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April 1, 2024
via e filing

Adam Teitzman, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 20240023-WS - Application for certificates to provide water and wastewater service and approval of initial rates and charges in Lake County, by North Lake County Water & Sewer Company LLC

Dear Mr. Teitzman:

On behalf of North Lake County Water & Sewer Company LLC (“Utility”) this letter is the response to Staff’s First Data Request dated March 29, 2024.

1. Please provide all Excel files used in creating Schedules No. 1 through No. 8, including support schedules, of the Utility’s application.

Response: The Excel files will be provided directly to Staff.

2. Schedule Nos. 3A and 3B provide estimated Water and Wastewater Operations & Maintenance Expenses at 80 Percent capacity. Please provide all methodology and calculations used to develop the estimated expenses.

Response:

Contract Services - Plant Operations

Based on operations costs of comparable utilities of \$2500 per month each for water and wastewater, plus 2.5% inflation to 2029 when 80% is reached.

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Contract Services – Billing

From attached Meter Reading and Billing Services Agreement, \$10 per meter per month each for water and wastewater, plus 2.5% inflation to 2029 when 80% is reached

Contract Services – Engineering

Conservative estimate of \$2500 per year each for water and wastewater, plus 2.5% inflation to 2029 when 80% is reached

Contract Services – Accounting

Conservative estimate of \$2500 per year each for water and wastewater, plus 2.5% inflation to 2029 when 80% is reached

Should you or Staff have any questions regarding this response please do not hesitate to contact me.

Very truly yours,

/s/ Martin S. Friedman
Martin Friedman

MSF:

Cc: Jacob Veughn (via email)
Ryan Sandy, Esquire (via email)



Meter Reading and Billing Services Agreement

This Service Agreement is entered between The Falls at Drakes Point, a company whose mailing address is TBD (hereinafter the "Customer"), and RCM Utilities, LLC, a Florida company, with a registered address located at 100 W. Mills Ave, Eustis, FL 32726 (hereinafter the "Contractor").

Whereas, Contractor and Customer desire to enter a binding relationship in which Contractor will provide meter reading and billing services as described in the attached scope of work and fee schedule.

Customer will receive invoices based upon the billing/payment schedule contained in the applicable Statement of Work. Invoices will contain a description of the Services provided. Invoices are due and payable within 30 days of Contractor's invoice date. Interest may be charged on all amounts unpaid after 60 days at the annual rate of 1-1/2 percent per month or the highest legal rate, whichever is lower. If any invoice is not paid when due, Contractor may suspend provision of Services and/or Deliverables without liability or penalty until final resolution of the matter.

Contractor provides a one (1) year warranty for all supplied material and workmanship.

If Customer's acts or failure to act causes Contractor to delay or suspend performance of Services, Contractor will make a reasonable attempt to continue performance of services or will extend personnel's working hours to complete services as described in the scope of work below at the Customer's cost.

The term of this Agreement shall commence on this ____ day of _____ 202__ and shall continue until the last day of December, 202__ or until terminated in writing by one of the parties allowing a minimum of 30-day notice.

Christopher R. Creech, President
MGR. RCM Utilities, LLC

Signature of Authorized Representative

Printed Name & Title



Scope Of Work

Contractor to provide the below meter reading and billing services at a rate of **\$10.00** per home and **\$10.00** per meter for any other buildings or structures, per monthly billing period.

Meter Reading & Billing Services:

- Manually read each meter and record readings in our software (includes re-reads)
- Print and mail, or email utility bills (online portal for 24/7 access is provided)
- Receive, post, and deposit money into financial account provided by Customer
- Follow up on delinquent accounts per guidelines set forth by Customer including:
 - Late notices & 5 Day Notices via automated calls
 - Collect Dishonored Payments by Phone & Certified Letter (see Clerical Service Charges)
- Provide customer, usage, and financial reports with each billing as well as annual reports and reports as needed
- Provide customers a point of contact for billing, usage, and maintenance inquiries
- Clerical services (available hourly for labels, print/audit reports, copies)
- Provide customers with an online portal for statement review and an online payment option

RCM Utilities provides one on one customer service for each resident of your community and any HOA Board members. We handle everything in our local office, and our team strives to build a rapport with each caller. We are here to assist with questions, high water use counseling, Estoppel type letters to collect final bills at closing, and other account related items.

We can, at the hourly clerical rate, provide and add to a regular billing, copies for Water Quality Reports or HOA meeting notices and assist your with a Water Tariff and billing fees to the residents. If water is shut off for non-payment, a door hanger is left on the front door at the time of service interruption (techs cannot accept payment in the field). The online payment or auto draft payment option through the portal, has small convenience fees that the resident pays.

Trip Charge:

*The Trip Charge covers any instance where a field visit is needed outside of the normal meter reading date such as a new resident moving in, disconnection of service for any reason, reconnection of service for any reason and to place door hangers when customer has not responded or has not provided contact information.

There are two Trip Charge line items:

- Trip Charge during normal business hours at a rate of **\$75.00**
- Trip Charge after normal business hours at a rate of **\$100.00**

*This does NOT apply to read verifications which are included as a part of the standard Meter Reading and Billing service.



Meter Reading and Billing Schedule:

Meters to be read normally between the 26th and 29th of every month and bills to be mailed / made available online to the customers by the 5th of the month following the reading. Monthly due date will be 4pm on the 25th of the month after the meter read; late fees apply on the 26th and a second late fee 10 days later, after these two fees a five days notice is issued for any delinquent residents.

Water System Maintenance:

Out of normal scope of supply water system maintenance items shall be handled on a time and material or quoted basis, to include, but not limited to:

- 5-year FDEP hydro-pneumatic tank inspections
- Annual hydro-pneumatic tank Interior visual inspection
- Main and service water line breaks
- Pump and tank replacements
- Water treatment plant service calls

Clerical Service Charges:

- Outside of scope **clerical services** shall be billed at **\$25** per hour.
- Mailing labels shall be printed at \$.25 per sheet plus clerical time.
- Copies for mailings** (annual meetings, Tariff changes, etc.) 4 cents ea B&W, 6 cents ea color
- Certified Letters** required by FL Statutes for Dishonored Payments billed at **USPS Prices**.
- Automated calls outside of the normal scope**, using Call Fire, upon request of Customer will be billed at \$0.10 per call (meeting reminders for example).

In-Field Labor Charges:

(1) Service technician and truck, normal business hours:	\$95.00/hour
(1) Service technician, (1) helper and truck, normal business hours:	\$175.00/hour
(3) Service technicians and a truck, normal business hours:	\$200.00/hour
(1) Service technician and truck, after hours:	\$140.00/hour
(1) Service technician, (1) helper and truck after hours:	\$240.00/hour
(3) Service technicians and a truck, after hours:	\$280.00/hour



Clarifications:

- 1) Residents shall contact RCM Utilities for billing questions, concerns, stop/start service.
- 2) The Falls at Drakes Point to supply the following information to the contractor:
 - Bank account at one of these banks: Truist, Chase, USB, Wells Fargo
 - Printed Deposit Slips (several books)
 - A Self-Inking Deposit Stamp
 - Customer lists with phone numbers and email addresses
- 3) All unreadable or inaccessible meters shall be repaired and/or corrected upon discovery.
- 4) Broken meter boxes and/or lids that are a safety issue will be corrected upon discovery.
- 5) Meters replaced at any other time other than during meter reading will be billed at time and materials, but not less than the rate stated below.
- 6) Reconnections/Turn on's are only done Monday through Friday (normal business days). Same day reconnect for accounts paid before 2pm otherwise it is the after hours fee. We do not restore service weekends or holidays.

Meter Replacements:

Size TBD Meter (includes 30 minutes labor) \$TBD
 (Done at the time of meter reading. Additional parts & labor billed as time & materials in addition to the meter cost above.)

Water Meter Repairs & Other Charges:

Meter Box Lid Replacement (Lid Only) Includes Labor	\$ 70.00
Meter Box Replacement & up to 1 hour of Labor	\$170.00
Field Test Meter	\$ 95.00
Additional Field Tests done (all done on the same day)	\$ 22.00
Raising or Moving a Meter	Time & Materials



Residential Schedule of Fees

Per Month	Tariff Charge	Cost	Retained Earnings
Application Fee		75.00	
Deposit (for 2 yrs if in good stand)			
Utility Tax 10% if applicable			
Water Base Charge Incl 5,000 gals			
Potable 6,000 to 20K gallons	Per each 1,000 gals		
Potable 21 – 40K gallons	Per each 1,000 gals		
Potable 41 – 60K gallons	Per each 1,000 gals		
Potable Over 61K gallons	Per each 1,000 gals		
Sewer Base Charge per Month			
Sewer up to 40K gallons	Per each 1,000 gals		
Sewer Over 41K gallons	Per each 1,000 gals		
Irrigation Lake Water			
Irrigation Base Fee			
Up to 20K gallons	Per each 1,000 gals		
Over 21K gallons	Per each 1,000 gals		
Water Availability Fee (Inactive Acct)			
Premise Visit (Door Hanger, Etc.)		75.00	
Violation Disconnect		75.00	
Violation Reconnection		75.00	
After Hours Reconnection		100.00	
Tampered Lock Fee		20.00	
*Returned Check Charge	Per Florida Statute		
*Returned Electronic Item	\$30.00	\$15.00	15.00
Meter Re-read Fee (after 1 free)	95.00	75.00	20.00
Due Date 25 th of the month:			
1st late notice giving 10 days	10.00	0	10.00
2nd late notice giving 10 days	20.00	0	20.00

*Return check items will be processed according to the Florida Statute for dishonored items and the Wedgewood will incur USPS postage for mailing a certified return receipt letter.