

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: October 1, 2024
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 20240068.

RECEIVED-PPSC
2024 OCT -2 AM 9:04
COMMISSION
CLERK



Important Notice Enclosed



PO BOX 160609
Altamonte Springs, FL 32716

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ERNEST TRAWLE
709 COTTAGE PARK LN
LEESBURG FL 34748-8776

BEFORE THE PUBLIC SERVICE COMMISSION

INITIAL CUSTOMER NOTICE

TO THE CUSTOMERS OF
SUNSHINE WATER SERVICES COMPANY
AND
ALL OTHER INTERESTED PERSONS

RE: DOCKET NO. 20240068-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN
CHARLOTTE, HIGHLANDS, LAKE, LEE, MARION, ORANGE, PASCO, PINELLAS,
POLK AND SEMINOLE COUNTIES BY SUNSHINE WATER SERVICES COMPANY

DATED: AUGUST 29, 2024

BACKGROUND

Sunshine Water Services Company (the "Utility") is a water and wastewater utility whose offices are located at 200 Weathersfield Avenue, Altamonte Springs, FL 32714. The Utility's water and wastewater facilities are located in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole Counties, Florida.

On June 28, 2024, the Utility filed an application with the Florida Public Service Commission (Commission) for increased water and wastewater rates for its customers in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole Counties. The application was assigned Docket No. 20240068-WS and August 1, 2024, was established as the official date of filing.

The Utility is requesting a rate increase because the existing rates do not provide sufficient revenues to cover the reasonable expenses of operations on a going-forward basis and an opportunity to earn a fair return on the Utility's investment in used and useful property for the public use, and to replace aging infrastructure. The rate of return on equity requested in this proceeding is 10.36%, calculated using the Commission-approved formula. The overall return requested (the weighted cost of debt and equity) is 7.478%. According to its books, the Utility states that its current overall rate of return without a rate increase is 3.05% for the water system and 4.18% for its wastewater system. The Utility's last rate proceeding was in Docket No. 20200139-WS utilizing a historic December 31, 2019, test year. That proceeding culminated in Order No. PSC-2021-0206-FOF-WS, issued June 4, 2021, Request for Reconsideration was denied by Order No. PSC-2021-0373-PAA-WS issued on September 28, 2021.

The Utility has incurred and will incur additional operating costs and substantial capital investment. Copies of the Minimum Filing Requirements (MFRs), the Rate Case Synopsis, and the Utility's application are available for inspection on the Florida Public Service Commission website at:

<https://www.psc.state.fl.us/clerks-office-dockets-level2?DocketNo=20240068&TabNumber=5>



INTERIM/FINAL RATES

The Utility is not requesting interim water and wastewater rates. The Utility’s current and requested final water and wastewater rates are attached to this Notice. The final water and wastewater rates are subject to change based on information gathered at the technical and customer hearings, and the final decision by the Commissioners.

SERVICE AVAILABILITY CHARGES

The only changes the Utility is requesting to its service availability charges is the increase its meter installation fee to \$591.83 for a 5/8” meter to reflect the current cost of meters and related facilities. Even though not requested to do so, the Commission may review and adjust service availability charges. Service availability charges do not apply to existing customers.

PROCEDURES AFTER CUSTOMER MEETINGS

The following tentative schedule was established by the Commission for the remaining major events in the Utility’s rate case (customer hearings will be scheduled and you will be provided with a separate notice of their dates, times, and locations, some of which will be held telephonically):

<u>Schedule Item</u>	<u>Due Dates</u>
Prehearing Conference	01/02/2025
Customer Service Hearings	10/07-11/2024
Technical Hearing	02/11-13/2025
Briefs Due from Parties	03/14/2025
Staff Recommendation	03/20/2025
Agenda Conference on Final Rates	04/01/2025

HOW TO CONTACT THE COMMISSION

Any person who wishes to comment or provide information to Commission staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to this address:

Florida Public Service Commission
Director, Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

A courtesy copy of written comments and complaints is not required, but may be mailed or emailed (preferred) to the following:

Martin S. Friedman, Esquire
Dean Mead
420 S. Orange Ave., Suite 700
Orlando, Florida 32801
mfriedman@deanmead.com

All correspondence should refer to "Docket No. 20240068-WS, Sunshine Water Services Company". Your letter will be placed in the correspondence file of this docket. You may also submit comments through the Florida Public Service Commission's toll-free facsimile line at 1-800-511-0809, or the Commission's website available at <http://floridapsc.com/ConsumerAssistance/ComplaintForm>.

Complaints may also be made by phone to the Office of Consumer Assistance and outreach at 1-800-342-3552, submitted through the Public Service Commission's toll-free facsimile line at 1-800-511-0809, or the Commission's website available at: <http://www.floridapsc.com/consumers/complaints/index2.aspx>

This notice was prepared by the Utility and approved by Commission staff for distribution by the Utility to its customers. If you have any questions, please call the Utility's office at 866-842-8432.

Sunshine Water Services Company



WATER RATES

	Utility's Existing Rates	Utility's Final Requested
<u>Residential and General Service</u>		
Base Facility Charge by Meter Size		
5/8" x 3/4"	\$13.57	\$16.63
3/4"	\$20.36	\$24.95
1"	\$33.93	\$41.58
1-1/2"	\$67.85	\$83.15
2"	\$108.56	\$133.04
3"	\$217.12	\$266.08
4"	\$339.25	\$415.75
6"	\$678.50	\$831.50
8"	\$1,085.60	\$1,330.40
10"	\$1,967.65	\$2,411.35
Charge per 1,000 gallons - Residential Service		
0-4,000 gallons	\$1.90	\$2.33
4,001-12,000 gallons	\$2.84	\$3.49
Over 12,000 gallons	\$4.76	\$5.84
Charge per 1,000 gallons - General Service		
	\$3.23	\$3.96
<u>Private Fire Protection Service (PFP)-</u>		
<u>Annual</u>		
1 1/2"	\$67.85	\$83.15
2"	\$108.56	\$133.04
3"	\$217.12	\$266.08
4"	\$339.25	\$415.75
6"	\$678.50	\$831.50
8"	\$1,085.60	\$1,330.40
10"	\$1,967.65	\$2,411.35

Wastewater Rates

	Utility's Existing Rates	Utility's Requested Final Rates
<u>Residential Service (RS1)</u>		
All Meter Sizes	\$34.99	\$40.59
Charge per 1,000 gallons (8,000 gallon cap)	\$5.59	\$6.48
<u>Residential Service (RS2) Mid-County & Tierra Verde</u>		
All Meter Sizes	\$70.01	\$81.22
Charge per 1,000 gallons (16,000 gallon cap)	\$5.59	\$6.48
<u>Residential Service (RS3)</u>		
Flat Rate-unmetered wastewater only	\$62.95	\$73.03

Residential Service (RS4) Mid-County & Tierra Verde

Flat Rate-unmetered wastewater only \$125.91 \$146.07

Residential Reuse Service (RRS1)

All Meter Sizes \$10.21 \$11.84

Charge per 1,000 gallons \$1.92 \$2.23

Bulk Service (BS1) DeeAnn Estates HOA

All Meter Sizes (58 ERCs) \$2,029.42 \$2,354.22

Charge per 1,000 gallons \$5.59 \$6.48

General Service (GS1)

Base Facility Charge by Meter Size

5/8" x 3/4" \$34.99 \$40.59

3/4" \$52.49 \$60.89

1" \$87.48 \$101.48

1-1/2" \$174.95 \$202.95

2" \$279.92 \$324.72

3" \$559.84 \$649.44

4" \$874.75 \$1,014.75

6" \$1,749.50 \$2,029.50

8" \$2,799.20 \$3,247.20

10" \$5,073.55 \$5,885.55

Charge per 1,000 gallons \$6.70 \$7.77

General Service (GS2) Mid-County & Tierra Verde (bi-monthly)

Base Facility Charge by Meter

Size

5/8" x 3/4" \$70.00 \$81.21

3/4" \$105.00 \$121.82

1" \$175.00 \$203.03

1-1/2" \$350.00 \$406.05

2" \$560.00 \$649.68

3" \$1,120.00 \$1,299.36

4" \$1,750.00 \$2,030.25

6" \$3,500.00 \$4,060.50

8" \$5,600.00 \$6,496.80

10" \$10,150.00 \$11,775.45

Charge per 1,000 gallons \$6.70 \$7.77

General Service (GS3)

Flat Rate \$62.95 \$73.03

General Service (GS4) Cross Creek HOA

Flat Rate (90-5 ERCs) \$56,969.75 \$66,092.15

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NOTICE OF CUSTOMER SERVICE HEARINGS AND TECHNICAL HEARING
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promptly at the scheduled customer service hearing times because the hearing may be adjourned early if no witnesses are present to testify, or when those present have testified.

On February 11-13, 2025, the Commission will conduct a technical hearing to allow the Utility and other parties to the proceeding to present testimony and relevant evidence regarding the rate request. To watch either the customer service hearings or the technical hearing live, visit floridapsc.com and look for the "Watch Live Broadcast" icon on the left side of the webpage. If you do not have access to the internet, you may call 1-850-413-7999 to listen to the hearings. If you are hearing or speech impaired, you may contact the Commission by using the Florida Relay Service at 1-800-955-8771 (TDD).

TECHNICAL HEARING – PURPOSE AND PROCEDURE

The purpose of the technical hearing is to consider the application of Sunshine Water Services Company for an increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties and any motions or other matters that may be pending at the time of the hearing. The Commission may rule on any such motions from the bench or may take the matters under advisement. At the hearing, all parties shall be given the opportunity to present testimony and other evidence on the issues that are identified at the Prehearing Conference to be held on January 23, 2025. All witnesses shall be subject to cross-examination at the conclusion of their testimony.

JURISDICTION

Jurisdiction over this Utility is vested in the Commission by Chapter 367, Florida Statutes. Authority to approve increased rates is governed by Sections 367.081, 367.082, 367.0816, 367.101, and 367.171, Florida Statutes. The provisions of Chapters 25-9, 25-22, 25-30, and 28-106, Florida Administrative Code, are also applicable.

RESOURCES

Any person requiring some accommodation at this hearing because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770, at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

An overview of the rate request is available at floridapsc.com/Publications/RateCaseOverviews and copies of the complete filing are available by calling the Commission at 1-840-413-7080 or by searching online at www.floridapsc.com

NOTICE OF CUSTOMER SERVICE HEARINGS AND TECHNICAL HEARING
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If you would like to share your comments with the Commission regarding the proposed changes in rates, please choose one of the following options:

- 1) Participate in any of the customer hearings, as described above;
- 2) Email the Commission at clerk@psc.state.fl.us (please include reference to Docket No. 20240068-WS);
- 3) Write to the Commission at the following address (please include reference to Docket No. 20240068-WS):

Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

- 4) Complete and mail a preaddressed comment card included with this notice.

To submit comments regarding your utility service, please contact the Commission's Office of Consumer Assistance and Outreach by calling 1-800-342-3552 or by mail:

Office of Consumer Assistance and Outreach
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Amber Norris, is the Commission representative for this docket and can be reached by emailing annorris@psc.state.fl.us or calling 1-850-413-6984.

At any time during this process, you may contact the Office of Public Counsel (OPC). The OPC was established by the Florida Legislature to represent you and the other utility consumers before the PSC. The Public Counsel is independent from the PSC and can be reached at 1-800-342-0222 or floridaopc.gov.

PLEASE — NO MORE INCREASE. WE AS SENIOR CITIZENS
ON FIXED INCOME CAN NOT AFFORD ANY MORE
INCREASES. WE CANNOT AFFORD FOOD OR MEDICINE.
PLEASE HELP US. DO NOT APPROVE THIS INCREASE

Ernest Tramble
709 COTTAGE PARK LN
LEESBURG, FL
LAKE COUNTY

NOTICE OF CUSTOMER SERVICE HEARINGS AND TECHNICAL HEARING

TO

CUSTOMERS OF SUNSHINE WATER SERVICES COMPANY

AND

ALL OTHER INTERESTED PERSONS

DOCKET NO. 20240068-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN CHARLOTTE, HIGHLANDS, LAKE, LEE, MARION, ORANGE, PASCO, PINELLAS, POLK AND SEMINOLE COUNTIES BY SUNSHINE WATER SERVICES COMPANY

ISSUED: September 7, 2024

NOTICE is hereby given that the Florida Public Service Commission (“Commission”) will hold virtual and in-person customer service hearings, and an in-person technical hearing in the above docket on the application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole Counties by Sunshine Water Services Company (“Utility”). The hearings will commence at the times and dates shown below.

COMPANY OVERVIEW – SUNSHINE WATER SERVICES COMPANY

Clean water service delivered to your home is critical to your family and we are happy to have been granted the license to serve your territory.

While we understand this is a challenging time, we are committed to delivering quality service to you, our customer. At this time, we are requesting an increase in rates to enable us to continue delivering safe, clean water to you.

We have filed a request (Docket No. 20240068-WS) with the Florida Public Service Commission (Commission) requesting a future increase in our water and wastewater rates that would likely take effect in mid-2025.

If approved as filed, the rate increase will vary by customer depending upon usage. We expect typical residential customers with monthly consumption of 5,000 gallons to see an increase of about \$5.43 on water and \$10.05 on wastewater on their monthly bills.

The Utility has invested significantly in infrastructure, technology, customer service, and operations to ensure safety and reliability. However, since that time, the combination of necessary infrastructure investment, cost of construction, evolving customer expectations, advances in technology, changes in regulations, and increased operations requirements now causes us to seek rate relief.

NOTICE OF CUSTOMER SERVICE HEARINGS AND TECHNICAL HEARING
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CUSTOMER SERVICE HEARING - PURPOSE AND PROCEDURE

The purpose of the customer service hearings is to give customers and other interested persons an opportunity to offer comments regarding the quality of service the utility provides and the proposed rate increase. All witnesses shall be subject to cross examination at the conclusion of their testimony.

This Commission has scheduled both in-person and virtual customer service hearings. Commissioners will attend and participate during the service hearings.

Following are the Commission's scheduled virtual customer service hearings and instructions for speaker registration:

October 8, 2024 at 11:00 am
October 10, 2024 at 2:00 pm

Customers may register to speak at the virtual service hearings in one of the following ways: (1) register using the FPSC's online registration form, which will be available at www.FloridaPSC.com, under the "Hot Topics" heading, (2) call the FPSC at (850) 413-7080 or (3) email speakersignup@psc.state.fl.us. Online registration for the virtual service hearings will open on September 23, 2024 at 9:00 a.m., and close at noon two business days prior to each customer service hearing.

Please note that the order in which customers will speak is based on the order in which they register. If you have questions about the sign-up process, please call (850) 413-7080.

One day prior to the service hearings customers who signed up to speak at one of the virtual service hearings will be provided further instructions from FPSC staff on how to participate.

Following are the Commission's scheduled in-person customer service hearings and procedures:

October 9, 2024 at 10:00 am
Eustis Community Center
601 Northshore Drive
Eustis, FL 32726

October 9, 2024 at 6:00 pm
Commissioners Chamber
225 Newburyport Avenue
Altamonte Springs, FL 32701

The in-person customer service hearings will commence at the times and locations shown above and will continue until all witnesses have been heard. Members of the public who wish to present testimony can register to speak upon arrival at the venue. All persons who wish to comment are urged to appear



Ernest J. Trawle Jr.
709 Cottage Park Ln
Leesburg, FL 34748

DISTRIBUTION CENTER

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OFFICE OF THE COMMISSION CLERK
2540 SHUMARD OAK BLVD.
TALLAHASSEE, FL. 32399-0850

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