

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 100396-WS

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In the Matter of:

REQUEST FOR APPROVAL OF
INCREASE IN MISCELLANEOUS
SERVICE CHARGES BY HEATHER
HILLS ESTATES UTILITIES, LLC.



PROCEEDINGS: COMMISSION CONFERENCE AGENDA
ITEM NO. 7

COMMISSIONERS
PARTICIPATING: CHAIRMAN ART GRAHAM
COMMISSIONER LISA POLAK EDGAR
COMMISSIONER NATHAN A. SKOP
COMMISSIONER RONALD A. BRISÉ

DATE: Tuesday, November 9, 2010

PLACE: Betty Easley Conference Center
Room 148
4075 Esplanade Way
Tallahassee, Florida

REPORTED BY: JANE FAUROT, RPR
Official FPSC Reporter
(850) 413-6732

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1 P R O C E E D I N G S

2 **CHAIRMAN GRAHAM:** That all being said, let's
3 turn to Item Number 7.

4 **MS. BRUCE:** Good morning, Commissioners.
5 Sonica Bruce on behalf of Commission staff. Item
6 Number 7. The staff recommendation is a request for
7 approval by Heather Hills Utilities to increase its
8 miscellaneous service charges for its water and
9 wastewater operations and to add after-hour charges.

10 Staff is prepared to answer any questions
11 that you may have at this time.

12 **CHAIRMAN GRAHAM:** Thank you, Ms. Bruce.
13 Are there any questions of staff? Are
14 there any concerns?

15 Commissioner Skop.

16 **COMMISSIONER SKOP:** Thank you.

17 Just a question of staff. On Page 3 of
18 the staff recommendation, there are two charts on
19 that page, and that's on Page 3. What is the
20 difference between normal reconnection and a
21 violation reconnection?

22 **MS. BRUCE:** Normal reconnections are when
23 the utility comes in when they're disconnected, maybe
24 disconnected for a water hook-up. And in this case,
25 the utility has indicated that most of the

1 disconnections are taking place due to galvanized
2 piping. Violation reconnections are when a customer
3 doesn't pay his bill and they disconnect.

4 **COMMISSIONER SKOP:** All right. I guess the
5 question I have, on Page 3, if we look at the initial
6 connection and normal reconnection during business
7 hours, it shows the labor rate and an incremental time
8 of .7 hours. I guess utilities are billing like
9 lawyers now.

10 **MS. BRUCE:** And, Commissioner, this is
11 because -- and I've talked with the utility owner
12 about this, apparently they are spending more time
13 with the initial reconnections and normal
14 reconnections due to the galvanized piping. I think
15 her husband has an expertise in this, and the
16 customers are having a lot of questions as to why the
17 galvanized piping is such a problem with the
18 disconnections, so that is the difference there. So
19 the time was upped a little bit.

20 **COMMISSIONER SKOP:** All right. And then
21 looking at the after hours for the same service
22 provided, initial connection and normal reconnection,
23 it shows a .8-hour for after hours, and Footnote 2
24 represents time and a half wage and the additional
25 time it takes the employer to get to the customer's

1 property after hours.

2 I guess where I'm having a concern or
3 trying to get a little bit of additional insight is
4 looking at the violation reconnection which,
5 essentially, requires the same task after hours,
6 getting in the car, driving to the service address,
7 going to the meter, and putting in the little meter
8 wrench, turning it a quarter turn, and the water
9 comes back on. That's .6 hours.

10 So it seems to me that if it is .6 hours
11 for a violation reconnection after hours, it stands
12 to reason, based on those of us that have actually
13 shut off water meter valves, including myself, it's
14 not very difficult. The biggest challenge is
15 getting there, digging out the meter box, finding
16 the, you know, the little valve and making a quarter
17 turn, and you are good to go, either on or off, the
18 shutoff valve.

19 So guess I'm having a little bit of a
20 concern, not that it's a big one, but it seems to me
21 that if it is .6 for an after-hours violation
22 reconnection, more likely than not the normal
23 reconnection should be similar unit labor.

24 **MS. BRUCE:** And, again, speaking with the
25 utility owner on this, there has been times, I guess,

1 during after-hours they may be sitting down eating or
2 maybe in the bed. But, again, the discussion with the
3 galvanized piping takes place, again, during
4 after-hours, and this is the reason why the utility
5 has requested .8. And once she explained it to me, I
6 was comfortable with that.

7 **COMMISSIONER SKOP:** And I understand that.
8 What I'm not understanding, though, is the .6 for the
9 same task. It involves the same steps to get in the
10 car after hours, to drive to the service location, to
11 identify the meter, to turn the valve and reestablish
12 service. I mean, it seems to me that it would take
13 the same amount of time as a normal reconnection after
14 hours. So I'm not sure what that difference is.

15 And I'm not criticizing staff, I'm just
16 saying that it looks suspect to me, where you have
17 different unit times for what is the same task. If
18 I pick up the water bottle, you know, it takes me
19 the same amount time.

20 **MS. BRUCE:** I understand, Commissioner.
21 And, again, I kind of helped Ms. Stevens along with
22 this justification, and once she explained to me about
23 the galvanized piping and the timing, maybe we just
24 gave her a little extra few minutes. I was thinking
25 to just give her a little extra few minutes, then.

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COMMISSIONER SKOP: Well, I mean to me, in terms of galvanized pipe, it stands to also reason that galvanized pipe would also come into the equation with the violation of reconnection after hours. I'm just not seeing how galvanized pipe, you know, enters into it, if you are merely turning a valve.

MS. BRUCE: Okay. We didn't discuss galvanized piping with the violation reconnection, it was discussed for the initial connection and normal reconnection, Commissioner.

COMMISSIONER SKOP: All right. Thank you.

CHAIRMAN GRAHAM: Any other questions? Can I get a motion?

COMMISSIONER EDGAR: I'd move the staff recommendation.

CHAIRMAN GRAHAM: Second?

COMMISSIONER BRISÉ: Second.

CHAIRMAN GRAHAM: It has been moved and seconded. Any further discussion?

Seeing none, all in favor say aye.

(Vote taken.)

CHAIRMAN GRAHAM: Those opposed?
By your action you have approved Item
Number 7.

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STATE OF FLORIDA)
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COUNTY OF LEON)

I, JANE FAUROT, RPR, Chief, Hearing Reporter Services Section, FPSC Division of Commission Clerk, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 16th day of November, 2010.



JANE FAUROT, RPR
Official FPSC Hearings Reporter
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