

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing ices Completes

Docket No. 021228-WS Date Docketed: 12/11/2002 Title: Application for staff-assisted rate case in Brevard County by Service Management Systems, Inc.
 Company: Service Management Systems, Inc.

Official Filing Date: _____
 Last Day to Suspend: _____ Expiration: _____

Referred to: _____
 ("()") indicates OPR

AUS	CAF	CCA	CMP (ECR)	EXT	GCL	MMS	PIF
X				X	X		

Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule

Program/Module Al(b)

Staff Assignments

<u>OPR Staff</u>	_____

<u>Staff Counsel</u>	_____

<u>OCRs (AUS)</u>	_____

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WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level

0

Due Dates

Previous Current

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40.	_____	_____	_____

Recommended assignments for hearing and/or deciding this case:

Full Commission _____ Commission Panel _____
 Hearing Examiner _____ Staff _____

Date filed with CCA: _____

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JB	DS	BZ	PL	BD		

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	PL	BD	

DOCUMENT NO.

14182-04

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: _____

Date: / /

Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearing Services Completes

Docket No. 021228-WS Date Docketed: 12/11/2002 Title: Application for staff-assisted rate case in Brevard County by Service Management Systems, Inc.
 Company: Service Management Systems, Inc.

Official Filing Date: 02/07/2003
 Last Day to Suspend: _____ 15 MoExpiration: 05/07/2004

Referred to: AUS CAF CCA CMP (ECR) EXT GCL MMS PIF
 ("()") indicates OPR X _____ _____ _____ X _____ X _____ _____

Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule

Program/Module A1(b)
Staff Assignments
 OPR Staff M Willis, T Davis, R Fitch,
S Hudson, J Lingo, T Rendell,
T Sargent
 Staff Counsel R Jaeger
 OCRs (AUS) D Vandiver, C Winston
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WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT. IT IS TENTATIVE AND SUBJECT TO REVISION. FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770 Current CASR revision level		<u>Due Dates</u>	
0		Previous	Current
1. Committee Meets to Discuss		NONE	01/08/2003
2. Company Pays Filing Fee (Official Filing Date)		NONE	02/07/2003
3. Audit Report Due		NONE	03/10/2003
4. Engineering Analysis Due to Analyst		NONE	03/17/2003
5. Primary Staff Report to Eco. & Rates for Analysis		NONE	04/07/2003
6. Repression/Conservation Analysis to Staff		NONE	04/14/2003
7. FAW Notice Filed		NONE	04/15/2003
8. Engineering/Repression Cons. Issues to Analyst		NONE	04/21/2003
9. Primary Staff Report to Supervisor		NONE	04/28/2003
10. OPR Provides Legal with Customer Notice Data		NONE	05/05/2003
11. Legal Sends Notice and Report to Company		NONE	05/12/2003
12. Customer Meeting		NONE	06/18/2003
13. Staff Recommendation		NONE	07/24/2003
14. Agenda		NONE	08/05/2003
15. PAA Order		NONE	08/25/2003
16. Protest Period Expires		NONE	09/15/2003
17. Consummating Order if No Protest		NONE	09/22/2003
18. Close Docket or Revise CASR		NONE	09/24/2003
19. Prehearing, if PAA Protested		NONE	01/05/2004
20. Hearing, if PAA Protested (01/21-22/04)		NONE	01/21/2004
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Recommended assignments for hearing and/or deciding this case:
 Full Commission X Commission Panel _____
 Hearing Examiner _____ Staff _____
 Date filed with CCA: 01/06/2003
 Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

CSRA

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JB	DS	BZ	BD	DV		
X							

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	BD	DV	
			X		

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: *[Signature]*
 Date: 01/17/2003

Case Scheduling/Rescheduling Advice

Last Revised 01/08/2003 at 13:49

Page 1 of 1

Printed on 01/23/2003 at 11:05

To:

<input checked="" type="checkbox"/> Commissioner Deason <input type="checkbox"/> Commissioner Baez <input checked="" type="checkbox"/> Commissioner Bradley <input checked="" type="checkbox"/> Commissioner Davidson <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Deputy Executive Director/EXA <input checked="" type="checkbox"/> General Counsel Director <input checked="" type="checkbox"/> Auditing & Safety Director <input checked="" type="checkbox"/> Comm. Clerk & ADM Services <input type="checkbox"/> Competitive Markets/Enforcement <input checked="" type="checkbox"/> Consumer Affairs Director	<input checked="" type="checkbox"/> Economic Regulation Director <input type="checkbox"/> External Affairs Director <input checked="" type="checkbox"/> Court Reporter <input checked="" type="checkbox"/> Staff Contact - Troy Rendell <input type="checkbox"/>
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From: Office of Chairman Lila Jaber

Docket Number: 021228-WS

Docket Title: Application for staff-assisted rate case in Brevard County by Service Management Systems, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference		01/05/2004	Tallahassee, Room 152	1:30 PM - 3:00 PM
Service Hearing		01/21/2004	Brevard County	10:00 AM - 12:00 PM
Hearing		01/21/2004	Brevard County	12:00 PM - 5:00 PM
Service Hearing		01/21/2004	Brevard County	6:00 PM - 8:00 PM
Hearing		01/22/2004	Brevard County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Current Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	BD	DV		

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	BD	DV		
		X		X	X		

Prehearing Officer

Commissioners						
JB	DS	BZ	BD	DV	ADM	

Commissioners						
JB	DS	BZ	BD	DV	ADM	
			X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Section 1 - Bureau of Records and Hearings Services Completes

Docket No. 021228-W5 Date Docketed: 12/11/2002 Title: Application for staff-assisted rate case in Brevard County by Service Management Systems, Inc.

Company: Service Management Systems, Inc.

Official Filing Date: 02/12/2003 Expiration: 05/12/2004
 Last Day to Suspend: 04/13/2003

Referred to: ("C") indicates OPR

AUS	CAF	CCA	CMP	(ECR)	EXT	GCL	MMS	PIF
X				X		X		

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module A1(b)

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff M Willis, T Davis, R Fitch
S Hudson, J Lingo
T Rendell, T Sargent

3 Current CASR revision level

Due Dates
 Previous Current

Staff Counsel R Jaeger

OCRs (AUS) D Vandiver, C Winston

1.	Revised Staff Recommendation	10/09/2003	11/20/2003
2.	Agenda (Deferred from 8/5/03)	10/21/2003	12/02/2003
3.	PAA Order	11/10/2003	12/22/2003
4.	Protest Period Expires	12/01/2003	01/12/2004
5.	Consummating Order if No Protest	12/08/2003	01/15/2004
6.	Close Docket or Revise CASR	12/10/2003	01/22/2004
7.	Prehearing, if PAA Protested	04/12/2004	04/19/2004
8.	Hearing, if PAA Protested (5/5-6/04)	01/21/2004	05/05/2004
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Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel
 Hearing Examiner Staff

Date filed with CCA: 09/24/2003

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	JB	DS	BZ	BD	DV	Exam	
X							

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	BD	DV	
			X		

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature]
 Date: Pending 10/1/03

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Case Assignment and Scheduling Record

Section 1 - Bureau of Records and Hearings Completes

Docket No. 021228-WS Date Docketed: 12/11/2002 Title: Application for staff-assisted rate case in Brevard County by Service Management Systems, Inc.
 Company: Service Management Systems, Inc.

Official Filing Date: 02/12/2003
 Last Day to Suspend: 04/13/2003 15 MoExpiration: 05/12/2004

Referred to: AUS CAF CCA CMP (ECR) EXT GCL MMS PIF
 ("(") indicates OPR) X X X

Section 2 - OPR Completes and returns to CCA in 10 workdays. Time Schedule

Program/Module Al(b)

Staff Assignments

OPR Staff M Willis, T Davis, R Fitch,
S Hudson, J Lingo, T Rendell,
T Sargent

Staff Counsel R Jaeger

OCRs (AUS) D Vandiver, C Winston

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Recommended assignments for hearing and/or deciding this case:

Full Commission X Commission Panel
 Hearing Examiner Staff

Date filed with CCA: 08/08/2003

Initials: OPR _____
 Staff Counsel _____

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT.
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770
 Current CASR revision level**

1

	Due Dates	
	Previous	Current
1. Agenda (Deferred from 8/5/03)	08/19/2003	10/21/2003
2. PAA Order	09/08/2003	11/10/2003
3. Protest Period Expires	09/29/2003	12/01/2003
4. Consummating Order if No Protest	10/02/2003	12/08/2003
5. Close Docket or Revise CASR	10/09/2003	12/10/2003
6. Prehearing, if PAA Protested	SAME	01/05/2004
7. Hearing, if PAA Protested (01/21-22/04)	SAME	01/21/2004
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Section 3 - Chairman Completes

Assignments are as follows:

- Hearing Officer(s)

Commissioners						Hrg. Exam.	Staff
ALL	JB	DS	BZ	BD	DV		
X							

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	BD	DV	
			X		

Where panels are assigned the senior Commissioner is Panel Chairman; the identical panel decides the case.
 Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: *L. Lane*
 Date: 08/08/2003

Section 1 - Bureau of Records and Hearings Services Completes

Docket No. 021228-WS Date Docketed: 12/11/2002 Title: Application for staff-assisted rate case in Brevard County by Service Management Systems, Inc.

Company: Service Management Systems, Inc.

Official Filing Date: 02/12/2003 Expiration: 05/12
 Last Day to Suspend: 04/13/2003
 Referred to:
 ("C)" indicates OPR

AUS	CAF	CCA	CMP	(ECR)	EXT	GCL	MMS	PIF
X				X		X		

Section 2 - OPR Completes and returns to CCA in 10 workdays.

Time Schedule

Program Module A1(b)

**WARNING: THIS SCHEDULE IS AN INTERNAL PLANNING DOCUMENT
 IT IS TENTATIVE AND SUBJECT TO REVISION.
 FOR UPDATES CONTACT THE RECORDS SECTION: (850) 413-6770**

Staff Assignments

OPR Staff M Willis, T Davis, R S Hudson, J Lingo, T Rendell, T Sargent
 Staff Counsel R Jaeger
 OCRs (AUS) D Vandiver, C Winston

	Current CASR revision level	Due Dates	
		Previous	Current
1. Revised Staff Recommendation	2	SAME	10/09/2003
2. Agenda (Deferred from 8/5/03)		08/19/2003	10/21/2003
3. PAA Order		09/08/2003	11/10/2003
4. Protest Period Expires		09/29/2003	12/01/2003
5. Consummating Order if No Protest		10/02/2003	12/08/2003
6. Close Docket or Revise CASR		10/09/2003	12/10/2003
7. Prehearing, if PAA Protested		04/12/2004	04/19/2004
8. Hearing, if PAA Protested (5/5-6/04)		01/21/2004	05/05/2004
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Recommended assignments for hearing and/or deciding this case:

Full Commission Commission Panel
 Hearing Examiner Staff

Date filed with CCA: 08/08/2003

Initials: OPR _____
 Staff Counsel _____

Section 3 - Chairman Completes

Assignments are as follows:

CSRA

- Hearing Officer(s)

Commissioners						Hrg	Staff
ALL	JB	DS	BZ	BD	DV	Exam	
X							

- Prehearing Officer

Commissioners					ADM
JB	DS	BZ	BD	DV	
			X		

Where panels are assigned the senior Commissioner is Panel Chairman: the identical panel decides the case.

Where one Commissioner, a Hearing Examiner or a Staff Member is assigned the full Commission decides the case.

Approved: [Signature]
 Date: 08/29/2003

Case Scheduling/Rescheduling Advice

Last Revised 08/19/2003 at 11:13

Page 1 of 1

Printed on 08/19/2003 at 11:14

To: Commissioner Deason Deputy Executive Director/EXA Economic Regulation Director
 Commissioner Baez General Counsel Director External Affairs Director
 Commissioner Bradley Auditing & Safety Director Court Reporter
 Commissioner Davidson Comm. Clerk & ADM Services Staff Contact - Troy Rendell
 Executive Director Competitive Markets/Enforcement
 Public Information Officer Consumer Affairs Director

From: Office of Chairman Lila Jaber

Docket Number: 021228-WS

Docket Title: Application for staff-assisted rate case in Brevard County by Service Management Systems, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference	01/05/2004	04/12/2004	Tallahassee, Room 152	1:30 PM - 3:00 PM
Service Hearing	01/21/2004	05/05/2004	Brevard County	10:00 AM - 12:00 PM
Hearing	01/21/2004	05/05/2004	Brevard County	12:00 PM - 5:00 PM
Service Hearing	01/21/2004	05/05/2004	Brevard County	6:00 PM - 8:00 PM
Hearing	01/22/2004	05/06/2004	Brevard County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	BD	DV		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	BD	DV		
		X		X	X		

Prehearing Officer

Commissioners						
JB	DS	BZ	BD	DV	ADM	

Commissioners						
JB	DS	BZ	BD	DV	ADM	
			X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Case Scheduling/Rescheduling Advice

Last Revised 08/19/2003 at 11:17

Page 1 of 1

Printed on 08/19/2003 at 11:19

To:

<input checked="" type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Executive Director/EXA	<input checked="" type="checkbox"/> Economic Regulation Director
<input type="checkbox"/> Commissioner Baez	<input checked="" type="checkbox"/> General Counsel Director	<input type="checkbox"/> External Affairs Director
<input checked="" type="checkbox"/> Commissioner Bradley	<input checked="" type="checkbox"/> Auditing & Safety Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Commissioner Davidson	<input checked="" type="checkbox"/> Comm. Clerk & ADM Services	<input checked="" type="checkbox"/> Staff Contact - Troy Rendell
<input checked="" type="checkbox"/> Executive Director	<input type="checkbox"/> Competitive Markets/Enforcement	
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	

From: Office of Chairman Lila Jaber

Docket Number: 021228-WS

Docket Title: Application for staff-assisted rate case in Brevard County by Service Management Systems, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference	04/12/2004	04/19/2004	Tallahassee, Room 152	1:30 PM - 3:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	BD	DV		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	BD	DV		
		X		X	X		

Prehearing Officer

Commissioners						
JB	DS	BZ	BD	DV	ADM	

Commissioners						
JB	DS	BZ	BD	DV	ADM	
			X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: PH Change Only. The hearing changed earlier from Jan 21-22 to May 5-6.

Case Scheduling/Rescheduling Advice

Last Revised 10/14/2003 at 14:46

Page 1 of 1

Printed on 10/14/2003 at 14:49

To:

<input checked="" type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Executive Director/EXA	<input checked="" type="checkbox"/> Economic Regulation Director
<input type="checkbox"/> Commissioner Baez	<input checked="" type="checkbox"/> General Counsel Director	<input type="checkbox"/> External Affairs Director
<input checked="" type="checkbox"/> Commissioner Bradley	<input checked="" type="checkbox"/> Auditing & Safety Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Commissioner Davidson	<input checked="" type="checkbox"/> Comm. Clerk & ADM Services	<input checked="" type="checkbox"/> Staff Contact - Troy Rendell
<input checked="" type="checkbox"/> Executive Director	<input type="checkbox"/> Competitive Markets/Enforcement	<input type="checkbox"/>
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	<input type="checkbox"/>

From: Office of Chairman Lila Jaber

Docket Number: 021228-WS

Docket Title: Application for staff-assisted rate case in Brevard County by Service Management Systems, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	BD	DV		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	BD	DV		
			X		X	X	

Prehearing Officer

Commissioners					
JB	DS	BZ	BD	DV	ADM

Commissioners					
JB	DS	BZ	BD	DV	ADM
			X		

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks: The City of Leesburg filed their notice of withdrawal of objection

Case Scheduling/Rescheduling Advice

Last Revised 10/16/2003 at 15:35

Page 1 of 1

Printed on 10/16/2003 at 15:38

To:

<input checked="" type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Executive Director/EXA	<input checked="" type="checkbox"/> Economic Regulation Director
<input type="checkbox"/> Commissioner Baez	<input checked="" type="checkbox"/> General Counsel Director	<input type="checkbox"/> External Affairs Director
<input checked="" type="checkbox"/> Commissioner Bradley	<input checked="" type="checkbox"/> Auditing & Safety Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Commissioner Davidson	<input checked="" type="checkbox"/> Comm. Clerk & ADM Services	<input checked="" type="checkbox"/> Staff Contact - Troy Rendell
<input checked="" type="checkbox"/> Executive Director	<input type="checkbox"/> Competitive Markets/Enforcement	
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	

From: Office of Chairman Lila Jaber

Docket Number: 021228-WS

Docket Title: Application for staff-assisted rate case in Brevard County by Service Management Systems, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference		04/19/2004	Tallahassee, Room 152	1:30 PM - 3:00 PM
Service Hearing		05/05/2004	Brevard County	10:00 AM - 12:00 PM
Hearing		05/05/2004	Brevard County	12:00 PM - 5:00 PM
Service Hearing		05/05/2004	Brevard County	6:00 PM - 8:00 PM
Hearing		05/06/2004	Brevard County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	BD	DV		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	BD	DV		
		X		X	X		

Prehearing Officer

Commissioners						
JB	DS	BZ	BD	DV	ADM	

Commissioners						
JB	DS	BZ	BD	DV	ADM	
			X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Case Scheduling/Rescheduling Advice

Last Revised 10/16/2003 at 11:12

Page 1 of 1

Printed on 10/16/2003 at 15:38

To:

<input checked="" type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Executive Director/EXA	<input checked="" type="checkbox"/> Economic Regulation Director
<input type="checkbox"/> Commissioner Baez	<input checked="" type="checkbox"/> General Counsel Director	<input type="checkbox"/> External Affairs Director
<input checked="" type="checkbox"/> Commissioner Bradley	<input checked="" type="checkbox"/> Auditing & Safety Director	<input checked="" type="checkbox"/> Court Reporter
<input checked="" type="checkbox"/> Commissioner Davidson	<input checked="" type="checkbox"/> Comm. Clerk & ADM Services	<input checked="" type="checkbox"/> Staff Contact - Troy Rendell
<input checked="" type="checkbox"/> Executive Director	<input type="checkbox"/> Competitive Markets/Enforcement	<input type="checkbox"/>
<input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Consumer Affairs Director	<input type="checkbox"/>

From: Office of Chairman Lila Jaber

Docket Number: 021228-WS

Docket Title: Application for staff-assisted rate case in Brevard County by Service Management Systems, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference	04/12/2004	04/19/2004	Tallahassee, Room 152	1:30 PM - 3:00 PM
Service Hearing	01/21/2004	05/05/2004	Brevard County	10:00 AM - 12:00 PM
Hearing	01/21/2004	05/05/2004	Brevard County	12:00 PM - 5:00 PM
Service Hearing	01/21/2004	05/05/2004	Brevard County	6:00 PM - 8:00 PM
Hearing	01/22/2004	05/06/2004	Brevard County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	BD	DV		

Current Assignments

Commissioners						Hearing Exam.	Staff
ALL	JB	DS	BZ	BD	DV		
		X		X	X		

Prehearing Officer

Commissioners						
JB	DS	BZ	BD	DV	ADM	

Commissioners						
JB	DS	BZ	BD	DV	ADM	
			X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Case Scheduling/Rescheduling Advice

Last Revised 12/18/2003 at 12:43

Page 1 of 1

Printed on 01/06/2004 at 08:49

To:

<input checked="" type="checkbox"/> Commissioner Deason <input type="checkbox"/> Commissioner Jaber <input checked="" type="checkbox"/> Commissioner Bradley <input checked="" type="checkbox"/> Commissioner Davidson <input checked="" type="checkbox"/> Executive Director <input checked="" type="checkbox"/> Public Information Officer	<input checked="" type="checkbox"/> Deputy Executive Director/EXA <input checked="" type="checkbox"/> General Counsel Director <input checked="" type="checkbox"/> Auditing & Safety Director <input checked="" type="checkbox"/> Comm. Clerk & ADM Services <input type="checkbox"/> Competitive Markets/Enforcement <input checked="" type="checkbox"/> Consumer Affairs Director	<input checked="" type="checkbox"/> Economic Regulation Director <input type="checkbox"/> External Affairs Director <input checked="" type="checkbox"/> Court Reporter <input checked="" type="checkbox"/> Staff Contact - Troy Rendell
---	--	--

From: Office of Chairman Braulio Baez

Docket Number: 021228-WS

Docket Title: Application for staff-assisted rate case in Brevard County by Service Management Systems, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference	04/19/2004	Cancelled	Tallahassee, Room 152	1:30 PM - 3:00 PM
Service Hearing	05/05/2004	Cancelled	Brevard County	10:00 AM - 12:00 PM
Hearing	05/05/2004	Cancelled	Brevard County	12:00 PM - 5:00 PM
Service Hearing	05/05/2004	Cancelled	Brevard County	6:00 PM - 8:00 PM
Hearing	05/06/2004	Cancelled	Brevard County	10:00 AM - 5:00 PM

2. Hearing/Prehearing Assignment Information

Former Assignments

Current Assignments

Hearing Officers

Commissioners						Hearing Exam.	Staff
ALL	BZ	DS	JB	BD	DV		

Commissioners						Hearing Exam.	Staff
ALL	BZ	DS	JB	BD	DV		
		X		X	X		

Prehearing Officer

Commissioners						
BZ	DS	JB	BD	DV	ADM	

Commissioners						
BZ	DS	JB	BD	DV	ADM	
			X			

Reason for Revision: A. New Assignment 1. Unavailability 2. Good Cause 3. Recused 4. Disqualified 5. See Remarks

Remarks:

Marguerite Lockard

PSC-03-1342 PAA-WS

From: Janice Banka
Sent: Monday, November 24, 2003 12:21 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

Date and Time: 11/24/2003 12:20:00 PM
Docket Number: 021228-WS
Filename / Path: 021228or.rj

Order Granting Temporary Rates in the Event of Protest and Notice of Proposed Agency Action Order Approving Increase in Rates and Charges and Requiring One-Time Notice to Customers, with attachments.

Number of pages in order - 83. ppp

Thanks "J"

att's are on-line

6 mailed
+ 1 Brevard Clrk.

DOCUMENT NO.
14182-04

Matilda Sanders

1434-CD

From: Jackie Schindler
Sent: Wednesday, December 17, 2003 12:04 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

2

Date and Time: 12/17/2003 12:03:00 PM
Docket Number: 021228-ws
Filename / Path: 021228co.rvj

a consummating order in the above referenced docket has been moved to gc orders for issuance today

js

2/4 + 1 Brevard Clrk

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
MICHAEL A. PALECKI
RUDOLPH "RUDY" BRADLEY



DIVISION OF THE COMMISSION CLERK &
ADMINISTRATIVE SERVICES
BLANCA S. BAYÓ
DIRECTOR
(850) 413-6770 (CLERK)
(850) 413-6330 (ADMIN)

Public Service Commission

December 11, 2002

James H. Bates, President
Service Management Systems, Inc.
235 Hammock Shore Drive
Melbourne Beach, Florida 32951

Re: Docket No. 021228-WS

Dear Mr. Bates:

This will acknowledge receipt of an application for staff-assisted rate case in Brevard County by Service Management Systems, Inc., which was filed in this office on December 11, 2002, and assigned the above-referenced docket number. Appropriate staff members will be advised.

Mediation may be available to resolve any dispute in this docket. If mediation is conducted, it does not affect a substantially interested person's right to an administrative hearing. For more information, contact the Office of General Counsel at (850) 413-6248 or FAX (850) 413-7180.

Division of the Commission Clerk and Administrative Services
Florida Public Service Commission

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

March 14, 2003

Director
Grant Street Community Center
2547 Grant St.
Melbourne, FL 32901

Re: ~~Docket No. 021228-WS,~~ Application for a Staff Assisted Rate Case by Service Management Systems, Inc.

Dear Center Director:

This letter is to follow-up your phone conversation with Mr. Ryan Fitch and confirm our reservation of the Grant Street Community Center gymnasium for Wednesday, June 18, 2003, from 2:00 pm to 10:00 pm. We are planning to hold afternoon meetings from 2:00 pm to 5:00 pm, followed-up by a general customer meeting beginning at 6:00 pm. We may finish the general customer meeting before 10:00 pm depending on the number of attendees and the number of comments received.

I understand that the gymnasium seats approximately 100 people. Also, I understand that an audio system with two microphones and a slide projection screen will be available for our use. Please see the attached sheet outlining the requested meeting room setup. If you have any questions, please contact Ryan Fitch at (850) 413-6928. Thank You.

Sincerely,

Troy Rendell
Public Utilities Supervisor

TR/ts
Enclosure

cc: Division of Economic Regulation (Willis, Fitch, Davis, Hudson, Sargent)
Division of Legal Services (Jaeger)
Division of Commission Clerk and Administrative Services (021228-WS)

RECEIVED PSC
03 MAR 17 PM 3:52
COMMISSION CLERK

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

April 14, 2003

RECEIVED-PPSC
03 APR 18 AM 8:36
COMMISSION
CLERK

Mr. James Bates
Service Management Systems, Inc.
235 Hammock Shore Drive
Melbourne Beach, Florida 32951

Re: ~~Docket No. 021228~~-WS, Application for a Staff Assisted Rate Case by Service Management Systems, Inc.

Dear Mr. Bates:

This letter is in response to your April 11, 2003, response to staff's audit. Typically staff does not respond to informational type letters in writing, like this one. Rather, staff incorporates the utility's objections, requests, and points of view into staff's recommendation. However, your April 11, 2003, letter requested a response in writing from staff as well as responses from staff on prior correspondence. We will first address your April 11, 2003, letter.

We will limit our response to those items of which you object to. The first item you objected to was Audit Exception No. 1, which states that the utility did not maintain transitional General Ledgers. You argue that these records exist but were not available to the auditors during the audit investigation. If these records were not provided to our auditors, then the auditors can not verify that they exist or are accurate. Pursuant to Rule 25-30.450, Florida Administrative Code, it is the utility's burden of proof to support its books and records. However, the auditor did not recommend any adjustments relative to this exception.

The second item you objected to was Audit Exception No. 4 regarding the utility's booking of CIAC. The auditors could not verify CIAC due to a lack of records. Your letter argues that the documentation does exist. Again, the auditors cannot verify this information if the documents are not presented to them. The auditors deferred the analysis to the analyst in Tallahassee. At this time we believe that the CIAC collected is materially accurate. However, a final determination will be made after the customer meeting.

The third item noted was Audit Exception No. 7 which the auditor could not verify \$6,509.73 of salaries expense. Your letter states that this was payroll taxes and should have been reclassified. Staff has recalculated payroll taxes based on the recommended salaries for this utility. Both the recommended salaries and adjusted payroll taxes will be discussed in the staff report and recommendation.

The fourth item objected to was Audit Exception No. 9, regarding the treatment of legal and

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. James Bates
Page 2
April 14, 2003

professional cost associated with the transfer. The utility believes that this cost should be capitalized and amortized over a 3 to 4 year period. The utility also believes that this expense was required. Staff has responded to this prior in a letter to Mr. Deterding dated March 10, 2003, (see attached letter).

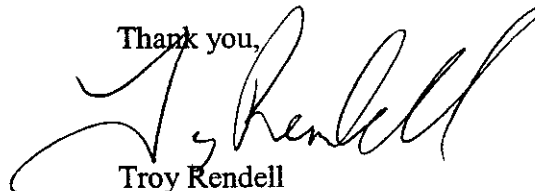
The fifth item objected to was Audit Exception No. 12, regarding copies of the insurance policies the utility booked expenses for. Staff also requires copies of insurance policies under the new ownership. Staff will not recommend expenses of this type without verifying that the current owner has policies for the utility. Staff will likely recommend that copies of insurance policies be a condition of the rate increase.

You also objected to several of the Audit Disclosures. The disclosures are informational type items that the auditor has not made an adjustment for but believes should be investigated further. Staff has looked into each of these disclosures. Adjustments related to these disclosures, if any, will be addressed in the staff report.

Regarding all the prior letters received by staff, we have incorporated your request into our staff report, as well as addressing rate case expense by letter as discussed above. We have incorporated the growth projections provided by the utility (March, 11, 2003, letter) into our calculation of service availability charges. Regarding your recent letter addressing used and useful, we are looking into adjusting the calculation based on restricting factors. Our preliminary opinion on this issue will be contained in the staff report.

We did not respond to your letters previously since we incorporate the utility's request and positions into our staff report. The preliminary staff report would either agree with the utility's position or disagree with the utility's position and provide an explanation. The utility would then have an opportunity to respond to staff after reviewing the staff report. Any additional arguments from the utility would be incorporated into the recommendation. The utility would then have another opportunity to make its case at the agenda, if disagreements still exist. If you have any other questions please contact Mr. Ryan Fitch 850-413-6928 and Mr. Tony Sargent 850-413-6968 for accounting matters and Mr. Ted Davis 850-413-6966 for engineering matters.

Thank you,



Troy Rendell
Public Utilities Supervisor

TR:rf
Enclosure

cc: Division of Economic Regulation (Willis, Davis, Fitch, Sargent)
Office of General Counsel (Jaeger)
Division of Commission Clerk and Administrative Services (021228-WS)
F. Marshall Deterding

CCA Official Filing:

6/10/03***7:36 AM*****Kay Flynn*****1**

Kay Flynn

From: Denise Karnes
Sent: Wednesday, June 04, 2003 1:47 PM
To: Alina Dieguez; Beth Salak; Betty Ashby; Bev DeMello; Blanca Bayo; Bob Trapp; Braulio Baez; Breda Platt; Carol Purvis; Cayce Hinton; Charles Davidson; Chuck Hill; Cindy Miller; Dan Hoppe; Della Fordham; Diane Lee; Dorothy Boone; Harold McLean; Hurd Reeves; J. Terry Deason; Janet Brunson; Janet Harrison; JoAnn Chase; Jorge Chamizo; Kathleen Stewart; Katrina Tew; Kay Flynn; Kay Posey; Kevin Bloom; Kevin Neal; Lila Jaber; Linda Duggar; Martha Golden; Mary Bane; Mary Macko; Norma Jenkins; Pat Dunbar; Patsy White; Richard Tudor; Roberta Bass; Rudy Bradley; Sharon Allbritton; Tarik Noriega; Thelma Crump; Tim Devlin; Veronica Washington
Subject: Application for a Staff-Assisted Rate Case in Brevard County by Service Management, Inc.



SVCMGTbull.wpd

County today, 6/4/03.

The attached bulletin was sent to the County Commissioners and Legislators in Brevard



Bulletin

A Publication of PSC Actions Provided to Gov't. Officials

June 4, 2003

Application for a Staff-Assisted Rate Case in Brevard County by Service Management, Inc.

Docket No. 021228-WS

Service Management Systems, Inc., (SMS or utility) is a Class C water and wastewater utility operating in Brevard County, providing service to approximately 269 customers. On December 11, 2002, SMS filed an application for a staff assisted rate case (SARC).

The area served by the utility is located in southeastern Brevard County, approximately 13 miles south of Melbourne Beach along U.S. Highway A1A. The current case is being processed under the PSC's "Proposed Agency Action" (PAA) procedures. Under the PAA process, the case will not be set for a formal hearing unless a timely protest to the Commission's proposed action is filed.

The utility's records have been audited for compliance with Commission rules and a staff engineer has conducted an investigation of the utility's facilities. In addition, the utility's operational expenses have been reviewed.

On Wednesday, June 18, staff of the PSC will hold a customer meeting to give consumers of SMS, Inc. an opportunity to place into the record of the proceeding specific concerns regarding the utility's quality of service and the utility's responsiveness to service quality issues.

PSC staff has proposed increases for water and wastewater services, based on its review of the utility's records. Under the staff's recommendation, the average monthly bill for a water customer would

increase by \$4.06, from \$31.48 to \$35.54. The monthly charge for wastewater would increase by \$4.32, from \$27.75 to \$32.07.

These rates are for informational purposes only and are intended to facilitate discussion at the customer meeting. A final recommendation on rates, which may include information from the customer meeting, will be prepared by PSC staff and filed and available for review on July 24, 2003. The Commission is scheduled to consider staff's recommendation at its August 5, 2003, agenda conference.

CUSTOMER MEETING
Wednesday, June 18, 2003
6 p.m.
Chapel by the Sea
8240 South Highway A1A
Melbourne Beach, FL, 32951

For legal questions, contact:
Ralph Jaeger
(850) 413-6234
For technical questions, contact:
Ryan Fitch
(850) 413-6928
Marshall Willis
(850) 413-6914

For general information, contact:
Thelma Crump, Tarik Noriega or Kevin Bloom
(850) 413-6482

CONSUMER ASSISTANCE

**Application for a Staff-Assisted Rate Case in Brevard County
by Service Management Systems, Inc.**

Docket No. 021228-WS

Any consumer who wishes to comment or provide information may do so at the service hearing scheduled in their local area.

Consumers may write to:

**Florida Public Service Commission
Division of the Commission Clerk and Administrative
Services
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850**

All written correspondence will be placed in the docket file noted above.

Or, consumers may call or fax to the PSC's Division of Consumer Affairs' toll-free numbers:

Phone: 1-800-342-3552

Fax: 1-800-511-0809

Internet E-Mail: *contact@psc.state.fl.us*

See the PSC's World Wide Web Home Page at:
<http://www.floridapsc.com>

Kay Flynn

021228

From: Denise Karnes
Sent: Monday, June 16, 2003 10:56 AM
To: Alina Dieguez; Beth Salak; Betty Ashby; Bev DeMello; Blanca Bayo; Bob Trapp; Braulio Baez; Breda Platt; Carol Purvis; Cayce Hinton; Charles Davidson; Chuck Hill; Cindy Miller; Dan Hoppe; Della Fordham; Diane Lee; Dorothy Boone; Harold McLean; Hurd Reeves; J. Terry Deason; Janet Brunson; Janet Harrison; JoAnn Chase; Jorge Chamizo; Kathleen Stewart; Katrina Tew; Kay Flynn; Kay Posey; Kevin Bloom; Kevin Neal; Lila Jaber; Martha Golden; Mary Bane; Mary Macko; Norma Jenkins; Pat Dunbar; Patsy White; Richard Tudor; Roberta Bass; Rudy Bradley; Sharon Allbritton; Susan Howard; Tarik Noriega; Thelma Crump; Tim Devlin; Veronica Washington
Subject: Customer Mtg Set to Discuss Proposed Rate Increase for Service Management Systems, Inc.



061603rls.wpd

The attached Public Meeting Notice was sent to the media in Brevard County this morning, 6/16/03.

021228



State of Florida

Public Service Commission
PUBLIC MEETING NOTICE

June 16, 2003

Contact: ♦ 850-413-6482

**CUSTOMER MEETING SET TO DISCUSS PROPOSED RATE INCREASE
FOR SERVICE MANAGEMENT SYSTEMS, INC.**

TALLAHASSEE — The staff of the Florida Public Service Commission (PSC) has scheduled a customer meeting to accept comments from customers in response to a proposed increase in water and wastewater rates by Service Management Systems, Inc., in Brevard County. The meeting is scheduled for Wednesday, June 18, at 6 p.m. Utility customers and interested individuals will be given the opportunity to comment on service quality, the proposed rate increase, and related issues.

Service Management Systems, Inc. provides service to an estimated 269 customers in southeastern Brevard County.

Based on a review of the utility's records and physical assets, staff is proposing an increase in rates that would raise the average monthly water bill from \$31.48 to \$35.54, and increase the average monthly wastewater bill from \$27.75 to \$32.07. These proposed increases are for informational purposes only and are subject to revision. Affected ratepayers are invited to attend the meeting, which will be held at the following time and location:

Wednesday, June 18
6:00 p.m.
Chapel by the Sea
8240 South Highway A1A
Melbourne Beach, Florida

PSC staff is scheduled to make a final recommendation to the Commission July 24, 2003, and Commission vote on this matter is scheduled for August 5, 2003.

###

ORIGINAL

STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

June 20, 2003

Lisa Adams, President
St. Andrew's Village HOA
119 Caledowia Drive
Melbourne Beach, FL 32955

RECEIVED-PSC
03 JUN 24 AM 9:09
COMMISSION
CLERK

Re: Docket No. 021228-WS, Application for a Staff Assisted Rate Case by Service Management Systems, Inc.

Dear Ms. Adams:

This letter is in response to your letter dated June 19, 2003. We would like to take this opportunity to address the eight questions you outlined in your letter. Your first question asks which areas are serviced by Service Management Systems (SMS) by a flat rate, what is the current and proposed flat rate, size of the area, and what facilities are included. Currently only the master homeowner's association (ACSA) is charged a \$661.35 monthly flat rate for service. This flat rate was approved in Order No. PSC-03-0115-TRF-WS, issued January 21, 2003, in Docket No. 021087-WS. This rate was designed to cover an unmetered non-potable irrigation area of approximately 7.86 acres of landscaped entry way and development frontage on U.S. Route 1. This rate was determined by comparing the existing metered irrigation by individual homeowner's associations and applying those gallons to the unmetered irrigation area. Once an estimate for usage was determined, that usage figure was multiplied by the existing non-potable gallonage charge of \$0.56 per thousand gallons. In our preliminary report we are recommending that the unmetered irrigation be metered, and that the flat rate be discontinued. We have included the estimated usage for the common areas as part of our preliminary irrigation rate of \$0.67 per thousand gallons.

Your second question asks how St. Andrew's Village is billed for irrigation in comparison to the other homes, condos, and duplexes in the service area. St. Andrew's is billed by way of a master meter for irrigation service. This is the way the majority of residential irrigation is billed. There are approximately 21 customers who were individual metered for irrigation, all of which reside on Hammock Shore Drive. The remaining irrigation customers are all master metered and are billed through their respective homeowner's associations.

Your third question asks about the imputation of revenues for the common area irrigation. As discussed above, the Commission approved a \$661.35 flat rate for unmetered non-potable irrigation

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Internet E-mail: contact@psc.state.fl.us

Lisa Adams, President
Page 2
June 20, 2003

of approximately 7.86 acres of landscaped entry way and development frontage on U.S. Route 1. We imputed the \$661.35 per month because this is the amount the utility would have been able to collect during a full test year. For the purposes of our preliminary staff report, we designed a gallonage charge for all irrigation customers. We included the estimated gallons from the unmetered common areas that were used to determine the \$661.35 flat rate. We are currently reviewing that estimate with the information we have received in this case.

Your fourth question asks how the golf course is metered and billed, including the size of the area, and current and proposed monthly charges. The golf course has several meters for irrigation, including a meter for irrigation surrounding the club house. The course itself is by far the largest non-potable irrigation user. Based on the information we have, approximately 51% of the total non-potable irrigation is used by the golf course. The gallonage rate for the golf course is the same as the gallonage rate for all non-potable customers. And since the golf course uses approximately half of the non-potable gallons, the golf course also pays approximately half of the non-potable revenues.

Because the golf course is such a large user, other customers benefit by a lower overall irrigation rate. This is because there are more gallons to spread the cost of the non-potable system over. For example if the golf course did not receive service from SMS, the total non-potable gallons would be 51% less and the irrigation rates would be approximately double what they are today. The golf course irrigation percentage above is an estimate. We currently have aggregate gallon information from our auditors. We have requested more detailed information from our auditors so that we can show a detailed allocation of revenues from the golf course. As we discussed at the customer meeting, we will send you a copy of that calculation as soon as it is completed.

Your fifth question asks to compare St. Andrews metered rates, facilities, acreage, and average monthly charges with Aquarina. The preliminary recommended rate for irrigation would be the same for all irrigation customers including Aquarina. As discussed above we are using estimated gallons for the common areas determined in Order No. PSC-03-0115-TRF-WS, issued January 21, 2003, in Docket No. 021087-WS. We are currently reviewing that methodology to determine if there are any material differences that may have occurred since that order. For comparison purposes, we have estimated that the common areas use approximately 1,181 kgal per month. As discussed above we are awaiting detailed billing information from our auditors; however, we do have detailed billing information for November. In November, St. Andrews used approximately 780 kgal (this is similar to the information provided in your letter). A rate comparison at the old rates would be \$661.35 for Aquarina and \$436.80 for St. Andrews, preliminary rates \$791.27 for Aquarina and \$522.60 for St. Andrews.

Your sixth and seventh question ask if the above comparison suggests that the \$661.35 rate be increased or decreased and how would this affect St. Andrews. As discussed above, the flat rate was determined by estimating usage based on a comparison of other irrigation users in the service area. We are reevaluating that estimate to see if it has materially changed since Order No. PSC-03-0115-TRF-WS. If we believe that the average gallons used by the common area should be higher, then the gallonage rate would be lower (more gallons to divide by). If we believe that the average

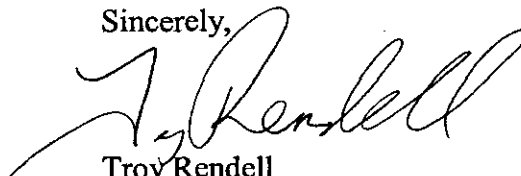
Lisa Adams, President
Page 3
June 20, 2003

gallons used by the common area should be lower, then the gallonage rate would be higher (less gallons to divide by).

Your eighth question asks what would be the rate impact if the customers are successful in having the utility rerout its service lines due to an illegal hook up. The Commission sets rates based on investments and expenses that are prudent and reasonable. Correction of an illegal hookup would likely be considered imprudent and unreasonable. Under this assumption only the reasonable cost (the cost that the utility would have incurred had it made a legal connection) would be passed on through rates and or charges.

Hopefully we were able to answer your questions. Please keep in mind that the responses in this letter are based on our preliminary analysis and that we are still gathering information in this case. Also we will send you a copy of a detailed revenue breakdown from the golf course as soon as we receive the information from our auditors. We have also included a copy of Order No. PSC-03-0115-TRF-WS, which sets the existing flat rate. The opinions in this letter are those of staff and do not bind the Commission's decision on any future mater in this case. If you have any further questions you can contact Mr. Ryan Fitch at 850-413-6928 or Mr. Tony Sargent at 850-413-6968.

Sincerely,



Troy Rendell
Public Utilities Supervisor

TR:rf
Enclosure

cc: Division of Economic Regulation (Fitch, Sargent, Davis, Lingo, Bruce)
Office of General Counsel (Jaeger)
Division of Commission Clerk and Administrative Services (021228-WS)

State of Florida



ORIGINAL

Public Service Commission

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

RECEIVED-P-SC

JUN 26 PM 1:41

COMMISSION
CLERK

DATE: June 24, 2003
TO: Division of the Commission Clerk and Administrative Services
FROM: Ralph R. Jaeger - Office of the General Counsel - Economic Regulation Section
RE: Docket No. 021228-WS - Application for Staff-Assisted Rate Case in Brevard County by Service Management Systems, Inc.

Please place the following individuals on the mailing list as interested persons, and designate their names with an "R".

Raul J. Chacon, Jr., Esquire
5915 Ponce De Leon Blvd., Suite 63
Miami, FL 33146
(305) 662-1523

Lisa Adams
119 Caledonia Drive
Melbourne Beach, FL 32955
(321) 956-8084; Cell ph. (321) 720-7378

Tom McMullen
208 Osprey Villas Court
Melbourne Beach, FL 32951
(321) 768-9730

Skip Hoffman
153 Aquarina Blvd.
Melbourne Beach, FL 32951

Thanks.

RRJ/jb

cc: Division of Economic Regulation (Willis, Davis, Fitch, Hudson, Lingo, Rendell, Sargent)
Division of Auditing and Safety (Vandiver, Winston)

I:\021228mem.rrj

Done 6/26/03

ORIGINAL
STATE OF FLORIDA

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



TIMOTHY DEVLIN, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

July 2, 2003

RECEIVED - FPSC
03 JUL - 1 PM 3:06
COMMISSION
CLERK

Lisa Adams, President
St. Andrew's Village HOA
119 Caledowia Drive
Melbourne Beach, FL 32955

Re: Docket No. 021228-WS, Application for a Staff Assisted Rate Case by Service Management Systems, Inc.

Dear Ms. Adams:

We have obtained the golf course information that you have requested. According to our analysis of the billing register, the golf course consumed 106,436,200 gallons of non-potable water during the 2002 test year. The total metered non-potable water consumed and billed during the test year was 146,179,620. The golf course used approximately 73% of the total metered non-potable water sold during the 2002 test year. This amount does not include the unmetered common area irrigation.

Our analysis of revenues as of the date of this letter shows total test year non-potable revenues of \$89,797 (which includes the flat rate for common areas). Of this amount, \$59,604 or 66% of the total test year non-potable revenues can be attributed to the golf course.

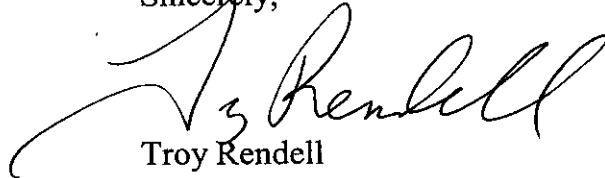
You also asked us to provide you with the area of the golf course so that you could compare irrigation with St. Andrews. We have estimated that the golf course lies on approximately 72 acres of area for which irrigation is necessary (adjustments were made to remove lakes and other water hazards).

Hopefully this information will assist in addressing your concerns. As previously discussed, our recommendation will contain a breakdown of revenues from the golf course for informational purposes. Also, we are reevaluating the basis on which the non-potable flat rate was constructed such that an estimate for unmetered usage can be accounted for in rates.

Lisa Adams, President
Page 2
July 2, 2003

If you have any further questions you can contact Mr. Ryan Fitch at 850-413-6928 or Mr. Tony Sargent at 850-413-6968.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell". The signature is fluid and cursive, with a large initial "T" and "R".

Troy Rendell
Public Utilities Supervisor

TR:rf
Enclosure

cc: Division of Economic Regulation (Fitch, Sargent, Davis, Lingo, Bruce)
Office of General Counsel (Jaeger)
Division of Commission Clerk and Administrative Services (021228-WS)



Public Service Commission

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

DATE: July 2, 2003
TO: Division of Commission Clerk and Administrative Services
FROM: Tony Sargent, Professional Accountant, Division of Economic Regulation *TS*
RE: Docket No. 021228-WS - application for staff assisted rate case in Brevard County by Service Management Systems, Inc.

The attached letter was sent to the Division of Economic Regulation. Please include it in the official docket file for Docket No. 021228-WS.

Thank you.

RECEIVED PASC
 03 JUL - 2 AM 8:57
 COMMISSION
 CLERK

- AUS _____
- CAF _____
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- COM _____
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- ECR _____
- GCL _____
- OPC _____
- MMS _____
- SEC _____
- OTH _____

COMMISSIONERS:
LILA A. JABER, CHAIRMAN
J. TERRY DEASON
BRAULIO L. BAEZ
RUDOLPH "RUDY" BRADLEY
CHARLES M. DAVIDSON



OFFICE OF THE GENERAL COUNSEL
HAROLD A. MCLEAN
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

July 17, 2003

COMMISSION
CLERK

JUL 18 AM 10:57

Harold F. Baldwin
141 Caledonia Drive
Melbourne Beach, FL 32951

Re: Docket No. 021228-WS - Application for Staff-Assisted Rate Case in Brevard County by Service Management Systems, Inc.

Dear Mr. Baldwin:

At the customer meeting held the afternoon of June 18, 2003, in the above-noted docket, you indicated that you thought Service Management Systems, Inc. (utility), had improperly placed its lines on your property outside of any easement. You further indicated that the utility indicated to you that it had some kind of general easement to place the lines where it did, but that it never provided any documentation.

In a complaint, Complaint # 00930, involving a similar situation, staff counsel wrote:

The PSC does not have the authority to determine whether or not Breeze Hill Utilities has a proper utility easement or prescriptive rights to your property. The determination of property rights is a judicial function within the jurisdiction of the Circuit Court, pursuant to the Florida Constitution, Article V, Section 5(b).

This letter represents an informal opinion and is non-binding on the Commission. If you disagree with this opinion, you can request an informal conference, pursuant to Rule 25-22.032(8), Florida Administrative Code. The request must be in writing and filed with the Commission's Division of Consumer Affairs within thirty (30) days from the date of this letter.

Harold F. Baldwin
Page 2
July 17, 2003

I believe the above analysis is correct. Therefore, if you cannot amiably work out your differences with the utility, then it is my opinion that your remedy is not with this Commission, but with the Circuit Court as set out above. Also, as stated above the opinions contained in this letter are my own, and do not bind the Commission in any subsequent action. I am sorry that this letter does not provide any more assistance. If you have any further questions please call me at (850) 413-6234.

Sincerely,



Ralph R. Jaeger
Senior Attorney

RRJ:jb

cc: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Rendell, Sargent, T. Davis, Fitch)
Ms. Lisa Adams
Marty Friedman, Esquire

HBaldwin.rj

STATE OF FLORIDA

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RUDOLPH "RUDY" BRADLEY



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(850) 413-6199

Public Service Commission

July 24, 2003

RECEIVED - PSC
JUL 25 AM 10:38
COMMISSION
CLERK

Lisa Adams
119 Caledonia Drive
Melbourne Beach, FL 32955

Re: Docket No. 021228-WS - Application for Staff-Assisted Rate Case in Brevard County by Service Management Systems, Inc.

Dear Ms. Adams:

Enclosed is a copy of the Staff Recommendation filed in this matter on July 24, 2003. The Commission is expected to consider this Recommendation at its August 5, 2003, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

A handwritten signature in cursive script that reads "Ralph R. Jaeger".

Ralph R. Jaeger
Senior Attorney

RRJ/jb
Enclosure

cc: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Sargent, Fitch, Davis, Lingo, Hudson)

IA021228recltr.rvj

STATE OF FLORIDA

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HAROLD A. MCLEAN
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(850) 413-6199

Public Service Commission

July 24, 2003

Skip Hoffman
153 Aquarina Blvd.
Melbourne Beach, FL 32951

Re: Docket No. 021228-WS - Application for Staff-Assisted Rate Case in Brevard County by Service Management Systems, Inc.

Dear Mr. Hoffman:

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Ralph R. Jaeger
Senior Attorney

RRJ/jb
Enclosure

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Division of Economic Regulation (Sargent, Fitch, Davis, Lingo, Hudson)

I:\021228recltr.rj

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(850) 413-6199

Public Service Commission

July 24, 2003

Tom McMullen
208 Osprey Villas Court
Melbourne Beach, FL 32951

Re: Docket No. 021228-WS - Application for Staff-Assisted Rate Case in Brevard County by Service Management Systems, Inc.

Dear Mr. McMullen:

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Ralph R. Jaeger
Senior Attorney

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I:\021228recltr.rrj

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HAROLD A. MCLEAN
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(850) 413-6199

Public Service Commission

July 24, 2003

Raul Chacon, Jr., Esquire
5915 Ponce De Leon Blvd., Suite 63
Miami, FL 33146


Re: Docket No. 021228-WS - Application for Staff-Assisted Rate Case in Brevard County by Service Management Systems, Inc.

Dear Mr. Chacon:

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Senior Attorney

RRJ/jb
Enclosure

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Division of Economic Regulation (Sargent, Fitch, Davis, Lingo, Hudson)

I:\021228recltr.rnj

STATE OF FLORIDA

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RUDOLPH "RUDY" BRADLEY



OFFICE OF THE GENERAL COUNSEL
HAROLD A. MCLEAN
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

July 24, 2003

Marshall Deterding, Esquire
Rose Law Firm
2548 Blairstone Pines Drive
Tallahassee, FL 32301

Re: Docket No. 021228-WS - Application for Staff-Assisted Rate Case in Brevard County by Service Management Systems, Inc.

Dear Mr. Deterding:

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Senior Attorney

RRJ/jb
Enclosure

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Division of Economic Regulation (Sargent, Fitch, Davis, Lingo, Hudson)

I:\021228recltr.rj

STATE OF FLORIDA

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HAROLD A. MCLEAN
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

July 24, 2003

Service Management Systems, Inc.
235 Hammock Shore Drive
Melbourne Beach, FL 32951-3941

Re: Docket No. 021228-WS - Application for Staff-Assisted Rate Case in Brevard County by Service Management Systems, Inc.

Dear Service Management Systems, Inc.:

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Ralph R. Jaeger
Senior Attorney

RRJ/jb
Enclosure

cc: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Sargent, Fitch, Davis, Lingo, Hudson)

I:\021228\recltr.rj

ORIGINAL

Application for a Staff-Assisted Rate Case in Brevard County by

Service Management Systems, Inc.

RECEIVED-FPSC

03 AUG -1 AM 10:22

COMMISSION
CLERK

Name St. Andrew Villey

Address c/o Vista Property Management
100 Vista Royal Blvd.
Woo Beach, FL 32962

If you want to let the Public Service Commission know how you feel about this case, please fill out this comment form and return it by mail. It will be placed in a correspondence file.

CONSUMER COMMENTS

see attached complaint being filed to make sure it is logged in SMS records, and that they respond to this complaint timely and accurately.

- AUS _____
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- OPC
- MMS _____
- SEC _____
- OTH _____

Date: July 30, 2003

To: Service Management Systems (SMS), Attn: Jim Bates

From: Lisa Adams, as President for Saint Andrew's Village Homeowner's Association

Re: Formal Written Complaint - regarding St. Andrew's Village Property Rights

Dear Mr. Bates:

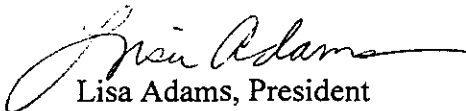
We wish to establish good working relations with SMS, while maintaining full and complete property rights for the homeowner's of St. Andrew's Village. To this end I am registering this formal written complaint with you, and hope you will act quickly to resolve all of our concerns.

We were recently made aware of your assertion that you believe SMS has unimpeded access through St. Andrew's Village to service southern neighbors. In fact, without notice to, or consent from St. Andrew's Village you recently trespassed our water system for new service to a property outside of St. Andrew's Village. We do not believe you have the right to access our properties. St. Andrew's Village objects to any water hook-ups that service property outside of our association. Therefore I am requesting the following:

1. Provide written proof in the form of a recorded easement showing your true authority with regard to St. Andrew's Village. (Be advised - A written reply with assertions alone will not do.)
2. In the absence of legally written proof please provide a plan to remove the offending hook-ups from St. Andrew's Property within 30 days.
3. Take no future action to trespass on St. Andrew's Property. To service properties within our association boundaries, you must recognize that it will require both proper written request/notice to our association, and proper written consent from our Home Owner's Association. You may send written requests to the board's attention through Vista Property Management.

We appreciate your attention to this matter and your prompt reply. Please provide your written response and copy of any easements you claim within 10 days of receipt for review by our board of directors, and association attorney.

Sincerely,



Lisa Adams, President

- Cc: * Vista Property Management (association file copy)
100 Vista Royal Blvd., Vero Beach, FL 32962
* St. Andrew's Board of Directors
✓ * Florida Public Service Commission

STATE OF FLORIDA

COMMISSIONERS:
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MICHAEL A. PALECKI
RUDOLPH "RUDY" BRADLEY



OFFICE OF THE GENERAL COUNSEL
HAROLD A. MCLEAN
GENERAL COUNSEL
(850) 413-6199

Public Service Commission

October 23, 2003

RECEIVED - FPSC
OCT 23 PM 3:30
COMMISSION
CLERK

Marshall Deterding, Esquire
Rose Law Firm
2548 Blairstone Pines Drive
Tallahassee, FL 32301

Re: Docket No. 021228-WS - Application for Staff-Assisted Rate Case in Brevard County by Service Management Systems, Inc.

Dear Mr. Deterding:

Enclosed is a copy of the Staff Recommendation filed in this matter on October 22, 2003. The Commission is expected to consider this Recommendation at its November 3, 2003, Agenda Conference which will be held in Room 148, Betty Easley Conference Center, in Tallahassee beginning at 9:30 a.m.

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Sincerely,

Ralph R. Jaeger
Senior Attorney

*Replaces Recommendation
Dated July 24,
2003*

RRJ/jb
Enclosure

cc: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Sargent, Fitch, Davis, Lingo)

IA021228recltr.rnj

STATE OF FLORIDA

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Public Service Commission

October 23, 2003

Service Management Systems, Inc.
235 Hammock Shore Drive
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Ralph R. Jaeger Replaces Recommendation
Ralph R. Jaeger
Senior Attorney
Dated July 24, 2003

RRJ/jb
Enclosure

cc: Division of the Commission Clerk and Administrative Services
Division of Economic Regulation (Sargent, Fitch, Davis, Lingo)

F:\021228recltr.rtf

STATE OF FLORIDA

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Senior Attorney

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Dated July 24, 2003*

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I:\021228\recltr.rj

STATE OF FLORIDA

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