

FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF STAFF RULE DEVELOPMENT WORKSHOP

TO

ALL INTERESTED PERSONS

UNDOCKETED

IN RE: INITIATION OF RULEMAKING TO AMEND RULES 25-30.335, 25-30.350, F.A.C.,
AND TO ADOPT RULE 25-30.351, F.A.C., RELATING TO BILLING
FOR WATER AND WASTEWATER UTILITIES.

ISSUED: April 12, 2012

NOTICE is hereby given that a staff rule development workshop will be held at the following time and place:

May 10, 2012, 9:30 a.m.
Room 148, Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, FL 32399-0862.

A copy of the draft rules and the agenda for the workshop are attached.

One or more Commissioners may be in attendance and participate in the workshop. The person to be contacted regarding this rule development is Cindy Miller, Office of the General Counsel, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, (850) 413-6082, cmiller@psc.state.fl.us.

If you wish to comment but cannot attend the workshop, please submit your comments to: Cindy Miller, Office of the General Counsel, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0852 (850) 413-6082.

In accordance with the Americans with Disabilities Act, persons requiring a special accommodation to participate at this workshop should contact the Office of Commission Clerk no later than five days prior to the workshop at 2540 Shumard Oak Boulevard., Tallahassee, Florida 32399-0850, via 1-800-955-8770 (Voice) or 1-800-955-8771 (TDD), Florida Relay Service.

DOCUMENT NUMBER DATE

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FPSC-COMMISSION CLERK

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By DIRECTION of the Florida Public Service Commission this 12th day of April, 2012.



ANN COLE
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
www.floridapsc.com

Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

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FLORIDA PUBLIC SERVICE COMMISSION

AGENDA

STAFF RULE DEVELOPMENT WORKSHOP

IN RE: INITIATION OF RULEMAKING TO AMEND RULES 25-30.335, 25-30.350, F.A.C.,
AND TO ADOPT RULE 25-30.351, F.A.C., RELATING TO BILLING
FOR WATER AND WASTEWATER UTILITIES.

May 10, 2012, 9:30 a.m.
Betty Easley Conference Center, Room 148
4075 Esplanade Way
Tallahassee, Florida 32399-0850

1. Staff overview of draft rules
2. Comments and alternative suggestions from interested persons
3. Discussion of suggested changes and timeframes for next steps
4. Adjournment

1 25-30.335 Customer Billing.

2 (1) Except as provided in this rule, a utility shall render bills to customers at regular intervals,
3 and each bill shall indicate: the billing period covered; the applicable rate schedule; beginning
4 and ending meter reading; the amount of the bill; the delinquent date or the date after which
5 the bill becomes past due; and any authorized late payment charge.

6 (2) Where there is sufficient cause, estimated bills may be provided. However, with the third
7 consecutive estimated bill, the company shall contact the customer, to explain the reason for
8 the estimated bill(s) and to provide a utility contact so that the customer may request an actual
9 meter reading. An actual meter reading must be taken at least once every six months. If the
10 utility estimates the bill, the utility shall indicate on the bill that the amount owed is an
11 estimated amount.

12 (3) When service is rendered for less than 50 percent of the normal billing cycle, the utility
13 shall prorate the base facility charges as though the normal billing cycle were 30 days, except
14 that the utility may elect not to issue an initial bill for service if the service is rendered during
15 a time period which is less than 50 percent of the normal billing cycle. Instead, the utility may
16 elect to combine the amount owed for the service rendered during the initial time period with
17 the amount owed for the next billing cycle, and issue a single bill for the combined time
18 period. For service taken under flat rate schedules, 50 percent of the normal charges may be
19 applied.

20 (4) A utility may not consider a customer delinquent in paying his or her bill until the 21st day
21 after the utility has mailed or presented the bill for payment.

22 (5) Each utility shall establish each point of delivery as an independent customer and shall
23 calculate the amount of the bill accordingly, except where physical conditions make it
24 necessary to use additional meters or points of delivery for one class of service to a single
25 customer on the same premises, or where such multiple meters or delivery points are used for

CODING: Words underlined are additions; words in ~~struck-through~~ type are deletions from existing law.

1 the convenience of the utility.

2 (6) A utility may not incorporate municipal or county franchise fees into the amount indicated
3 as the cost for service on the customer's bill. Rather, the utility shall show any such franchise
4 fee as a separate item.

5 (7) The utility shall maintain a record of each customer's account for the most current 2 years
6 so as to permit reproduction of the customer's bills during the time that the utility provided
7 service to that customer.

8 ~~(8) In the event of unauthorized use of service by a customer, a utility may bill the customer~~
9 ~~on a reasonable estimate of the service taken. In addition, the utility may assess a fee to defray~~
10 ~~the cost of restoring service to such a customer provided that the fee is specified in the utility's~~
11 ~~tariff.~~

12 (9) If a utility utilizes the base facility and usage charge rate structure and does not have a
13 Commission authorized vacation rate, the utility shall bill the customer the base facility charge
14 regardless of whether there is any usage.

15 Rulemaking Specific Authority 350.127(2), 367.121 FS. Law Implemented 367.091, 367.121
16 FS. History—Amended 9-14-74, 6-21-79, Formerly 25-10.97, 25-10.097, Amended 11-10-86,
17 11-30-93.

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1 ~~25-30.350 Backbilling, Underbillings and Overbillings for Water and Wastewater Service.~~

2 (1) A utility may not backbill customers for any period greater than 12 months for any
3 undercharge in billing which is the result of the utility's mistake. The utility shall allow the
4 customer to pay for the unbilled service over the same time period as the time period during
5 which the underbilling occurred or some other mutually agreeable time period. The utility
6 shall not recover in a ratemaking proceeding, any lost revenues greater than the amount
7 collectible under this rule ~~which inure to the utility's detriment on account of this provision.~~

8 (2) In the event of overbillings. The utility shall refund the overcharge to the customer for the
9 period during which the overcharge occurred, based on available records. If commencement
10 of the overcharging cannot be established, then a reasonable estimate of the overcharge shall
11 be made and refunded to the customer. The amount and period of the adjustment shall be
12 based on the available records. The refund shall not include any part of a minimum charge.

13 (3) In the event of an overbilling, the customer may elect to receive the refund as a credit to
14 future billings, or as a one-time payment.

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16 Specific Authority 350.127(2), 367.121 FS. Law Implemented 367.091, 367.121 FS. History--
17 New 11-10-86.

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1 25-30.351 Unauthorized Use.

2 In the event of unauthorized use of service by a customer, a utility may bill the customer on a
3 reasonable estimate of the service taken. In addition, the utility may assess a fee to defray the
4 cost of restoring service to such a customer provided that the fee is specified in the utility's
5 tariff.

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7 Rulemaking Authority 350.127, 367.121 F. S. Law Implemented 367.091, 367.121, F.S.

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