

## REQUEST TO ESTABLISH DOCKET

(Please type or print. File original *plus* 1 copy with CLK.)

Date:	11/3/2009	Docket No.:	090500-WS
1. From Staff / Division:	Curt Mouring - Ecr		
2. OPR:	Curt Mouring, Bart Fletcher <i>M BF</i>		
3. OCR:			
4. Suggested Docket Title:	Request for approval of late payment charge by Heather Hills Estates in Manatee County.		
5. Program/Module/Submodule Assignment:	A46		
6. Suggested Docket Mail List.			
a. Provide NAMES/ACRONYMS, if registered company.		<input type="checkbox"/> Provided as an Attachment	
Company Code, if applicable:	Parties (include address, if different from MCD):	Representatives (name and address):	
WS925	Heather Hills Estates Utilities, LLC	Christina Stephens	
	4925 3rd Street, West	Richard T. Stephens, Jr.	
	Bradenton, FL 34207-2608	Keith Starkey	
b. Provide COMPLETE NAME AND ADDRESS for all others. (match representatives to companies)			
Company Code, if applicable:	Interested persons, if any, (include address, if different from MCD):	Representatives (name and address):	
7. Check one:	<input checked="" type="checkbox"/> Supporting Documentation Attached		<input type="checkbox"/> To be provided with Recommendation
Comments:			

DOCUMENT NUMBER-DATE  
11073 NOV-3 8  
FPSC-COMMISSION CLERK

---

**MISCELLANEOUS SERVICE CHARGES**

**APPLICABILITY:** The Company may charge the following miscellaneous service charges in accordance with the terms state herein. If both water and wastewater services are provided, only a single charge is appropriate unless circumstances beyond the control of the Company requires multiple actions.

1. **Initial Connection** - This charge would be levied for service initiation at a location where service did not exist previously.
2. **Normal Reconnection** - This charge would be levied for transfer of service to a new Customer account at a previously served location, or reconnection of service subsequent to a Customer requested disconnection.
3. **Violation Reconnection** - This charge would be levied prior to reconnection of an existing customer after disconnection of service for cause according to Rule 25-30.320(2), Florida Administrative Code, including a delinquency in bill payment.
4. **Premise Visit Charge (In Lieu Of Disconnection)** - This charge would be levied when a service representative visits a premises for the purpose of discontinuing service for nonpayment of a due and collectible bill and does not discontinue service because the Customer pays the service representative or otherwise makes satisfactory arrangements to pay the bill.
5. **Late Payment Charge** – This charge may be levied when a Customer’s billing account is not paid within 20 days, and is therefore delinquent.

If both water and wastewater services are provided, only a single charge is appropriate unless circumstances beyond the control of the Company require multiple actions.

**CHARGES:**      Schedule of Miscellaneous Service Charges

Initial Connection Fee	<u>\$10.00</u>
Normal Reconnection Fee	<u>\$10.00</u>
Violation Reconnection Fee	<u>\$15.00</u>
Premises Visit Fee ( in lieu of disconnection)	<u>\$ 5.00</u>
Late Charge Fee	<u>\$ 5.00</u>

**TYPE OF FILING**      Tariff Filing

**EFFECTIVE DATE**

---

DOCUMENT NUMBER-DATE

11073 NOV -3 8 Keith Starkey  
Owner

FPSC-COMMISSION CLERK

## Curt Mouring

---

**From:** Chris at Heather Hills Estates [hh4925@verizon.net]  
**Sent:** Friday, October 30, 2009 8:31 AM  
**To:** Curt Mouring  
**Attachments:** Misc Chrg-water.doc; Public service commision Late fee request.doc

Hi Curt,

Hope this works. Thanks Chris

October 28<sup>th</sup> , 2009

Curt Mouring  
Division of Economic Regulation  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: Heather Hills Utilities; WS-96-0073

Dear Curt Mouring,

Attached please find a copy of our current Water Tariff sheets. These have not been updated since 1996. There is no provision for a late payment. As such, we are requesting approval of a change in the miscellaneous service charges in order to add a late payment fee. This will encourage timely payments of the customer and will help to cover the increased administrative expense associated with customers paying late.

The water payment is due on the 21<sup>st</sup> day of the billing month. Our billing cycle is on a quarterly basis. We pay a county water bill monthly, and do not collect from the customer until the 3<sup>rd</sup> month.

We are requesting that a \$5 late fee be added to the miscellaneous charges to recover the costs of processing delinquent accounts and encourage residents to pay on time.

Thank you,

Heather Hills Utilities  
Keith and Clara Starkey

---

## MISCELLANEOUS SERVICE CHARGES

**APPLICABILITY:** The Company may charge the following miscellaneous service charges in accordance with the terms state herein. If both water and wastewater services are provided, only a single charge is appropriate unless circumstances beyond the control of the Company requires multiple actions.

1. **Initial Connection** - This charge would be levied for service initiation at a location where service did not exist previously.
2. **Normal Reconnection** - This charge would be levied for transfer of service to a new Customer account at a previously served location, or reconnection of service subsequent to a Customer requested disconnection.
3. **Violation Reconnection** - This charge would be levied prior to reconnection of an existing customer after disconnection of service for cause according to Rule 25-30.320(2), Florida Administrative Code, including a delinquency in bill payment.
4. **Premise Visit Charge (In Lieu Of Disconnection)** - This charge would be levied when a service representative visits a premises for the purpose of discontinuing service for nonpayment of a due and collectible bill and does not discontinue service because the Customer pays the service representative or otherwise makes satisfactory arrangements to pay the bill.
5. **Late Payment Charge** – This charge may be levied when a Customer's billing account is not paid within 20 days, and is therefore delinquent.

If both water and wastewater services are provided, only a single charge is appropriate unless circumstances beyond the control of the Company require multiple actions.

**CHARGES:**      **Schedule of Miscellaneous Service Charges**

Initial Connection Fee	<u>\$10.00</u>
Normal Reconnection Fee	<u>\$10.00</u>
Violation Reconnection Fee	<u>\$15.00</u>
Premises Visit Fee ( in lieu of disconnection)	<u>\$ 5.00</u>
Late Charge Fee	<u>\$ 5.00</u>

**TYPE OF FILING**

**EFFECTIVE DATE**

September 21<sup>st</sup>, 2009

Curt Mouring  
Division of Economic Regulation  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: Heather Hills Utilities; WS-96-0073

Dear Curt Mouring,

Attached please find a copy of our current Water Tariff sheets. These have not been updated since 1996. There is no provision for a late payment. As such, we are requesting approval of a change in the miscellaneous service charges in order to add a late payment fee. This will encourage timely payments of the customer and will help to cover the increased administrative expense associated with customers paying late.

The water payment is due on the 21<sup>st</sup> day of the billing month. Our billing cycle is on a quarterly basis. We pay a county water bill monthly, and do not collect from the customer until the 3<sup>rd</sup> month.

We are requesting that a \$5 late fee be added to the miscellaneous charges to recover the costs of processing delinquent accounts and encourage residents to pay on time.

Thank you,

Heather Hills Utilities  
Keith and Clara Starkey

## COST ANALYSIS BREAKDOWN

### Clerical

Office Clerk- \$437.50 per wk

Total - \$ 449.69 per wk/ \$ 3.65 per 1/3 hr.

### Computer/Copier

Copier- 1 black & 1 color printer - \$ 83.34 per month

Paper - \$ 20.00 per month

Computer - \$69.00 per month

Total - \$172.34 per month, \$5.75 per day, .72 per hour

Postage - \$.44

### Total Costs

Clerical - \$11.25 per hour

Computer/Copier - \$.72 per hour

Postage - \$.44

Total - \$4.81