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DIVISION OF WATER &  
WASTEWATER  
CHARLES HILL  
DIRECTOR  
(904) 488-8482

# Public Service Commission

January 25, 1993

Mr. Norwood Hope  
Turkey Creek Utilities  
2900 Turkey Creek Boulevard  
Alachua, FL 32615

Re: Docket No, [REDACTED] Application for certificates to provide water and wastewater service in Alachua County under grandfather rights by Turkey Creek, Inc. and Family Diner, Inc. d/b/a Turkey Creek Utilities

Dear Mr. Hope:

As you should be aware, the Commission voted on Tuesday to approve water and wastewater certificates for Turkey Creek Utilities for the territory it is currently serving, directed the utility to begin charging the rates it was charging on June 30, 1992, and ordered a refund of the two rate increases implemented since that date. The Commission order detailing this decision will be issued as a proposed agency action, which means any affected party can protest the order within twenty one days of its issuance. It should be noted that the utility has the right at any time in the future to apply to the Commission to amend (increase) its territory or to increase its rates and charges. If the utility qualifies, it may apply for a staff-assisted rate case proceeding. The Commission's rules regarding these procedures have been provided to you earlier by staff. If you have any questions concerning this, please feel free to contact me.

In addition to the above, this docket was left open so that staff could complete its investigation of the concerns that have been brought to our attention by the customers of the utility and the City of Alachua. In that regard, we request that you respond, in writing, to the following questions:

1. We have been advised by customers that Turkey Creek is replacing residential customers' 5/8 x 3/4" meters with 1-inch meters when the 5/8 x 3/4" meters are no longer operable. How many of the smaller meters have you replaced with 1-inch meters? Did the customer request the 1-inch meter in place of the 5/8 x 3/4" meter? If not, why did you install the 1-inch meter rather than

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the smaller meter? In these cases, do you charge the customer the higher base (or minimum) charge associated with the 1" meter?

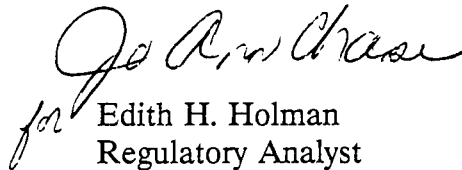
2. What size water meters serve the five General Service (Commercial) customers?
3. We have received complaints that the customer bills contain two different due dates. We understand that you are revising the bill format to conform with PSC rules. Please be sure that the new bill format contains only the due date which is consistent with the Commission rule as we have discussed with your office. If you would like to forward a preliminary copy to us before you have the bills reprinted, please feel free to do so.
4. Please explain how the utility's late fee is calculated and when it is assessed? Do you assess an additional late fee each month for an unpaid bill? In other words, do late fees accrue?
5. What services are designed to be recovered by the utility's fire hydrant service fee? What services to the hydrants are performed by the utility?
6. You have indicated that you charge \$40 to turn service on and an additional \$40 to turn service off. When do you make this charge, i.e., do you assess both charges at the time of initial connection? Do you assess these charges each time a customer requests that service be discontinued temporarily, even in emergency situations? Are these charges designed to recover the costs of connecting or disconnecting service? Please provide a cost breakdown of the cost for turning service on and off? Also, please provide the cost basis for the \$60 after hours charge. We have been advised that you place padlocks on meters when you discontinue service, even in emergency situations. Why do you place padlocks on meters in emergency situations? What is your policy in emergency situations as to the response time to restore service after the emergency has been resolved? Do you charge for disconnection and reconnection of service in the case of routine maintenance and if so, why?
7. Why are the two unmetered irrigation locations unmetered? How did you establish the rate?
8. With regard to the five unmetered areas which once provided service to the Turkey Creek Master Owners Association, it is our understanding that the bills indicate usage? Why do the bills indicate usage when there were no meters to register consumption? What rate did you charge, and if it is a flat charge, how did you determine the amount of the flat charge?
9. Pursuant to your letter on October 30, 1992, to the Master Owners Association, the amount the Association owes is \$1,064.80 for service to the five unmetered areas. Please provide a breakdown of the amount owed by

account, separating the amount owed for service, the amount of the late fee(s), the disconnect charge(s), and any other charges. Is this the amount that the Association still owes or have they incurred any additional charges? If there are additional charges, what are they?

10. According to one of the bills you furnished, you have assessed a "government charge" of 25 cents. What is this charge designed to recover? How was the amount determined? Was each customer charged the same amount? If not, indicate how you determined the different charges. When did you begin assessing this charge and how many months have you been making this charge?

Please respond to these questions, in writing, by February 9, 1993. If you have any questions, please feel free to contact me.

Sincerely,

  
for Edith H. Holman  
Regulatory Analyst

EHH

cc: Charles H. Hill, Division of Water and Wastewater  
Troy Rendell, Division of Water and Wastewater  
Karen Asher-Cohen, Division of Legal Services  
Division of Records and Reporting  
Steve Reilly, Office of Public Counsel  
Jim Cherry, Turkey Master Owners Association  
John Wharton

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