

BEFORE THE PUBLIC SERVICE COMMISSION

In re: Request for approval of change in meter installation customer deposits tariff and proposed changes in miscellaneous service charges in Marion County by Windstream Utilities Company.

DOCKET NO. 070377-WU  
ORDER NO. PSC-07-0681-PCO-WU  
ISSUED: August 22, 2007

The following Commissioners participated in the disposition of this matter:

LISA POLAK EDGAR, Chairman  
MATTHEW M. CARTER II  
KATRINA J. McMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

ORDER SUSPENDING TARIFFS

BY THE COMMISSION:

Background

Windstream Utilities Company (Windstream or utility) is a Class B utility which provides service in Marion County to approximately 1,382 water customers. The utility's 2006 annual report shows water annual operating revenue of \$630,781, and a total utility operating income of \$73,534.

On June 2, 2007, Windstream filed an application for changes and additions to Tariff Sheets Nos. 17.0 and 15.1. The utility requests the addition of a Premise Visit Charge to recognize those situations where a service representative visits a premises at the customer's request for a complaint resolution or for other purposes and the problem is found to be the customer's responsibility. The utility also requests adding a Delinquent Payment Charge and increasing its Connection and Reconnection Charges.

This Order addresses the utility's requested tariff changes. We have jurisdiction pursuant to Section 367.091, Florida Statutes.

Suspension of Proposed Tariffs

The changes and additions requested by Windstream to its Tariff Sheets Nos. 17.0 and 15.1 are listed below.

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

A. Miscellaneous Service Charges

1. Connection and Reconnection Charges

The utility requested an increase, from \$10 to \$20, for its normal hours Connection and Reconnection Charges. The utility is also requesting an increase in its after hours service charge. The current fee is \$10, and the utility is requesting an increase to \$40. The utility states that the current fees have been in effect since 1984, and that its costs for fuel and labor have risen substantially since that time. In addition, the utility also states that the price index for rates has increased at least 100%, while its service fees have remained the same.

2. Premise Visit Charge

The utility has requested the addition of a Premise Visit Charge to its tariff. The utility requests a charge of \$20 during normal hours and \$40 for after hours. This charge would be levied when a service representative visits a premise at the customer's request for a complaint and the problem is found to be the customer's responsibility.

B. Delinquent Payment Charge

The utility has also requested the addition of a Delinquent Payment Charge of \$6 for any customers that pay their bill after the 20<sup>th</sup> of the month. This charge will cover the cost of paper, printing and preparation and mailing of the late notice. The utility believes that customers who pay on a timely basis should not bear the cost of those who rarely pay on time. A breakdown of this charge is listed below:

\$2.50	Office personnel, time to search accounts to determine that the bill has not been paid.
3.00	Prepare, print and sort notices for mailing and transport to Post Office
.41	Postage
.07	Materials
<u>\$5.98</u>	Total

C. Conclusion

Pursuant to Section 367.091(6), Florida Statutes, "An application to establish, increase, or change a rate or charge . . . shall be accompanied by a cost justification." A review of the utility's filing shows that the utility has not filed sufficient information for its requested change in its Miscellaneous Service Charges. Therefore, we find it necessary to suspend the utility's proposed tariffs.<sup>1</sup> In order for these proposed tariffs to be processed, the utility shall provide additional information supporting the Miscellaneous Service Charges requested by the utility.

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<sup>1</sup> As discussed above, the utility is also requesting approval of a Delinquent Payment Charge. We do not need additional information on this charge. However, we are suspending the entire tariff request because we believe that it is best not to approve the tariff on a piecemeal basis.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Windstream Utilities Company's proposed tariffs to increase its Miscellaneous Service Charges and Delinquent Payment Charge are hereby suspended for the reasons stated in the body of this Order. It is further

ORDERED that this docket shall remain open.

By ORDER of the Florida Public Service Commission this 22nd day of August, 2007.



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ANN COLE  
Commission Clerk

( S E A L )

RRJ

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), 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.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

Any party adversely affected by this order, which is preliminary, procedural or intermediate in nature, may request: (1) reconsideration within 10 days pursuant to Rule 25-22.0376, Florida Administrative Code; or (2) judicial review by the Florida Supreme Court, in the case of an electric, gas or telephone utility, or the First District Court of Appeal, in the case of a water or wastewater utility. A motion for reconsideration shall be filed with the Office of Commission Clerk, in the form prescribed by Rule 25-22.060, Florida Administrative Code. Judicial review of a preliminary, procedural or intermediate ruling or order is available if review of the final action will not provide an adequate remedy. Such review may be requested from the appropriate court, as described above, pursuant to Rule 9.100, Florida Rules of Appellate Procedure.