

Case Scheduling/Rescheduling Advice

Last Revised 04/07/2003 at 14:29

Page 1 of 1

Printed on 04/08/2003 at 14:36

To:

<input checked="" type="checkbox"/> Commissioner Deason	<input checked="" type="checkbox"/> Deputy Executive Director/EXA	<input checked="" type="checkbox"/> Economic Regulation Director
<input checked="" type="checkbox"/> Commissioner Baez	<input checked="" type="checkbox"/> General Counsel Director	<input type="checkbox"/> External Affairs Director
<input 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 - Katherine Echternacht
<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: 030250-WU

Docket Title: Application for staff-assisted rate case in Pasco County, by Floralino Properties, Inc.

1. Schedule Information

Event	Former Date	New Date	Location	Time
Prehearing Conference		03/29/2004	Tallahassee, Room 152	3:30 PM - 5:00 PM
Service Hearing		04/27/2004	Pasco County	10:00 AM - 12:00 PM
Hearing		04/27/2004	Pasco County	12:00 PM - 5:00 PM
Service Hearing		04/27/2004	Pasco County	6:00 PM - 8:00 PM
Hearing		04/28/2004	Pasco 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 12/04/2003 at 15:19

Page 1 of 1

Printed on 12/04/2003 at 15:20

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 - Katherine Echternacht
 Executive Director Competitive Markets/Enforcement
 Public Information Officer Consumer Affairs Director

From: Office of Chairman Lila Jaber

Docket Number: 030250-WU

Docket Title: Application for staff-assisted rate case in Pasco County, by Floralino Properties, Inc.

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Former Assignments

Hearing Officers

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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: Consummating Order Issued.

STATE OF FLORIDA

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



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

Public Service Commission

March 13, 2003

Anthony Tubolino
Floralino Properties, Inc.
Post Office Box 5017
Largo, Florida 33779

Re: Docket No. 030250-WU

Dear Mr. Tubolino:

This will acknowledge receipt of an application for staff-assisted rete case in Pasco County, by Floralino Properties, Inc., which was filed in this office on March 13, 2003, 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



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

August 22, 2003

RECEIVED FPSC
AUG 25 AM 8:50
COMMISSION
CLERK

Diane L. Granado
3521 Connon Drive
New Port Richey, FL 34652

Re: Docket No. 030250-WU, Application for a Staff Assisted Rate Case by Floralino Properties, Inc.

Dear Ms. Granado:

This letter is in response to your letter dated August 21, 2003. We would like to thank you for your comments. Although you will not be able to attend the customer meeting on September 10, 2003, rest assured that your comments will be given the same weight as if they were delivered in person. We have included your August 21, 2003, letter in the official docket file. We also have been forwarded the history of your billing complaints from our Division of Consumer Affairs. It is our understanding that the utility has not yet satisfied the billing error. We encourage you to continue to work with our Division of Consumer Affairs to correct the error. One of the items addressed in a staff assisted rate case (SARC) is the quality of service the utility provides. We will take your comments (including your current billing complaint) as well as other comments from customers of the utility into consideration of our recommendation on quality of service.

Your letter also addresses the level of the rate increase. Let me take this opportunity to briefly explain how the Florida Public Service Commission establishes rates. Pursuant to Section 367.081, Florida Statutes, the Commission shall set rates which are just, reasonable, compensatory, and are not unfairly discriminatory. In determining the revenue requirements for the water and wastewater services, the Commission employs the rate of return methodology established in Chapter 367, Florida Statutes. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service and hence, the rates charged to customers. Some of the factors affecting the cost of providing service include the size and age of the utility system, the quality of the water at its source, the number of customers, and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by companies as part of a rate increase application. The Commission's auditors also examine this information and publish the

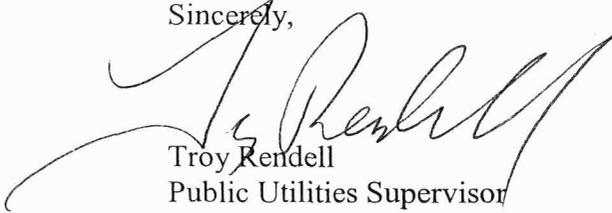
Diane L. Granado
Page 2
August 22, 2003

results of their findings in an audit report. Recovery of any costs found by the Commission to be imprudent or unreasonable is not allowed. Once the revenue requirement is set, the Commission must then establish service rates which will afford the utility the opportunity to earn the approved revenue requirement.

The rates contained in the customer notice are preliminary and are based on a preliminary staff report dated July 28, 2003. Enclosed is a copy of the staff report. Staff is still investigating several expense items in this case; however, for the purposes of facilitating the customer meeting, staff has included the expense items still under investigation. Typically the rates in staff's final recommendation are different from those presented at the customer meeting, since staff is still gathering information to make its final recommendation, including information from customers. Staff is scheduled to submit its recommendation to the Commission on October 9, 2003, and the Commission vote on this matter is scheduled for October 21, 2003.

Hopefully this letter has better explained the SARC process. If you would like to receive a copy of staff's formal recommendation or if you have any other questions regarding the SARC please contact Mr. Ryan Fitch at (850)-413-6928.

Sincerely,



Troy Rendell
Public Utilities Supervisor

TR:rf
Enclosure

cc: Division of Commission Clerk and Administrative Services (030250-WU)
Division of Economic Regulation (Fitch, Davis)
Office of General Counsel (Fleming)
Division of Consumer Affairs (Plendl)
Floralino Properties, Inc.
Martin S. Friedman

21-Aug-03

Mr. Troy Rendell, E.C.R.
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Fl. 32399-0850

AUG 22 2003

ORIGINAL

Reference Docket no. 030250-WU

I apologize for not being able to appear before the commission staff in person on Sept. 10, 2003.

Due to my employment, I am forced to present my case as follows:

I have had problems with inconsistent billing statements for 2 years now.

- 1) Previous and current water readings do not match from bill to bill (the current reading should always be the previous reading on the following bill).
- 2) Amount of water usage in gallons does not equal the difference of the 2 readings
- 3) The dollar value of the water usage is inaccurate. I had 2 consecutive bills, 1 with 2300 gallons used and the other with 9000 gallons used. Yet the cost of the water for both was \$14.49.
- 4) Credits due are not posted correctly and than subsequently overlooked
- 5) I have had encounters with rude employees when questioning my bill. Not recently though because in Feb. 2003, I dealt with Sandra. In April 2003, I dealt with Gloria. In July 2003, I dealt with Vicki. I can't guess when Vicki will be gone and yet another will have to help us!
- 6) A few months ago, a shut off notice was sent to my neighbors address for non payment on my account. I had a hand written receipt from the office paid in full for that particular bill

I have turned to the Florida Public Service Commission several times to try and get resolution

on the continued errors. We get one bill correct and the very next one that is

ORIGINAL

issued is incorrect.

I do not believe that Floralino Properties deserves a rate increase at this time.
(least of all a 30%

increase). Pasco County Water Utilities rates are:

Monthly base price with 1000 gal.	-\$4.39
Water per 1000 gal up to 4000---	\$1.81
Over 4000 gal.-----	\$2.01

What guidelines are being used to allow Floralino Properties to go from \$1.61 per ea. 1000 gals.

to \$2.23 per ea. 1000 gals.? In my lifetime, I have never seen a 30% cost of living raise on any of

my paystubs.

In October 2002- Docket no. 020005-WS- Floralino Properties increased approx. 1.54%. There was

no public hearing because of section 367.081 (4) (b), Florida Statutes and for whatever reason,

the company received the increase yet the invoicing skills did not improved.

I do not believe that I should have to scrutinize the charges on each and every bill that I receive. And then

have to turn around and deal with the office to correct these errors.

I feel a fair solution would be to put the rate increase on hold until Mr. Tubilino can show the Staff

that he can handle the invoicing end of his business. I also feel that if this should happen, when

it comes up for review again, the rate increase should not be so drastic.

Thank-You

Diane L. Granado
3521 Connon Drive
New Port Richey, Fl. 34652

Kay Flynn

From: Denise Karnes
Sent: Wednesday, August 27, 2003 1:38 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; Larry Harris; 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; Vic Cordiano
Subject: Application for a Staff-Assisted Rate Case in Pasco County by Floralino Prop.



floralbull.wpd

The attached bulletin was sent to the legislators and county commissioners in Pasco County this afternoon, 8/27/03.



Bulletin

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

August 27, 2003

Application for a Staff-Assisted Rate Case in Pasco County by Floralino Properties, Inc.

Docket No. 030250-WU

Floralino Properties, Inc., is a Class C water utility providing service to approximately 701 residential customers and seven general service customers in Pasco County. On March 13, 2003, Floralino Properties, Inc. (Floralino or utility) filed an application for a staff-assisted rate case with the Florida Public Service Commission (Commission).

The area served by the utility is located in Pasco County on the east side of Highway 19 South, about three miles south of the city of New Port Richey. The utility's application is being processed under the Commission's "Proposed Agency Action (PAA) procedures. Under the PAA procedures, the case will not be set for a formal hearing unless a timely protest to the Commission 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 expenses have been reviewed.

On Wednesday, September 10, staff of the Commission will hold a customer meeting to give customers of the utility 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.

The Commission's staff has proposed an increase for water service based on its review of the utility's records. Based on staff's recommendation, the average monthly bill for water service would increase. Assuming consumption of 4,500 gallons per month, which is the average for a residential customer of the utility, staff's preliminary recommendation would increase monthly bills from \$15.27 to \$18.23.

The rates recommended by staff 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 Commission staff and filed and available for review on October 9, 2003. The Commission is scheduled to consider staff's recommendation at its October 21, 2003, agenda conference.

CUSTOMER MEETING
Thursday, September 10, 2003
6:00 p.m.

New Port Richey City Hall
5919 Main Street
New Port Richey, FL

For legal questions, contact:
Katherine Fleming
(850) 413-6218

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 Pasco County
by Floralino Properties, Inc.**

Docket No. 030250-WU

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

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

August 28, 2003

RECEIVED PSC
AUG 28 PM 1:34
COMMISSION
CLERK

Ms. Vickey McDonald
New Port Richey, City Hall
5919 Main Street
New Port Richey, FL 34652

Re: Docket No. 030250-WU, Application for a Staff Assisted Rate Case by Floralino Properties, Inc.

Dear Ms. McDonald:

This letter is to confirm our reservation of the New Port Richey, City Hall Meeting Room for Wednesday, September 10, 2003 from 4:00 am to 8:00 pm. We are planning to hold afternoon meetings from 4:00 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 8:00 pm depending on the number of attendees and the number of comments received.

I understand that the meeting room seats approximately 100 people and an audio system and projection screen will be available for our use. If you have any questions, please contact Ryan Fitch at (850) 413-6928. Thank You.

Sincerely,

A handwritten signature in black ink, appearing to read "Troy Rendell".

Troy Rendell
Public Utilities Supervisor

TR/rf
Enclosure

cc: Division of Economic Regulation (Fitch)
Office of General Counsel (Fleming)
Division of Commission Clerk and Administrative Services (030250-WU)

Kay Flynn

From: Denise Karnes
Sent: Monday, September 08, 2003 9:29 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; Larry Harris; 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; Vic Cordiano
Subject: Customer Mtg. Scheduled to Discuss Rates for Floralino Prop., Inc.



flornotice.wpd

The attached news release was sent to the media in the Pasco County area this morning, 9/8/03.



State of Florida
Public Service Commission
NEWS RELEASE

September 8, 2003

Contact: ♦ 850-413-6482

**CUSTOMER MEETING SCHEDULED TO DISCUSS RATES FOR
FLORALINO PROPERTIES, INC.**

TALLAHASSEE — The staff of the Florida Public Service Commission (PSC) will conduct a customer meeting to accept comments from consumers in response to a proposed rate increase for water customers of Floralino Properties, Inc., in Pasco County. The meeting will be held Wednesday, September 10, 2003, at 6 p.m. at the New Port Richey City Hall to provide customers and other interested parties an opportunity to comment on the proposed rate increase and service quality issues related to Floralino's service.

Floralino provides water service to an estimated 701 residential customers and seven general service customers in three subdivisions: Colonial Manor, Colonial Manor Annex, and Eastwood Acres. The service area is located on the east side of Highway 19 South, approximately 2.9 miles south of Main Street in New Port Richey.

PSC staff estimates that customers using an average of 4,500 gallons of water per month will see an increase from the current rate of \$15.27 to \$18.23. The estimate is for discussion purposes only and is subject to change based on information obtained at the customer meeting.

Wednesday, September 10, 2003
6:00 p.m.
New Port Richey City Hall
5919 Main Street
New Port Richey, Florida

Commission staff is scheduled to make a recommendation on rates to the Commission October 9, 2003, and the Commission's vote is scheduled for October 21, 2003.

###

Website - <http://www.floridapsc.com>
Kevin Bloom, Director, Office of Public Information
Additional Press Contacts: Thelma Crump; Tarik Noriega
2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850

Matilda Sanders

1250 - PAA

From: Janice Banka
Sent: Wednesday, November 05, 2003 3:00 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

53

Date and Time: 11/5/2003 2:58:00 PM
Docket Number: 030250-WU
Filename / Path: 030250or.kef

Order Granting Temporary Rates in the Event of Protest and Notice of Proposed Agency Action Order Approving Increase in Rates and Charges, with attachments.

Number of pages in order - 53.

Thanks "J"

2 mailed
+ (2 county clerk address)
Pasco

Matilda Sanders

1362-CE

From: Janice Banka
Sent: Monday, December 01, 2003 9:56 AM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

2

Date and Time: 12/1/2003 9:55:00 AM
Docket Number: 030250-WU
Filename / Path: 030250co.kef

Consummating Order.

Number of pages in order - 2.

Thanks "J"

2/0 + 2 Pasco Clrks.

Matilda Sanders

PSC-03-1362A - CO - WU

From: Janice Banka
Sent: Monday, December 01, 2003 2:29 PM
To: CCA - Orders / Notices
Subject: Order / Notice Submitted

Date and Time: 12/1/2003 2:27:00 PM
Docket Number: 030250-WU
Filename / Path: 030250ao.kef

Amendatory Order.

Number of pages in order - 1.

Thanks "J"

2/0 + 2 Pasco Clrks