

State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

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

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**DATE:** March 7, 2018  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Clayton Lewis, U.S. Engineering Specialist, Division of Engineering *ML*  
**RE:** Docket No. 20170147-WS - Application for staff-assisted rate case in Levy County  
by FIMC Hideaway, Inc. *CKL*

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Please file the attached Staff's Response Letter to Ms. Ellison dated March 7, 2018 on the Correspondence side of the above mentioned docket file.

Thank you.

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
JULIE I. BROWN  
DONALD J. POLMANN  
GARY F. CLARK  
ANDREW GILES FAY

STATE OF FLORIDA



DIVISION OF ENGINEERING  
TOM BALLINGER  
DIRECTOR  
(850) 413-6910

## Public Service Commission

March 7, 2018

Ms. Muriel Ellison  
11260 NW 112<sup>th</sup> Terrace  
Chiefland, FL 32626

**Re: Docket No. 20170147-WS-Application for staff-assisted rate case in Levy County by FIMC Hideaway, Inc.**

Dear Ms. Ellison:

Thank you for your letter expressing concerns regarding the rate increase petition filed by FIMC Hideaway, Inc., and for attending the customer meeting. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.


During a rate case, the Commission's accountants, engineers, and economists examine the Utility's financial and engineering information to make a recommendation to the Commissioners. One of the issues addressed in the recommendation is the overall quality of service provided by a utility after evaluating: (1) the quality of the utility's product; (2) the operating conditions of the utility's facilities; and (3) the utility's attempt to address customers' satisfaction. As part of this evaluation, Commission staff reviews sanitary surveys, outstanding citations, violations, and consent orders on file with the Florida Department of Environmental Protection. Commission staff's review also considers complaints regarding secondary water quality standards. Secondary water standards regulate contaminants that may impact the taste, odor, and color of drinking water. Concerns regarding water pressure are also considered in staff's evaluation of a utilities' quality of service.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory as directed by Chapter 367, Florida Statutes. Staff intends to file its recommendation on April 6, 2018, in Docket No. 20170147-WS, which addresses the issues in the petition and is available on the Commission's website at [www.floridapsc.com](http://www.floridapsc.com). The Commissioners are scheduled to vote on staff's recommendation on April 20, 2018.

Ms. Muriel Ellison  
March 7, 2018  
Page 2

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Sincerely,

  
Clayton Lewis  
U. S. Engineering Specialist  
Florida Public Service Commission  
Division of Engineering

CL:pz

cc: Office of Commission Clerk (Docket No. 20170147-WS)