Prior to Filing</b>	<b>Implemented PAA Rates*</b>	<b>Utility Requested Final</b>
<b>Old Rate Band 1</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>
Jasmine Lakes	\$29.15	\$48.25	\$66.33
King's Cove	\$29.15	\$48.25	\$66.33
Ocala Oaks	\$29.15	\$48.25	\$66.33
Picciola Island	\$29.15	\$48.25	\$66.33
Silver Lakes Est./Western Shores	\$29.15	\$48.25	\$66.33
Tangerine	\$29.15	\$48.25	\$66.33
<b>Old Rate Band 2</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>
Carlton Village	\$44.93	\$65.02	\$66.33
Fern Terrace	\$44.93	\$65.02	\$66.33
Grance Terrace	\$44.93	\$65.02	\$66.33
Lake Gibson Estates	\$44.93	\$65.02	\$66.33
Piney Woods	\$44.93	\$65.02	\$66.33
St. Johns Highlands	\$44.93	\$65.02	\$66.33
Sunny Hills	\$44.93	\$65.02	\$66.33
Valencia Terrace	\$44.93	\$65.02	\$66.33
<b>Old Rate Band 3</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>
Forty-Eight Estates	\$54.25	\$65.02	\$66.33
Gibsonia Estates	\$54.25	\$65.02	\$66.33
Interlachen Lakes Estates / Park Manor	\$54.25	\$65.02	\$66.33
Lake Osborne	\$54.25	\$65.02	\$66.33
Orange Hill/Sugar Creek	\$54.25	\$65.02	\$66.33
Quail Ridge	\$54.25	\$65.02	\$66.33
Ravenswood	\$54.25	\$65.02	\$66.33
Venetian Village	\$54.25	\$65.02	\$66.33
<b>Old Rate Band 4</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>
Arredondo	\$70.22	\$65.02	\$66.33
Beecher's Point	\$70.22	\$65.02	\$66.33
East Lake Harris Estates	\$70.22	\$65.02	\$66.33
Friendly Center	\$70.22	\$65.02	\$66.33
Haines Creek	\$70.22	\$65.02	\$66.33

\*Pursuant to Section 367.081(8), Florida Statutes, Aqua Utilities Florida, Inc. implemented the Commission's Proposed Agency Action Rates in Order No. PSC-11-0256-PAA-WS which Order was protested by the intervenors.

### Monthly Water Service Residential Rates - 5/8" x 3/4" Meter

Water	Rates Prior to Filing	Implemented PAA Rates*	Utility Requested Final
<b>Old Rate Band 4 (Continued)</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>
Harmony Homes	\$70.22	\$65.02	\$66.33
Hermits Cove	\$70.22	\$65.02	\$66.33
Hobby Hills	\$70.22	\$65.02	\$66.33
Holiday Haven	\$70.22	\$65.02	\$66.33
Imerial Mobile Terrace	\$70.22	\$65.02	\$66.33
Jungle Den	\$70.22	\$65.02	\$66.33
Kingswood	\$70.22	\$65.02	\$66.33
Lake Josephine	\$70.22	\$65.02	\$66.33
Lake Suzy	\$70.22	\$65.02	\$66.33
Leisure Lakes	\$70.22	\$65.02	\$66.33
Morningview	\$70.22	\$65.02	\$66.33
Oakwood	\$70.22	\$65.02	\$66.33
Palm Port	\$70.22	\$65.02	\$66.33
Palm Terrace	\$70.22	\$65.02	\$66.33
Palms Mobile Home Park	\$70.22	\$65.02	\$66.33
Pomona Park	\$70.22	\$65.02	\$66.33
River Grove	\$70.22	\$65.02	\$66.33
Rosalie Oaks	\$70.22	\$65.02	\$66.33
Sebring Lakes	\$70.22	\$65.02	\$66.33
Silver Lake Oaks	\$70.22	\$65.02	\$66.33
Skycrest	\$70.22	\$65.02	\$66.33
Stone Mountain	\$70.22	\$65.02	\$66.33
Summit Chase	\$70.22	\$65.02	\$66.33
The Woods	\$70.22	\$65.02	\$66.33
Tomoka	\$70.22	\$65.02	\$66.33
Village Water	\$70.22	\$65.02	\$66.33
Welaka/Saratoga Harbor	\$70.22	\$65.02	\$66.33
Wootens	\$70.22	\$65.02	\$66.33
Zephyr Shores	\$70.22	\$65.02	\$66.33
<b>Stand-alone Systems</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>
Breeze Hill	\$34.41	\$65.02	\$66.33
Fairways	\$19.98	\$48.25	\$66.33
Peace River Heights	\$53.48	\$65.02	\$66.33

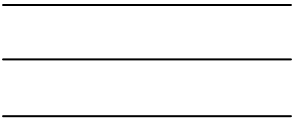
\*Pursuant to Section 367.081(8), Florida Statutes, Aqua Utilities Florida, Inc. implemented the Commission's Proposed Agency Action Rates in Order No. PSC-11-0256-PAA-WS which Order was protested by the intervenors.

### Monthly Wastewater Service Residential Rates - 5/8" x 3/4" Meter

<b>Wastewater</b>	<b>Rates Prior to Filing</b>	<b>Implemented PAA Rates*</b>	<b>Utility Requested Final</b>
<b>Old Rate Band 1</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>
King's Cove	\$45.63	\$72.11	\$95.05
Leisure Lakes	\$45.63	\$72.11	\$95.05
Summit Chase	\$45.63	\$72.11	\$95.05
Valencia Terrace	\$32.72	\$72.11	\$95.05
<b>Old Rate Band 2</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>
Arredondo	\$78.10	\$91.57	\$95.05
Holiday Haven	\$78.10	\$91.57	\$95.05
Jasmine Lakes	\$78.10	\$91.57	\$95.05
Lake Suzy	\$78.10	\$91.57	\$95.05
Morningview	\$78.10	\$91.57	\$95.05
Palm Port	\$78.10	\$91.57	\$95.05
Palm Terrace	\$78.10	\$91.57	\$95.05
Park Manor	\$78.10	\$91.57	\$95.05
Silver Lake Oaks	\$78.10	\$91.57	\$95.05
South Seas	\$78.10	\$91.57	\$95.05
Sunny Hills	\$56.44	\$91.57	\$95.05
The Woods	\$78.10	\$91.57	\$95.05
Venetian Village	\$78.10	\$91.57	\$95.05
Zephyr Shores	\$47.02	\$91.57	\$95.05
<b>Old Rate Band 3</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>
Beecher's Point	\$83.35	\$91.57	\$95.05
Jungle Den	\$39.73	\$91.57	\$95.05
Lake Gibson Estates	\$83.33	\$91.57	\$95.05
Rosalie Oaks	\$83.35	\$91.57	\$95.05
<b>Old Rate Band 4</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>
Florida Central Commerce Park	\$131.69	\$124.96	\$95.05
Village Water	\$131.69	\$124.96	\$95.05
<b>Stand-alone Systems</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>	<b>Avg. Bill</b>
Breeze Hill	\$39.38	\$91.57	\$95.05
Fairways	\$35.45	\$91.57	\$95.05
Peace River Heights	\$82.25	\$91.57	\$95.05

\*Pursuant to Section 367.081(8), Florida Statutes, Aqua Utilities Florida, Inc. implemented the Commission's Proposed Agency Action Rates in Order No. PSC-11-0256-PAA-WS which Order was protested by the intervenors.





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

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