



Florida Public Service Commission

# SPECIAL REPORT

JULY 2009

Application for a staff-assisted rate case in Polk County by  
**Keen Sales, Rentals and Utilities, Inc.**

DOCKET NO. 090072-WU

*On March 27, 2009, Keen Sales, Rentals and Utilities, Inc. (Keen Sales) filed an application with the Florida Public Service Commission (PSC or Commission) for a staff-assisted rate case to increase its water rates. Keen Sales, a Class C water utility, provides service to approximately 114 customers in the Keen Sales' Subdivisions in Polk County.*

## QUESTIONS & ANSWERS

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

Yes. As part of the evaluation process for Keen Sales' rate request, the Commission staff will conduct a customer meeting to allow customer feedback about Keen Sales and the rate setting process. Customer comments, written and oral, will be taken into consideration when the Commission reaches a decision.

#### **CUSTOMER MEETING**

**Thursday, July 23, 2009, 6:00 p.m.**

Haines City Parks and Recreation  
Bethune Auditorium  
915 Avenue E  
Haines City, FL 33844

### **2 Why is Keen Sales requesting a rate increase?**

Keen Sales is requesting a rate increase to earn a fair rate of return on its investment and to cover increasing operating costs.

### **3 When was Keen Sales' last approved rate increase?**

Keen Sales has not had a previous rate case before the Commission for its Subdivisions system.

### **4 Presently, how much is the average monthly water bill for residential customers?**

The average monthly water bill for residential customers is \$26.17.

To check if a meeting has been canceled, look on the Commission's Web site ([www.floridapsc.com](http://www.floridapsc.com)) under the Hot Topics link on the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at (850) 413-6199.

## 5 Using PSC staff's proposed rates, how much would the average monthly water bill be for residential customers?

Using PSC staff's proposal, the average monthly water bill for residential customers would be \$48.88.

## 6 What if I can't make the customer meeting 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 meeting or in writing. Correspondence will be placed in the docket file. 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, 090072-WU.

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 Keen Sales' quality of service and other matters. If you have questions, call the

Florida Public Service Commission's Division of Service, Safety & Consumer Assistance at 1-800-342-3552.

## 7 Who can answer technical or legal questions?

**For technical questions, contact:**

Shannon Hudson  
(850) 413-7021

Bart Fletcher  
(850) 413-7017

Patti Daniel  
(850) 413-6808

Stan Rieger  
(850) 413-6970

**For legal questions, contact:**

Caroline Klancke  
(850) 413-6220

## 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, 090072.

## 9 When will the PSC make a decision?

The PSC staff is scheduled to file a recommendation with the Commission on September 2, 2009. The Commissioners are expected to vote on this matter at the September 15, 2009 Agenda Conference.

## PSC COMMISSIONERS



COMMISSIONER  
Nancy Argenziano



COMMISSIONER  
Lisa Polak Edgar



CHAIRMAN  
Matthew M. Carter II



COMMISSIONER  
Katrina J. McMurrin



COMMISSIONER  
Nathan A. Skop

**Matthew Mark Carter II** was appointed to the Florida Public Service Commission by Governor Jeb Bush for a four-year term beginning January 2006 and was subsequently elected Chairman by his fellow commissioners for the years 2008 and 2009. Chairman Carter serves on the National Association of Regulatory Utility Commissioners (NARUC) Committee on Water, the Committee on Critical Infrastructure, and the Committee on International Relations. Chairman Carter is also active in NARUC activities designed to improve regulated companies' minority business procurement practices. Chairman Carter sought appointment to the Committee on Water in particular because he recognizes the stress that Florida's rapid population growth is placing on existing water resources, and the important role water and wastewater utility regulation will have on the development of future conservation efforts and water supply alternatives in Florida, as well as the health and economic vitality of the State. Chairman Carter hopes to foster an open dialogue concerning water policies in the State with an aim toward maximizing the effectiveness of partnerships between various state agencies having regulatory jurisdiction over water use. Chairman Carter is the son of the late Rev. Matthew and Pearl Carter. He was born in Douglas, Georgia and educated in the public schools there. He graduated from Atkinson County High School (in Pearson). After graduation from high school, he volunteered for the United States Army. In the Army, he served in the Presidential Honor Guard in Washington, D.C. and the First Armored Division in Germany. After being honorably discharged from the Army, Chairman Carter attended Tallahassee Community College where he graduated with honors, and was later inducted into the TCC Alumni Association's Hall of Fame. He then attended Florida State University and graduated with a Bachelor's of Science in Mass Communications and was commissioned a Second Lieutenant in the United States Army Reserve and later the Florida National Guard. After a tour of duty with the 124th Infantry in the Panama Canal Zone, Chairman Carter returned to Tallahassee where he set up a public relations firm that, for over ten years, concentrated on political campaigns. Afterward, he entered into the financial investment industry and worked as a financial consultant for Waddell & Reed, Florida Professional Services Group, and Merrill Lynch. Chairman Carter left Merrill Lynch to complete law school at the Florida State University College of Law. After graduation, he became a member of the Florida Bar and a Minister of the Gospel of Jesus Christ. As an attorney, he specialized in business law. He also served as a communications consultant and senior manager for private industry and governmental agencies. Chairman Carter's prior government leadership includes service as the Director of the Division of Land Sales, Deputy Secretary of the Department of Management Services, and multiple senior staff positions with the Florida House of Representatives. Chairman Carter has a Master's degree in Theological Science from Smith Chapel Bible University, a Doctor of Ministry degree from Gulf Coast College & Seminary, and was also awarded an honorary Doctor of Divinity degree from the St. Thomas Christian College. Chairman Carter is currently pastor of the Beulah Hill Missionary Baptist Church in Gretna, Florida, where he once served as President of the Congress of Christian Education (Union Baptist Association) and Vice Moderator for the Gadsden County Baptist Association (Southern Baptist Convention). He has also written the book *The 90% Rule – How to Get Out of Debt and Prosper and Why It's Important*. Chairman Carter is married to the former Rita Taylor (of Enigma, Georgia) and they have two beautiful children.

**Lisa Polak Edgar** was reappointed to the Florida Public Service Commission (PSC) by Governor Charlie Crist for a four-year term beginning January 2009. From January 2006 to January 2008, she served as Chairman and participated as a member of the Florida Energy Commission and the Governor's Action Team on Energy and Climate Change. During her first term, Commissioner Edgar worked to develop policies to strengthen the state's electric infrastructure to better prepare for, and withstand, storm events; to establish net metering and interconnection rules that encourage customer participation and renewable energy development; to further the diversification of Florida's fuel supply; to effectively reform the collection and distribution of universal service funds; and to broaden stakeholder participation. She is a member of the National Association of Regulatory Utility Commissioners Board of Directors and the Telecommunications Committee. Commissioner Edgar serves on the Federal Communications Commission Universal Service Joint Board and the U.S. Department of Transportation Technical Pipeline Safety Standards Committee. She is a member of Leadership Florida. Prior to joining the PSC, Commissioner Edgar served as Deputy Secretary for the Florida Department of Environmental Protection (DEP). Her responsibilities at DEP included oversight of the agency's \$2.1 billion budget, fiscal and strategic planning, accountability measures, information technology, administrative services, geological survey, and coordination between the state and federal government on environmental issues, including oil and gas drilling on the Outer Continental Shelf. Commissioner Edgar represented the State of Florida on the Minerals Management Service Outer Continental Shelf (OCS) Policy Committee from 1993-2004, and on the Subcommittees on Environmental Studies in OCS Areas under Moratoria and OCS Hard Minerals. During her career in public service, Commissioner Edgar has also served as chief analyst on Environmental Policy for the Office of Policy and Budget, Executive Office of the Governor; senior cabinet aide in the Department of Agriculture and Consumer Services; staff counsel and legislative analyst for the Florida Senate Committees on Reapportionment and Regulated Industries; completed the Harvard Kennedy School of Government Program for Senior Executives in State and Local Government; and co-taught a special topics graduate course on the Everglades at Florida A&M University. Commissioner Edgar received a Bachelor of Science and a Juris Doctorate from Florida State University and is a member of the Florida Bar. She studied in London during her undergraduate education and in Yugoslavia during law school. She and her husband are raising their two young children in Tallahassee.

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## PSC Commissioners *continued*

**Katrina Joanne McMurrian** was appointed to the Florida Public Service Commission by Governor Jeb Bush for a four-year term beginning January 2006. Commissioner McMurrian serves on the National Association of Regulatory Utility Commissioners (NARUC) Committee on Consumer Affairs, the Committee on Electricity, the Subcommittee on Education and Research, the FERC/State Smart Grid Collaborative, the FERC/State Competitive Procurement Collaborative, and the National Wireless Consumer Protection Standards Ad Hoc Committee. She also serves on the FERC/State Demand Response Collaborative as Co-Chair, the Subcommittee on Nuclear Issues – Waste Disposal as Vice Chair, the Executive Committee of the Nuclear Waste Strategy Coalition, the Advisory Council to the Board of Directors of the Electric Power Research Institute (EPRI), and the Keystone Energy Board. In the eleven years prior to appointment, Commissioner McMurrian developed extensive experience in regulatory policy issues involving energy, water, and telecommunications. From 2001 to 2005, she served consecutive terms as Chief Advisor to Commissioners Palecki and Davidson, advising them on all Commission proceedings and policy matters. Prior to becoming a Chief Advisor, Commissioner McMurrian managed the State Liaison Section of the Commission's Division of Policy Analysis & Intergovernmental Liaison, where she consulted with state and local government agencies on issues such as "black water," reuse, universal service, and electric reliability. Before leading that section, she served as the Commission's primary liaison on all nuclear energy matters for over three years and was instrumental in drafting the Commission's positions on electric industry restructuring. In recognition of her work on federal energy policy, Commissioner McMurrian was a recipient of the PSC Extraordinary Accomplishment Award in 1999 and the PSC Outstanding Achievement Award in 1997. A Northwest Florida native, Commissioner McMurrian received a Bachelor's degree in finance from Florida State University in 1994 and an MBA from FSU in 1998.

Before her appointment to the Florida Public Service Commission in May of 2007, **Commissioner Argenziano** served more than 10 years in the Florida legislature. She was first elected to the Florida House of Representatives in 1996 (District 43) and served there until her election in 2002 to the Florida Senate (District 3). While serving in the legislature, she served on many different committee and council assignments including Environmental Preservation, Governmental Oversight (Chair), Comprehensive Planning, Criminal Justice (Chair), Criminal Justice Appropriations, Regulated Industries, Rules and Calendar, Agriculture (Chair), Administrative Procedure, Public Service Commission Oversight, Ethics and Elections, Health Policy, Elder Affairs (Chair), Healthcare Council (Chair), Crime and Punishment, Water Resource Management, and Utilities and Communication. Senator Argenziano's legislative career has focused on protection of the elderly and other vulnerable citizens, resource protection, and full participation of the citizens in their government. Notable legislation which she has sponsored includes nursing home reform, "local sources first" (water use), two pharmacy discount programs, a law providing for clearing the courtroom for victim sex crime testimony, enhanced penalties for crimes against the elderly, Public Counsel representation in utility rates cases, protection of our springs, a "scambusters" program for the protection of consumers, and protection for our children from sexual predators (the Jessica Lunsford Act), just to mention a few. Commissioner Argenziano has one son, Joseph, who has proudly served his country for 14 years in the United States Air Force. Commissioner Argenziano is a member of the National Association of Regulatory Utility Commissioners (NARUC).

**Commissioner Nathan A. Skop** was appointed to the Florida Public Service Commission by Governor Charlie Crist for a four-year term beginning January 2007. Commissioner Skop currently serves on the National Association of Regulatory Utility Commissioners (NARUC) Committee on Consumer Affairs and the Committee on Energy Resources and the Environment. Prior to his appointment, Commissioner Skop gained over thirteen years of engineering, manufacturing, operations, program management, and financial management experience working for Fortune 500 corporations. Commissioner Skop began his professional career as a nuclear project engineer with the Electric Boat Division of General Dynamics Corporation in Groton, Connecticut. As a member of the Advanced Propulsion Plant Technology Program he participated in the design, integration and qualification testing of nuclear submarine propulsion system turbomachinery for the USS SEAWOLF (SSN 21), and participated in the initial criticality and power range testing of the USS SANTA FE (SSN 763) nuclear submarine reactor plant. Commissioner Skop continued his professional career as a specialist engineer with the Propulsion Systems and Customer Service divisions of the Boeing Commercial Airplane Group in Seattle, Washington. While serving in these positions he participated in the design, integration, and test of Engine Build-Up installations for Pratt & Whitney engines installed on Boeing 777 aircraft, and supported General Electric aircraft engines installed on Boeing 747, 767, and 777 aircraft. Prior to attending law school, Commissioner Skop gained substantial renewable energy and energy industry experience as a business manager with FPL Energy (an unregulated subsidiary of FPL Group) through managing nine renewable wind energy projects located in Altamont Pass, California, and a coal fired co-generation plant located in Stockton, California. Commissioner Skop's extensive power generation experience includes renewable energy (wind and solar), fossil fuel (combined cycle, gas turbine, co-generation, and coal), and nuclear power. Commissioner Skop graduated from the University of Florida with a BS in Aerospace Engineering in 1991. He later earned an MBA with concentrations in financial management and investment analysis from Rensselaer Polytechnic Institute in 1996, and a JD from the University of Florida Levin College of Law in 2006. Commissioner Skop also holds a graduate level certificate in environmental management from the Hartford Graduate Center and attended an executive education program focusing on mergers and acquisitions at the Wharton School of Business at the University of Pennsylvania. Commissioner Skop is a member of the Florida Bar and recently had a case comment published in the Journal of Technology Law & Policy for the Levin College of Law at the University of Florida. Commissioner Skop was raised in Sanford, Florida. Prior to relocating to Tallahassee to serve in his current position, Commissioner Skop previously lived in Gainesville and Palm Beach Gardens, Florida.

## Phase I Rates

	Utility's Existing Rates	Staff Preliminary Recommended Rates
<b><u>Residential and General Service</u></b>		
<b><u>Base Facility Charge by Meter Size:</u></b>		
5/8" x 3/4"	\$ 15.71	\$ 0.00
Gallonage Charge		
Per 1,000 gallons over the first 1,000 gallons	\$ 1.78	\$ 0.00
<b><u>Residential and General Service</u></b>		
<b><u>Base Facility Charge by Meter Size:</u></b>		
5/8" x 3/4"	\$ 0.00	\$ 17.93
3/4"	\$ 0.00	\$ 26.90
1"	\$ 0.00	\$ 44.83
1-1/2"	\$ 0.00	\$ 89.65
2"	\$ 0.00	\$ 143.44
3"	\$ 0.00	\$ 286.88
4"	\$ 0.00	\$ 448.25
6"	\$ 0.00	\$ 896.50
<b>Residential Gallonage Charge</b>		
0 - 6,000 Gallons		\$ 4.23
6,001 - 12,000 Gallons		\$ 6.34
Over 12,000 Gallons		\$ 8.46
<b>General Service Gallonage Charge</b>		
Per 1,000 Gallons		\$ 4.81
<b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b>		
3,000 Gallons	\$ 19.27	\$ 30.62
5,000 Gallons	\$ 22.83	\$ 39.08
10,000 Gallons	\$ 31.73	\$ 68.67

## Phase II Rates

	Utility's Existing Rates	Staff Preliminary Recommended Rates
<b><u>Residential and General Service</u></b>		
<b><u>Base Facility Charge by Meter Size:</u></b>		
5/8" x 3/4"	\$ 15.71	\$ 0.00
Gallonage Charge		
Per 1,000 gallons over the first 1,000 gallons	\$ 1.78	\$ 0.00
<b><u>Residential and General Service</u></b>		
<b><u>Base Facility Charge by Meter Size:</u></b>		
5/8" x 3/4"	\$ 0.00	\$ 18.26
3/4"	\$ 0.00	\$ 27.39
1"	\$ 0.00	\$ 45.65
1-1/2"	\$ 0.00	\$ 91.30
2"	\$ 0.00	\$ 146.08
3"	\$ 0.00	\$ 292.16
4"	\$ 0.00	\$ 456.50
6"	\$ 0.00	\$ 913.00
<b>Residential Gallonage Charge</b>		
0 - 6,000 Gallons		\$ 4.41
6,001 - 12,000 Gallons		\$ 6.61
Over 12,000 Gallons		\$ 8.81
<b>General Service Gallonage Charge</b>		
Per 1,000 Gallons		\$ 4.98
<b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b>		
3,000 Gallons	\$ 19.27	\$ 31.49
5,000 Gallons	\$ 22.83	\$ 40.31
10,000 Gallons	\$ 31.73	\$ 71.16

Application for a staff-assisted rate case in Polk County by  
**Keen Sales, Rentals and Utilities, Inc.**

DOCKET NO. 090072-WU

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

If you want to let the Public Service Commission know how you feel about this case, you may fill out this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

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STAMP

Florida Public Service Commission  
Division of the Commission Clerk and Administrative Services  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

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