

1 BEFORE THE
2 FLORIDA PUBLIC SERVICE COMMISSION

3 APPLICATION FOR STAFF-ASSISTED
4 RATE CASE IN POLK COUNTY BY DOCKET NO. 130178-SU
5 CROOKED LAKE PARK SEWERAGE
6 COMPANY.
7 _____ /

8 PROCEEDINGS: CUSTOMER MEETING

9 COMMISSION STAFF
10 PARTICIPATING: CHERYL BULECZA-BANKS
11 SONICA BRUCE
12 PENELOPE BUYS
13 SHANNON HUDSON
14 DICK DURBIN

15 DATE: Thursday, July 17, 2014

16 TIME: Commenced at 6:05 p.m.
17 Concluded at 6:40 p.m.

18 PLACE: Lake Wales Public Library
19 290 Cypress Garden Lane
20 Lake Wales, Florida

21 TRANSCRIBED BY: LINDA BOLES, CRR, RPR
22 Official FPSC Reporter
23 (850) 413-6734
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I N D E X

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SPEAKER:

PAGE NO.:

RAY GEORGE

10

WALLY HOUK

14

SAM KIPE

22

P R O C E E D I N G S

1
2 **MS. BRUCE:** My name is Sonica Bruce, and I am
3 an Economic Analyst in the Division of Economics. I
4 would like to introduce Shannon Hudson, the Rate
5 Supervisor in the Division of Economics; Cheryl
6 Bulecza-Banks, the Assistant Director in the Division of
7 Accounting and Finance; our staff engineer, Penelope,
8 excuse me, Penelope Buys in the Division of Engineering;
9 and last, but not least, Dick Durbin, who you all met as
10 you entered the building, and he's in the Office of
11 Public Information. We also have the utility
12 representative in the audience who will not be speaking
13 tonight, just here for the purposes of listening.

14 Can you hear me? Not too good? I'm so sorry.
15 I'll try to speak a little louder.

16 Tonight I will describe the rate case process,
17 receive customer comments, called in the order in which
18 you signed up. And the comments will be recorded to
19 ensure that the Commissioners and other staff understand
20 your concerns. And a transcript of the recording will
21 be placed into the docket file.

22 I wanted you all to know that this meeting is
23 for you all to voice your opinions or to offer comments
24 regarding quality of service, metering, billing, or any
25 other issues that you guys may have.

1 During my presentation tonight I will discuss
2 the, discuss the staff-assisted rate case process,
3 preliminary rates, and what you can do.

4 I'm going to start off by talking a little bit
5 about Crooked Lake's history. The utility began
6 operations in 1996. In 1998, the Commission granted the
7 utility a grandfather certificate 517-S for its
8 wastewater system. The utility's rate increase was a
9 staff-assisted rate case, SARC, approved in 2007.
10 Crooked Lake Wastewater System applied for the current
11 SARC on June 27, 2013.

12 What is a staff-assisted rate case, SARC?
13 This is where Commission staff assists small water and
14 wastewater utilities with rate relief requests. This
15 eliminates the need to hire accountants or outside
16 engineers.

17 Now I'll discuss the steps in the SARC
18 process. The application was filed on June 27th, 2013.
19 A staff auditor conducted an examination of the
20 utility's books and records. Our engineer conducted a
21 review of the utility's operations and contacted the
22 Department of Environmental Protection to ensure that
23 the utility was in compliance with its regulations and
24 rules.

25 We then prepared a staff report which

1 indicates our find -- our findings and rate increase.
2 And please understand that the rate increase can change.
3 This is a best estimation of what we know at this time.
4 So by the time the recommendation comes up again, it can
5 change.

6 Again, this customer meeting is held for input
7 from you all, get your perception of the utility. After
8 this customer meeting we will go back and file and
9 prepare a recommendation to be heard before the
10 Commission. Staff considers customer input and
11 information obtained subsequent to its preliminary staff
12 report for its cetera recommendations to the
13 Commissioners. The rates in the final recommendation
14 again may be different from the staff report.

15 At the Commission Conference the Commissioners
16 may ask questions of staff prior to voting on staff's
17 recommendation. Because we are not the decision-makers,
18 the Commission may approve, deny, or modify staff's
19 recommendation.

20 You as well as the utility may speak at
21 agenda. If you all decide that you want to come to
22 agenda to speak, please contact our staff attorney
23 Charles Murphy to let him know that you want to speak.
24 This will ensure that you all will be heard.

25 Proposed Agency Action: This is an order that

1 the Commission proposes what it plans to do to issue --
2 I'm sorry. It's an order that describe what the
3 Commission plans to do to resolve matters. This order
4 is issued within 20 days. A 21-day protest period then
5 begins where any substantially affected party other than
6 a utility may protest. The utility must agree to accept
7 final rates and charges set by the Commission unless
8 they produce less revenue than the existing rates and
9 charges.

10 If you decide to protest and the protest is
11 filed in a timely fashion, a hearing would be held in a
12 service territory or as close as possible. The hearing
13 would be before at least three Commissioners. The
14 utility and protesting parties will litigate the issues.
15 Customers can testify before the Commissioners. If you
16 decide to testify, you are responsible for filing the
17 testimony. You, as the customer, will incur expenses.
18 Prudently incurred costs incurred by the utility can be
19 passed along to the customers through rates. This is a
20 timely and expensive process.

21 Now I'm going to talk a little bit about
22 Crooked Lakes, Crooked Lake Park's SARC. The slide
23 you're looking at now represents the operating income.
24 Based on staff's analysis of the unaudited books and
25 records during the test year, the utility showed a net

1 loss of \$24,648. Based on our analysis of the audited
2 books and records for Phase I, the utility has a net
3 income of \$12,348 and \$53,221 for Phase II.

4 **UNIDENTIFIED SPEAKER:** Excuse me. What is
5 Phase II? Is it defined anywhere?

6 **MS. BRUCE:** Sir, if you -- did you sign up to
7 speak?

8 **UNIDENTIFIED SPEAKER:** Yes.

9 **MS. BRUCE:** If you let me finish the
10 presentation, we'll talk about it.

11 **UNIDENTIFIED SPEAKER:** All right.

12 **MS. BRUCE:** Thank you. I appreciate it.

13 The next slide represents the wastewater
14 rates, the current and proposed rates. Currently you
15 pay a monthly BFC of \$15.46 for all meter sizes. The
16 bulk rate for College Park is \$1,546. This rate is
17 determined by the number of customers times the BFC.
18 And your gallonage charge is \$3.06 per 1,000 gallons,
19 which includes the 8,000 gallon gallonage charge.

20 On a going-forward basis, staff recommends a
21 BFC of \$15.50 for all meter sizes. College Park,
22 \$1,550, and gallonage cap which includes 6,000
23 gallons -- I'm sorry, I'm sorry -- a \$3.81 gallon charge
24 per 1,000 gallons, which includes a \$6,000 cap --
25 6,000-gallon cap. I'm sorry.

1 I want to explain what this gallonage cap is.
2 The gallonage cap indicates or recognizes that not all
3 the wastewater -- water -- that not all the water sold
4 returns to the wastewater system. We assumed that
5 80 percent of the water does not return. We assumed
6 that the extra 20 -- that 20 percent is for irrigation,
7 washing, boat washing, or things of that nature. And
8 based on our analysis of the billing data, it shows that
9 we capture 80 percent of those gallons at 6,000 gallons.
10 So with that being said, we are recommending that the
11 gallonage cap be set at 6,000 gallons.

12 For Phase II staff is recommending \$20.88 for
13 the BFC for all meter sizes. And for College Park,
14 again that would be \$22,088, and again that's the
15 100 customers times the BFC. And on a going-forward
16 basis for Phase II for the gallonage charge we recommend
17 \$5.32.

18 The slide you're looking at now represents the
19 wastewater bill comparison at various levels of
20 consumption for the current and preliminary rates.
21 Based on our analysis of the billing data, your average
22 consumption is about 3,500 gallons. So with that being
23 said, you can look at the 3,000 consumption level, and
24 with the current rates that you have now you pay about
25 \$24.64. On a going-forward basis for Phase I you'll pay

1 \$26.93, and for Phase 2, \$36.84. And for those of you
2 that may go over, I'm going to give you a few, just a
3 few minutes or so just to look at the chart just to give
4 you an idea of what you use.

5 Let me explain Phase 2. I'm sorry. Phase 2
6 are the rates that the, that are designed to pay the
7 future cost of the pro forma items that the utility is
8 recommending. The pro forma items are items that
9 they're trying to get in compliance with DEP. So,
10 again, those rates will represent those items that would
11 be added on as plant addition.

12 **MS. BUYS:** The company, there's a wastewater
13 treatment plant modification, and that's to be in
14 compliance with DEP for their permit which was issued in
15 2013. There's collection system mapping and cleaning,
16 which will help locate the lines and would replace -- so
17 they can be replaced and have a better flow to the main
18 station. There's also replacement of an electrical
19 control panel to fix floating, sticking, and failure at
20 a lift station. And these are all to be in compliance
21 with DEP. DEP is requiring this so they can be in
22 compliance.

23 **MS. BRUCE:** Okay. Thank you, Penny.

24 Crooked Lake's SARC is scheduled to be filed
25 on September 22nd, 2014, and it's scheduled to be heard

1 at the Commission Conference on October 2nd, 2014.
2 Again, the Commission may either approve, deny, or
3 modify staff's recommendation.

4 As a customer, what can you do? You can
5 provide comments at today's meeting, provide written
6 comments, obtain a copy of staff's recommendation, and
7 monitor the agenda.

8 As you all walked in this evening, you all
9 should have received a Special Report. This report
10 indicates the docket number, and I'll explain to you in
11 a few minutes what the docket -- why the docket number
12 is so important.

13 But on the back of this form is a consumer
14 comment section. For those of you that do not wish to
15 speak tonight, you can fill out this form and it carries
16 the same weight as an oral comment. You can fill this
17 out and put a stamp on it and send it back to the
18 Commission.

19 For those of you that wish to obtain a copy of
20 the recommendation, you may go to www.FloridaPSC.com,
21 click on the Clerk's Office tab, and type in that docket
22 number, and everything in the docket will show up, and
23 the recommendation will be there as well. For those of
24 you -- on the day of the agenda you can go to the
25 Conferences and Meeting Agendas, click on the red

1 button, and the screen will come up.

2 The Office of Public Counsel, they're your
3 advocate before the Commission. If you have any
4 concerns that you feel that have not been addressed,
5 you may call 1-800-342-0222 or you may go to
6 www.FloridaOPC.gov. Also, the Commission has a consumer
7 hotline. If you have any concerns regarding quality of
8 service, billing, metering or such, you may contact the
9 Commission at 1-800-342-3552.

10 This concludes my slideshow presentation. I
11 would like to give you a few reminders before we get
12 started.

13 One, the meeting is being recorded. Customers
14 will be called in the order that they signed up. Come
15 forward to the microphone when your name is called, give
16 your name -- well, we don't have a microphone, so you'll
17 just stand up. I'm sorry. You'll just stand up. I'm
18 sorry. Give your name, address, and please spell your
19 last name.

20 The first person we have to speak is Mr. Ray
21 George.

22 **MR. GEORGE:** Ray George, I live at
23 4610 Caloosa Lake Boulevard in Caloosa Lake Village.
24 And my first comment is I still have no definition in
25 terms of time what Phase II, and that's a substantial

1 increase of 25 percent. Is there any sense -- what is
2 the sense of time between recommended rate Phase I and
3 Phase II.

4 **MS. BRUCE:** The utility was required to, I
5 guess, make repairs to the plant and they were in some
6 trouble with DEP. So to put, to get the utility back
7 into compliance, they're required to make these
8 additions.

9 **MS. HUDSON:** The utility has 12 months,
10 typically allotted 12 months to complete the pro forma
11 addition. So once Phase I are -- once the Commission
12 issues their order, they have 12 months from that date
13 to get the items completed and verify that they were
14 done, and then Phase II rates could be put in place.

15 **MR. GEORGE:** So maybe a year, maybe two. And
16 there is reference in both of these to Crooked --
17 College Park sewage, Crooked Lake Sewage Company. It is
18 the same thing. And it's also the same for Caloosa Lake
19 Village.

20 **MS. HUDSON:** It's our understanding that
21 College Park is a mobile home park?

22 **MR. GEORGE:** Yes.

23 **MS. HUDSON:** And you're saying?

24 **MR. GEORGE:** Caloosa Lake Village is an
25 immobile park, and Crooked Lakes is a house park, but

1 they're all three served by the same water company and
2 sewer company.

3 **MS. HUDSON:** Correct.

4 **MR. GEORGE:** And the other part is we have no
5 sewerage beefs but everything here makes you believe we
6 do. We have water reuse.

7 **MS. HUDSON:** Right. Wastewater is billed --

8 **MR. GEORGE:** Which is why I understand why
9 80 percent is a good, probably a pretty close figure
10 (inaudible). But is this also going to apply to the
11 water rates?

12 **MS. HUDSON:** Your water, the wastewater bill
13 that you currently pay now is based on your water usage,
14 and I believe your water company is Park Water.

15 **MR. GEORGE:** Yes.

16 **MS. HUDSON:** So whatever water -- those
17 billings are --

18 **MR. GEORGE:** But they're billed separately.
19 Water is listed separately and sewage is billed
20 separately.

21 **MS. HUDSON:** Right. But they use the meter
22 readings, they use the meter readings --

23 **MR. GEORGE:** Right.

24 **MS. HUDSON:** -- to determine your wastewater
25 bill.

1 **MR. GEORGE:** But I'm talking about the charge
2 amount. Is it going to go on the water part too?

3 **MS. HUDSON:** It's going to be on your
4 wastewater side. We're not here -- Park Water is a
5 separate utility. They're not in currently for a rate
6 case. It would be on your water side -- I mean, your
7 wastewater side.

8 **MR. GEORGE:** It's a separate utility but they
9 own the meters. There is no sewer meters.

10 **MS. HUDSON:** They do the billing for Crooked
11 Lake.

12 **MR. GEORGE:** For both.

13 **MS. HUDSON:** Right.

14 **MR. GEORGE:** That's why I'm asking, because
15 that's no mention of --

16 **MR. HOUK:** Well, the sewer rates that you're
17 being charged for are based on your water usage, and
18 that's where your meter is. And Park Water Company
19 reads the meter and then they bill for your water and
20 sewer usage.

21 **MR. GEORGE:** I understand.

22 **MR. HOUK:** So this, this letter, this meeting
23 is all about increasing the sewer portion of that.

24 **MR. GEORGE:** My question is is that going to
25 apply to the water portion? The answer --

1 **MS. HUDSON:** Is no. And can we get your name,
2 sir?

3 **MR. HOUK:** Wally Houk.

4 **MS. HUDSON:** Okay.

5 **MR. GEORGE:** That's all I have.

6 **MS. BRUCE:** Our next speaker is Mr. Wally
7 Houk. And thank you so much, Mr. George.

8 **MR. HOUK:** My name is Wally Houk. I live at
9 4738 Easton Street, Crooked Lake Park.

10 The first question I have is I would like to
11 call attention to the letter that was sent out dated
12 June 27th. On page 2 under background, the last
13 sentence of paragraph -- of the first paragraph, it
14 denotes that gross revenues were 129,567, total
15 operating expenses, 126,602, resulting in a net loss of
16 2,966.

17 My first question would be after you cited the
18 numbers in the financial portion, none of these numbers
19 agreed with anything I saw on that.

20 **MS. BRUCE:** Now that shouldn't be net loss.
21 That's, that's a mistake. It is incorrect. It should
22 be net income.

23 **MR. HOUK:** And that was my second question.
24 Okay. All right. For the record. So the guys made
25 money.

1 **MS. BANKS:** But they are two different periods
2 of time you're looking at. The rate of what you're
3 looking at is set on a June basis.

4 **MR. HOUK:** Okay. Okay.

5 **MS. BANKS:** That is a year end number, so they
6 won't match.

7 **MR. HOUK:** Okay. Okay. All right. The first
8 thing I'd like to do, if I may, is poll the audience
9 since they're customers of the water and/or sewer
10 company and find out how many, including myself, are
11 presently hooked up to the sewer system. Raise your
12 hand. So about half the group, maybe a little more than
13 half the group is currently using the sewer system with
14 Crooked Lake Park Sewerage Company.

15 Now my next question, if I may, is ask that
16 same group how many of them have had problems with
17 their, including myself, with the sewer getting stopped
18 up, the mainline getting stopped up in the last year or
19 two, three, four, five. So you've had problems with the
20 sewer?

21 **UNIDENTIFIED SPEAKER:** (Inaudible).

22 **MR. HOUK:** Okay. A smaller number has been
23 affected that way. And I -- my observation would be
24 that the, the sewer line is inadequate. When it was
25 installed many years ago -- if I'm not mistaken, I've

1 had my plumbers tell me that the mainline is only a
2 4-inch line, and that's the line leading from my house
3 to the sewer is a 4-inch line. So it stands to reason
4 if you've got a number of homes and/or mobile homes
5 putting the waste material from their homes into the
6 main, that that mainline should be bigger. Now I don't
7 know what the code is these days, but I think it's too
8 small and there definitely needs to be some
9 improvements, which is a good segue into my next
10 question.

11 I think the engineer touched on it, the reason
12 for the increase in the fees in Phase II are to maybe
13 retrofit some of those smaller lines. I hope that's, I
14 hope that's part of the planning for the, for the
15 increase.

16 **MS. BANKS:** Just an aside, can you tell us
17 when was the most recent time you had that problem?

18 **MR. HOUK:** I sure can. It was Tuesday,
19 July 8th, two weeks ago. And I can -- I hooked up to
20 the sewer line, my best guess would be about 13 years
21 ago. And I was on a septic system and I was having a
22 lot of problems with it. And I didn't even know I had
23 access to a sewer main. It turns out that it was
24 already put in right down in my backyard in the
25 right-of-way. So I'm thinking, oh, boy, this is going

1 to be great. I can hook up to the sewer and no more
2 sewer problems. Well, that hasn't worked out because in
3 a 13-year period I've probably had the plumbers out to
4 my house at least ten times, I'd say ten to 12 times.
5 So almost once a year I've had a problem with that. And
6 I'm so good at it now I can, I know exactly what's
7 happening when it's starting to --

8 **MS. BANKS:** Did you -- have you -- do you
9 contact the company when that happens?

10 **MR. HOUK:** Well, I understand there's a new
11 process. I call my plumbers, which is A. D. Baynard in
12 Lake Wales, and they're the best. They're reasonable,
13 they're professional, and they do great work. And they
14 are so familiar with that line they know right where to
15 go and what to do and they've got it going.

16 But I understand the process now is that they,
17 when I call them, they have to call the new owners of
18 the sewer company and get approved as to whether or not
19 they're going to, is it okay to go out and, you know,
20 unplug or unclog the line. The plumbers have to get
21 assurance from them that they're going to get their
22 money or I'm going to have to pay for it even if it's on
23 the sewer main, which is not my responsibility.

24 **MS. BANKS:** Correct. Have these blockages
25 been in the main?

1 **MR. HOUK:** Yes, ma'am.

2 **MS. BANKS:** So, okay, so that is kind of
3 interesting that they've been working on, plumbers have
4 been working on utility property.

5 **MR. HOUK:** Well, yeah. I guess that's, the
6 previous owner, I guess that's the arrangement, an
7 arrangement they had. I'm not sure.

8 **MS. BANKS:** Okay. Okay.

9 **MR. HOUK:** But I can tell you that before I
10 would call the plumbers, they're out, they've got it
11 fixed within a few hours, and everybody is happy. You
12 know, they get, they get paid and everything. They,
13 they would bill the sewer company directly. And now
14 with the new ownership, which I don't know what they,
15 where they are, they're either in Brandon or Tampa, I
16 think. And so I don't know what the conflict is. But
17 just a couple of weeks ago I had them out, and they got
18 approval from the new owners and they came out and fixed
19 it.

20 But, yeah, about probably once a year since
21 I've been hooked up to it. That's an average. There
22 have been times when it was a couple of times in a
23 single year. If it happens just once, I can tell you
24 it's inconvenient.

25 **MS. BANKS:** Certainly. Certainly.

1 **MR. HOUK:** Because you can't flush the toilet,
2 you can't take a shower or bath because the water just
3 doesn't drain out, and you've got all kinds of stuff
4 gurgling up in the toilet. It's very (inaudible).

5 So that would be, one of my main questions
6 would be that there's going to be some improvement in
7 the sewer main itself. I was surprised that more people
8 here aren't having problems with it. I'm wondering if
9 it's just maybe the location where I'm at, maybe the
10 pipe is not running downhill.

11 Interestingly enough, another thing I found
12 out, I live on Easton Street, which runs north and
13 south. And the sewer company is north of me, but the
14 line in my backyard actually flows to the south. And it
15 makes a turn about three houses down, makes a turn
16 toward an alleyway, and then it makes another turn to
17 the south, and then it turns back east and goes to the
18 lift station. And I believe that's on (inaudible), but
19 maybe -- what's the next street over, Benton?

20 **UNIDENTIFIED SPEAKER:** (Inaudible).

21 **MR. HOUK:** I think there's (inaudible). Okay.
22 And then it flows back north and takes it back. So, you
23 know, that's a classic case if you go outside and get
24 (inaudible). But whatever, it's just not working I'd
25 say as efficiently as it probably should. Because

1 that's, I think that's too much incidence of occurrence,
2 you know, ten or 12 times in a 12- or 13-year period.
3 So I hope that the -- the substantial increase, that's
4 a 38 percent increase for me going from Phase I to
5 Phase II, so I would hope that that would include
6 retrofitting or at least looking into that issue with an
7 inadequate size line.

8 A question I also had, I've not researched
9 this, but I know it's been a slow and long process in
10 rate increases and they haven't been too substantial
11 that I recall in the past ten years or so, but does
12 this, does the Phase II rate, is that more comparable to
13 what other municipalities or cities or sewer systems are
14 charging or is this -- I don't know. I haven't
15 researched it. Compared to the city of Lake Wales, for
16 instance, what they charge for sewer, sewer rates.

17 **MS. HUDSON:** I don't know off --

18 **UNIDENTIFIED SPEAKER:** It's 3.47 per 1,000
19 gallons.

20 **MR. HOUK:** Sir?

21 **UNIDENTIFIED SPEAKER:** The city charges 3.47
22 per 1,000 gallons.

23 **MR. HOUK:** For sewer?

24 **UNIDENTIFIED SPEAKER:** Yes.

25 **MS. BANKS:** There's a lot of distinction

1 between a municipal system and a government-owned
2 system.

3 (Simultaneous conversation.)

4 They don't, they don't pay property taxes,
5 they don't pay income taxes. There's also typically a
6 larger customer base in which to spread the cost. So
7 when you're having a small utility it's harder to absorb
8 that as opposed to if you had several thousand customers

9 **MR. HOUK:** Okay. Okay. All right. Well,
10 while we're talking about it, is that what you said,
11 some of the things that would be included, why the
12 substantial increase?

13 **MS. BANKS:** Most of that increase has to do
14 with the surge tank and the digester tank and the sludge
15 bed. That is the biggest cost, that \$393,000, to become
16 compliant with DEP.

17 **MR. HOUK:** Okay.

18 **MS. BANKS:** They also plan to -- a mapping
19 system, which they don't have, to currently identify
20 which lines need to be improved, replaced. And that's
21 what they're talking about, they have to identify them
22 first.

23 **MR. HOUK:** Okay.

24 **MS. BANKS:** And then, and clean them. And so,
25 and that cost right there is 50,000, and then the

1 electrical, electric control panel is about \$6,000.
2 That's a smaller amount. But first we have to, the
3 company has to identify where the lines are, the
4 condition, and what needs to be replaced. And
5 probably --

6 **MR. HOUK:** 4738 Easton Street, I can tell you.

7 **MS. BANKS:** I suspect, I suspect they're
8 taking notes right now.

9 **MR. HOUK:** Okay. And these folks (inaudible).
10 Yeah.

11 All right. I think that's all I've got. And
12 we know -- one of my questions was when Phase II would
13 take place, so we know it's anywhere from a year to two
14 years, year and a half.

15 **MS. BRUCE:** A year to a year and a half, 18
16 months.

17 **MR. HOUK:** Okay. That's it for me.

18 **MS. BRUCE:** Thank you so much, Mr. Houk.
19 Thank you so much for your comments.

20 **UNIDENTIFIED SPEAKER:** Can I have my name put
21 on the list?

22 **MS. BANKS:** Certainly. Absolutely.

23 **MR. KIPE:** Sam Kipe.

24 **MS. BUYS:** What is your last name?

25 **MR. KIPE:** Kipe, K-I-P-E. I didn't want to

1 speak out of turn.

2 **MS. BANKS:** Certainly. And actually --

3 **MS. BRUCE:** Mr. Kipe, you can stand up. Yes.
4 Thank you. Did I pronounce it correctly?

5 (Simultaneous conversation.)

6 **MR. KIPE:** I didn't know if there was anybody
7 before me.

8 **MS. BANKS:** There wasn't.

9 **MR. KIPE:** I'll try to make this as short and
10 sweet as I can. A question, we have a gentleman that
11 works for us -- I'm a Plant Manager at Chemical
12 Containers -- and he just happens to be in the hospital
13 right now and he lives on Easton Street.

14 **UNIDENTIFIED SPEAKER:** That must be Richards.

15 **MR. KIPE:** P.G. Richards. And just talking
16 with him prior to him being hospitalized unexpectedly,
17 he was talking to me about he is on a septic system. So
18 when it comes to this billing -- and he doesn't know I'm
19 asking this question -- but when it comes to this
20 billing, how is Mr. Richards' bill going to work?

21 **MS. BANKS:** It will not change. He's only
22 being billed for water. That's all he'd be billed for.

23 **MR. KIPE:** Okay. Then reverse it. I think
24 (inaudible) ready for this. Chemical Container has a
25 septic system, a really nice septic system. So, I mean,

1 I'm not the Chief Financial Officer, I'm just a Plant
2 Manager, so are we going to be billed for water and
3 sewer or how is that going to be handled?

4 **MS. BRUCE:** Repeat that scenario again. It
5 sounds like you said --

6 **MS. BANKS:** He's on a septic -- they're on a
7 septic.

8 **MR. KIPE:** They're on septic. Okay. So the
9 same question I just asked for Mr. Richards, is --

10 **MS. BRUCE:** And the same answer. It's the
11 same answer.

12 **MR. KIPE:** Same answer?

13 **MS. BRUCE:** Yes.

14 **MS. BANKS:** Yes.

15 **MS. BRUCE:** Thank you so much, Mr. Kipe.
16 Could you spell your last name again, please?

17 **MR. KIPE:** K-I-P-E.

18 **MS. BRUCE:** Okay. Is there anybody else that
19 wishes to speak? If not, this concludes our meeting.
20 And we'll be around packing up, so if you all can think
21 of anymore questions, we'd love to talk with you. And
22 thank you all so much for attending.

23 **MS. BANKS:** And you can also, if you want to
24 fill out those forms, you know, we'll be here for a
25 little bit. So if you want to go ahead and hand them in

1 rather than worrying about mailing them in, that's fine
2 too. We'll take them with us.

3 (Customer meeting concluded at 6:40 p.m.)
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STATE OF FLORIDA)
 : CERTIFICATE OF REPORTER
COUNTY OF LEON)

I, LINDA BOLES, CRR, RPR, Official Commission Hearings Reporter, Hearing Reporter Services Section, Office of Commission Clerk, do hereby certify that the foregoing proceedings were transcribed from digital recording to the best of my ability.

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' attorneys or counsel connected with the action, nor am I financially interested in the action.

DATED this 29th day of August, 2014.

Linda Boles

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