

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request for approval of)	DOCKET NO. 900789-WS
service problem identification)	ORDER NO. 23968
call charge in Martin County by)	ISSUED: 1-8-91
HYDRATECH UTILITIES, INC.)	
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The following Commissioners participated in the disposition of this matter:

MICHAEL McK. WILSON, Chairman
 THOMAS M. BEARD
 BETTY EASLEY
 GERALD L. GUNTER
 FRANK S. MESSERSMITH

NOTICE OF PROPOSED AGENCY ACTIONORDER GRANTING REQUEST FOR SERVICEPROBLEM IDENTIFICATION CHARGE

BY THE COMMISSION:

NOTICE IS HEREBY GIVEN by the Florida Public Service Commission that the action discussed herein is preliminary in nature, and as such, will become final unless a person whose interests are substantially affected files a petition for a formal proceeding pursuant to Rule 25-22.029, Florida Administrative Code.

Hydratech Utilities, Inc. (Hydratech or utility) is a Class E utility providing service to approximately 3,500 water and 3,000 wastewater customers in Martin County. On September 26, 1990, Hydratech filed tariff sheets to implement a service problem identification charge and proposed customer notice. The charge is proposed to be assessed: (1) when a customer requests that the utility inspect a problem and the utility discovers that there is either not a problem or that the problem is not the responsibility of the utility; and (2) when a customer requests that the utility reread a meter and the utility discovers that the meter was read correctly the first time. Hydratech has requested one service problem identification charge for calls made during regular business hours and another service problem identification charge for calls made after regular business hours. These charges do not apply to one meter reread per customer per calendar year, nor to

DOCUMENT NUMBER-DATE

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PSC-RECORDS/REPORTING

ORDER NO. 23968
DOCKET NO. 900789-WS
PAGE 2

meter tests rendered free of charge pursuant to Rule 25-30.266(1)(a) and (b), Florida Administrative Code.

The utility proposes to assess a \$15.00 charge for service rendered during regular working hours and a \$33.50 charge for service rendered after regular working hours. The \$15.00 amount is based on the miscellaneous service charge rates the company already has in place. The \$33.50 amount is based on the estimated visit call-out labor costs of \$20.25, administrative costs of \$6.55, and equipment usage costs of \$7.00.

The utility estimates it can expect 50 calls during regular working hours and 3 calls after working hours. The estimated annual revenue to be generated by the charges is \$850.50. It is believed that charging the requesting customer for his or her request for problem identification will reduce unnecessary requests. Presently there is no financial incentive for a customer to consider the necessity for such a call.

We find the utility's cost estimates in this case to be reasonable. We hereby approve the request to implement a \$15.00 charge during working hours and a \$33.50 charge after working hours for a service problem identification call. The revenue generated from this charge will help offset expenses, but will not cause the company to overearn. In addition, we hereby require the utility to notify its existing customers of this new charge through bill inserts and notify new customers at the time they apply for service.

It is, therefore,

ORDERED by the Florida Public Service Commission that the request of Hydratech Utilities, Inc. to implement service problem identification charges is approved. It is further

ORDERED that revised tariff sheets filed by Hydratech Utilities, Inc. are hereby approved. It is further

ORDERED that the utility shall notify existing customers of the service problem identification charge through bill inserts and shall notify new customers when they apply for service. It is further

ORDER NO. 23968
DOCKET NO. 900789-WS
PAGE 3

ORDERED that the service problem identification charge shall be effective for service rendered on or after the stamped approval dates of the revised tariff sheets and approval of the customer notice. It is further

ORDERED that the provisions of this Order, issued as proposed agency action, shall become final unless an appropriate petition in the form provided by Rule 25-22.029, Florida Administrative Code, is received by the Director, Division of Records and Reporting at his office at 101 East Gaines Street, Tallahassee, Florida 32399-0870, by the date set forth in the Notice of Further Proceedings below. It is further

ORDERED that in the event no timely protest is filed, this docket shall be closed.

By ORDER of the Florida Public Service Commission this 8th
day of JANUARY, 1991.

STEVE TRIBBLE, Director
Division of Records and Reporting

(S E A L)

TCP

by: Kay Flynn
Chief, Bureau of Records

ORDER NO. 23968
DOCKET NO. 900789-WS
PAGE 4

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.59(4), Florida Statutes, to notify parties of any administrative hearing or judicial review of Commission orders that is available under Sections 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

The action proposed herein is preliminary in nature and will not become effective or final, except as provided by Rule 25-22.029, Florida Administrative Code. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, as provided by Rule 25-22.029(4), Florida Administrative Code, in the form provided by Rule 25-22.036(7)(a) and (f), Florida Administrative Code. This petition must be received by the Director, Division of Records and Reporting at his office at 101 East Gaines Street, Tallahassee, Florida 32399-0870, by the close of business on January 29, 1991.

In the absence of such a petition, this order shall become effective on the day subsequent to the above date as provided by Rule 25-22.029(6), Florida Administrative Code.

Any objection or protest filed in this docket before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

If this order becomes final and effective on the date described above, any party adversely affected may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or by the First District Court of Appeal in the case of a water or sewer utility by filing a notice of appeal with the Director, Division of Records and Reporting and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days of the effective date of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.