

Holiday Gardens Utilities, Inc. DOCKET NO. 130250-WU

4804 Mile Stretch Drive, Holiday, FL 34690-4358
(727) 937-3293 or (727) 937-6275 Fax: (727) 937-3293

October 4, 2013

Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399

RECEIVED-FPSC
13 OCT -9 AM 9:41
COMMISSION
CLERK

RE : Application for Amendment of Miscellaneous Service Charges for Holiday Gardens Utilities, Inc in Pasco County.

Dear Commission Clerk,

Please allow this letter to serve as a request to open a docket to amend the miscellaneous service charges for Holiday Gardens Utilities, Inc in Pasco County.

Enclosed, please find a cost justification summary sheet along with back up material and the revised tariff sheet.

On behalf of the Utility,



Mike Smallridge

MS/jr

Holiday Gardens Utilities, Inc.

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Summary of Cost Justification for Amendment of Miscellaneous Charges

\$30.00

1) After Hours Reconnection Fee :

Holiday Gardens Utilities, Inc is comprised of mainly working class customers who have made a request to have water service reconnected after the close of business. Holiday Gardens Utilities, Inc has made arrangements with Jessup Plumbing Co to provide this service for a cost of \$30.00. A copy of the agreement is provided in the back – up material.

\$24.38

2) Initial Customer Deposit :

Currently Holiday Gardens Utilities, Inc does not have an approved Initial Customer Deposit

Holiday Gardens Utilities, Inc calculated an initial customer deposit as two times the average customer's bill for 2012 plus two months Base Facility Charge. A spreadsheet showing the calculations as provided in the back – up material.

\$5.10

3) Late Fee :

Currently Holiday Gardens Utilities, Inc does not have an approved late fee.

Holiday Gardens Utilities, Inc calculated the late fee by taking the cost to produce late notices and to process customer payments made after the 20 day billing period. A spreadsheet showing the calculation is provided in the back – up material.

\$2.50

4) Convenience Fee :

Holiday Gardens Utilities, Inc has received requests from customers who wish to pay the customer's bill with a credit or debit card. In order to provide this customer service, the Utility must cover the cost of such things as a credit card processing machine, internet connection, etc. A spreadsheet showing the calculation is provided in the back – up material.

\$50.00

5) Lock Tampering Fee :

Currently Holiday Gardens does not have an approved Lock Tampering Fee.

In order to protect the utilities assets and recover costs incurred, Holiday Gardens Utilities, Inc. has calculated lock tampering fee including a separate service call and the cost of a replacement lock. A spreadsheet showing the calculation is provided in the back – up material.

Holiday Gardens Utilities, Inc.

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Back – Up Material

1) After Hours Reconnection Fee	\$30.00
2) Initial Customer Deposit	\$24.38
3) Late Fee	\$5.10
4 Convenience Fee	\$2.50
5) Lock Tampering Fee	\$50.00
6) Revised Tariff Sheet	

Jessup Plumbing
Keith Jessup
6152 Arthur Ave New Port Richey FL 34653
Tel: 727-749-6331
Mobil:727-534-8699

Invoice

Bill To:
Crestridge Utilities
Billing
Aqua.Linda@verizon.net

Please make checks payable to:
Jessup Plumbing

Invoice No:
Oct , 7th2013

QUANTITY	DESCRIPTION	UNIT PRICE	PRICE
	Bid Price : Reinstall Meters After 4pm	\$30.00	\$30.00
		SUBTOTAL	
		SALES TAX	N/A
		SHIPPING & HANDLING	N/A
		TOTAL	

If you have any questions concerning this invoice, please contact

Your Name Tel: (727) 534-8699
THANK YOU FOR YOUR BUSINESS!

Holiday Gardens Utilities, Inc

Initial Deposit Calculation

Total Annual flow	19,963,520
Average monthly gallons sold	1,663,627
Average gallons per connection (456)	3,648
Average per month water charge ($\$1.31/1000 = \4.78) plus base facility ($\$7.41$)	\$12.19
Initial Customer Deposit (doubled average monthly water charge and base facility charge)	\$24.38

Holiday Gardens Utilities, Inc

Jan	1,841,020
Feb	1,797,991
Mar	1,665,437
Apr	1,836,954
May	1,715,246
Jun	1,727,438
Jul	1,522,797
Aug	1,557,914
Sep	1,553,969
Oct	1,747,867
Nov	1,792,866
Dec	1,204,021

19,963,520

divided by 12

1,663,627 average monthly sale

divided by 456 customers

3648 average gallons used monthly by connection

Holiday Gardens Utilities, Inc

Cost of Preparing Late Notices:

Postage	\$0.33	
Cost of disconnect notices (cards)	\$0.06	\$57.50 / 1000 = 0.575
Labor (1 employee)	\$0.30	
TOTALS	\$0.69	

Cost Associated with Processing Late Payments

Processing Late Payments includes entering payment into a billing system, preparing a Bank deposit slip and driving to the Bank for Deposit

Labor (2 minutes each)	\$0.60	
Drive time to Bank (15 min X \$0.30 round trip)	\$4.50	see map
TOTALS	\$5.10	

Figuring Labor Costs:

Salary (1) employee	\$51,146.92
per month	\$4,262.25
per day	\$142.08
per hour	\$17.76
per minute	\$0.30



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Charged Posted

INVOICE
21575

Judy
Crestridge Utility Corporation
4804 Mile Strech Dr
Holiday FL 34690
Phone: 727-937-6275

Date 7/29/13
Customer P.O. No.

NOW OFFERING
SIGNS & BANNERS

QUANTITY	DESCRIPTION	AMOUNT
1,000	PC: Delinquent-Crestridge, 4.25x5.5 White 67# 9 67 VB White (Domtar), copied 4 up on 2 sides	53.70

Taken by: Becky
Account Type: Charge Account

Ship Via: Call When Ready

SUBTOTAL 53.70

SALES TAX 3.80

SHIPPING

TOTAL 57.50

RECEIVED BY:

Signature: _____

X _____ Date: _____

PLEASE PAY FROM
THIS INVOICE

By signing this invoice, you agree to pay the total balance due, in full, within 30 days of the date you sign. If this invoice is not paid in full within 30 days: you agree to pay finance charges at the rate of 1.5% per month (18.0% APR), accruing from the date you signed this invoice until the date paid; you agree that we may turn your past-due account over to our collection agency at any time; and you agree to pay any and all collection costs, including specifically set forth reasonable attorney's fees of 20% of the unpaid balance, in addition to any and all accrued finance charges.

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Print Link/Embed

4804 Mile Stretch Drive Holiday Florida 34690

710 East Tarpon Avenue Tarpon Springs Flor

Get Directions

Via US-19 S 3.50 miles
5 mins / 7 mins based on current traffic

Est. Fuel Cost

You can adjust your route by Dragging the Route Line

Driving Directions

4804 Mile Stretch Dr
Holiday, FL 34690-4358



Percentage of Customers Using Credit Cards to Pay Monthly Bill

	January	February	March	April	May	Total	Avg.	
Four Points	23.1%	18.0%	39.8%	39.3%	39.4%	159.5%	31.9%	405
Pinecrest	7.7%	21.7%	17.8%	19.3%	20.0%	86.5%	17.3%	123
West Lakeland	4.0%	6.8%	4.8%	9.4%	8.5%	33.6%	6.7%	103
Holiday Garden								631
Crestridge								126.2
	34.9%	46.5%	62.4%	68.0%	67.8%	279.6%	55.9%	1514.4
						0.559163		
						6.709958	18.6% Cumulative Average	# Customers @ 10/01/2013
						Est. # Customers	85 Holiday Garden	456
						Est. # Customers	115 Crestridge	617
								<u>1073</u>

Machine	\$599.00	Depreciation Rate	6.67%
Acc. Depr	\$39.93		
Net Plant	\$559.07		

ROR 6.27%

Return on investment	\$35.05
Depreciation Expense	\$39.00
	\$74.05

	Old	New
Accounting Cost	\$420.00	
Equipment	\$74.05	
Paper Cost	\$108.00	
	<u>\$602.05</u>	
	\$0.40	\$0.56

Customer Service	\$1.27	\$1.27
Accounting	\$0.88	\$0.88
	\$2.54	\$2.70

NAME OF COMPANY HOLIDAY GARDENS UTILITIES, INC.

WATER TARIFF

MISCELLANEOUS SERVICE CHARGES

The Company may charge the following miscellaneous service charges in accordance with the terms stated herein. 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.

INITIAL CONNECTION- This charge may be levied for service initiation at a location where service did not exist previously.

NORMAL RECONNECTION- This charge may 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.

VIOLATION RECONNECTION- This charge may 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.

PREMISES VISIT CHARGE (IN LIEU OF DISCONNECTION)- This charge may 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.

LATE PAYMENT CHARGE- This charge may be levied when a Customer's billing account is not paid within 20 days after rendered and, hence, is delinquent.

LOCK TAMPERING FEE- This charge may be levied when it has been determined that a Customer has tampered with the Company's locks.

CONVENIENCE FEE- This charge may be levied when a Customer opts to pay their utility bill by debit/credit card via telephone.

SCHEDULE OF MISCELLANEOUS SERVICE CHARGES

Initial Connection Charge	\$ 15.00
Normal Reconnection Charge	\$ 15.00
Violation Reconnection Charge	\$ 15.00
Premises Visit Charge	\$ 10.00
(in lieu of disconnection)	
Late Payment Charge	\$ 5.00
Lock Tampering Fee	\$ 50.00
Convenience Fee	\$ 2.50
After Hours Reconnection Fee	\$ 30.00
Initial Customer Deposit	\$24.00

EFFECTIVE DATE- JANUARY 1, 2014

TYPE OF FILING- TARIFF ADMENDMENT

Linda Emerick
ISSUING OFFICER
President & Chief Executive Officer
TITLE