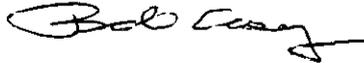




Mr. Vincent Formosa  
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April 12, 2000

If you have any questions, please do not hesitate to contact me at (850) 413-6974.

Sincerely,



Robert J. Casey  
Professional Accountant Specialist

RC

Enclosure

cc: **Division of Records and Reporting (000090-SU)**  
**Division of Water and Wastewater (Hoppe, Willis, Rendell)**

service and to assist the customer in obtaining the rate which is most advantageous for the customer's service requirements.

**Specific Authority:** 367.121, F.S.

**Law Implemented:** 367.121, F.S.

**History:** Amended 9/12/74, formerly 25-10.69, Transferred from 25-10.069 and Amended 11/10/86.

#### **25-30.335 Customer Billing.**

(1) Except as provided in this rule, a utility shall render bills to customers at regular intervals, and each bill shall indicate: the billing period covered; the applicable rate schedule; beginning and ending meter reading; the amount of the bill; the delinquent date or the date after which the bill becomes past due; and any authorized late payment charge.

(2) If the utility estimates the bill, the utility shall indicate on the bill that the amount owed is an estimated amount.

(3) When service is rendered for less than 50 percent of the normal billing cycle, the utility shall prorate the base facility charges as though the normal billing cycle were 30 days, except that the utility may elect not to issue an initial bill for service if the service is rendered during a time period which is less than 50 percent of the normal billing cycle. Instead, the utility may elect to combine the amount owed for the service rendered during the initial time period with the amount owed for the next billing cycle, and issue a single bill for the combined time period. For service taken under flat rate schedules, 50 percent of the normal charges may be applied.

(4) A utility may not consider a customer delinquent in paying his or her bill until the 21st day after the utility has mailed or presented the bill for payment.

(5) Each utility shall establish each point of delivery as an independent customer and shall calculate the amount of the bill accordingly, except where physical conditions make it necessary to use additional meters or points of delivery for one class of service to a single customer on the same premises, or where such multiple meters or delivery points are used for the convenience of the utility.

(6) A utility may not incorporate municipal or county franchise fees into the amount indicated as the cost for service on the customer's bill. Rather, the utility shall show any such franchise fee as a separate item.

(7) The utility shall maintain a record of each customer's account for the most current 2 years so as to permit reproduction of the customer's bills during the time that the utility provided service to that customer.

(8) In the event of unauthorized use of service by a customer, a utility may bill the customer on a reasonable estimate of the service taken. In addition, the utility may assess a fee to defray the cost of restoring service to such a customer provided that the fee is specified in the utility's tariff.

(9) If a utility utilizes the base facility and usage charge rate structure and does not have a Commission authorized vacation rate, the utility shall bill the customer the base facility charge regardless of whether there is any usage.

**Specific Authority:** 350.127(2), 367.121, F.S.

**Law Implemented:** 367.121, F.S.

**History:** Amended 9/14/74, 6/21/79, formerly 25-10.97, Transferred from 25-10.097 and 25-10.111, and Amended 11/9/86, Amended 11/30/93.

#### **25-30.340 Adjustment of Bills for Meter Error.**

(1) In meter tests made by the Commission or by the utility at the request of the customer (as provided in Rule 25-30.266) the accuracy of registration of the meter and its performance in service shall be judged by its averaged error. The average meter error shall be considered to be the algebraic average of the errors at the test rate flows set out in Rule 25-30.263. Any adjustment of charges which