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STATE OF FLORIDA



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

## Public Service Commission

November 18, 2019

Mr. Mike Caruso, President  
Deer Creek RV Golf & Country Club, Inc.  
42749 Highway 27  
Davenport, FL 33837  
deercreekutilities@aegiscms.com

VIA EMAIL & US MAIL

**Re: Docket No. 20190071-WS - Application for staff-assisted rate case in Polk County by Deer Creek RV Golf & Country Club, Inc.**

Dear Mr. Caruso:

This letter will confirm that Commission staff will hold a customer meeting on Tuesday, December 17, 2019, at 4:00 p.m. We ask that, if at all possible, you or another knowledgeable representative of the Utility attend the meeting in order to answer customer questions. The location of the general meeting will be as follows:

Deer Creek RV Golf & Country Club, Inc. – Club House  
42749 US Hwy 27  
Davenport, FL 33837

As required by Rule 25-22.0407(9)(b), Florida Administrative Code (F.A.C.), the Utility must provide, in writing, a customer meeting notice to all customers within its service area no less than 14 days and no more than 30 days prior to the date of a customer meeting. A draft customer meeting notice is enclosed. Please note the date has been left blank so that you can fill in the date that the notice is sent to the customers. Please furnish me with a copy of the notice, as reproduced at the time it is distributed to your customers, together with a cover letter indicating the exact date(s) on which the notice was mailed or otherwise delivered to the customers.

In addition, attached is a copy of the staff report. Please ensure that a copy of the completed Application for Staff Assistance and the staff report are available for review, pursuant to Rule 25-22.0407(9)(a), F.A.C., by all interested persons at the following location:

Deer Creek RV Golf & Country Club, Inc.  
42749 US Hwy 27  
Davenport, FL 33837

Mr. Mike Caruso  
Page 2  
November 18, 2019

For your convenience, I have also enclosed a copy of Rule 25-22.0407(9), F.A.C. should you have any questions about any of the matters contained herein, please do not hesitate to contact me by phone at (850) 413-6632.

Respectfully,



Emily Knoblauch, Engineering Specialist  
Division of Engineering  
Florida Public Service Commission

EK:pz

Enclosures

cc: Ms. Jennifer Hernandez (deercreekutilities@artemislifestyles.com)  
Mr. Jeff Small, OCBOA Consulting, LLC (jeffsmall@ocboa.net)  
Office of Commission Clerk (Docket No. 20190071-WS)

**Rule 25-22.0407(9), Florida Administrative Code**

(9) When a utility applies for a staff-assisted rate case in accordance with Section 367.0814, Florida Statutes, and Rule 25-30.455, F.A.C., and staff-assistance is granted, the requirements of subsections (2), (3), (4), and (5) of this rule shall not apply.

(a) Upon receipt of the staff reports, the utility shall place two copies of its application for staff-assistance and the staff reports at any business offices it has in its service area. Such copies shall be available for public inspection during the utility's regular business hours. If the utility does not have a business office in its service area, the utility shall place two copies of its application and the staff reports at the main county library, the local community center or other appropriate location that is within or most convenient to the service area and that is willing to accept and provide public access to the copies.

(b) No less than 14 days and no more than 30 days prior to the date of a customer meeting conducted by the Commission staff, the utility shall provide, in writing, a customer meeting notice to all customers within its service area and to all persons in the same service areas who have filed a written request for service or who have been provided a written estimate for service within the 12 calendar months prior to the month the petition is filed.

(c) The customer meeting notice shall be approved by the Commission staff prior to distribution and shall include the following:

1. The date the notice was issued;
2. The time, date, location, and purpose of the customer meeting;
3. A statement that the utility has applied for a staff-assisted rate case and the general reasons for doing so;
4. A statement of the location where copies of the application and the staff reports are available for public inspection and the times during which inspection may be made;
5. A comparison of current rates and charges and the proposed new rates and charges;
6. The utility's address, telephone number, and business hours;
7. A statement that written comments regarding utility service or the proposed rates and charges should be addressed to the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0870, and that such comments should identify the docket number assigned to the proceeding;
8. A statement that complaints regarding service may be made to the Commission's Division of Service, Safety & Consumer Assistance at the following toll-free number: 1(800)342-3552.
9. A statement that the Commission will be reviewing the utility's service availability charges in the pending case and that the Commission may adjust those charges.
10. The docket number assigned by the Commission's Office of Commission Clerk.

(d) The customer meeting notice shall be mailed to the out-of-town address of all customers who have provided the utility with an out-of-town address.

(e) If the proposed agency action order issued in the case is protested and any hearings are subsequently held, the utility shall give notice in accordance with subsections (6) and (7) above.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION  
NOTICE OF CUSTOMER MEETING  
TO THE CUSTOMERS OF DEER CREEK RV GOLF & COUNTRY CLUB, INC.  
AND  
ALL OTHER INTERESTED PERSONS  
DOCKET NO. 20190071-WS  
APPLICATION FOR STAFF-ASSISTED RATE CASE IN POLK COUNTY  
BY DEER CREEK RV GOLF & COUNTRY CLUB, INC.

Issued: \_\_\_\_\_

Notice is hereby given that the staff of the Florida Public Service Commission (Commission) will conduct a customer meeting to discuss the application for staff-assisted rate case in Polk County by Deer Creek RV Golf & Country Club, Inc. (Deer Creek or Utility). The meeting will be held at the following time and place:

4:00 p.m., Tuesday, December 17, 2019  
Deer Creek RV Golf & Country Club, Inc. – Club House  
42749 US Hwy 27  
Davenport, FL 33837

All persons who wish to comment are urged to be present at the beginning of the meeting, since the meeting may be adjourned early if no customers are present. One or more of the Commissioners of the Commission may attend and participate in this meeting. The meeting will begin as scheduled and will continue until all the customers have been heard.

If a named storm or other disaster requires cancellation of the meeting, Commission staff will attempt to give timely direct notice to the parties. Notice of the cancellation of the meeting will also be provided on the Commission's website (<http://www.floridapsc.com/>) under the Hot Topics link found on the home page. Cancellation can also be confirmed by calling the Commission's Office of the General Counsel at (850) 413-6199.

Any person requiring some accommodation at the customer meeting because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770 at least five calendar days prior to the meeting. Any person who is hearing or speech impaired should contact the Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD).

## PURPOSE

The purpose of this meeting is to give customers and other interested persons an opportunity to offer comments to Commission staff regarding the quality of service the Utility provides, the proposed rate increase, and to ask questions and comment on staff's preliminary rates included in this notice as well as other issues. Staff members will summarize the Utility's application, the preliminary work accomplished, and answer questions to the extent possible. A representative from the Utility has also been invited to respond to questions.

At the beginning of the meeting, procedures will be established for the order of comments. Commission staff will have sign-up sheets, and customers will be called to speak in the order that they sign up. Staff will be available to coordinate customers' comments and to assist members of the public.

Any person who wishes to comment or provide information to staff may do so at the meeting, orally or in writing. There may be limited space at the meeting venue given the number of customers the Utility services. If the meeting venue reaches capacity, there may need to be a wait for any customer who wishes to comment orally. Written comments may also be sent to the Commission at the address given at the end of this notice. Your letter will be placed in the correspondence file of this docket. You may also submit comments through the Commission's toll-free facsimile line at 1-800-511-0809 or online at <https://secure.floridapsc.com/ClerkOffice/EfilingPublic>.

## BACKGROUND

Deer Creek RV Golf & Country Club, Inc. is a Class C utility providing water and wastewater service to approximately 752 residential and 39 commercial customers in Polk County. Deer Creek is part of a Development of Regional Impact (DRI), which was established in the early 1980s. Under the DRI, several contiguous mobile home communities and commercial properties were developed. The ownership of the developments has changed hands several times and several different agreements were made as to how utility service would be managed and billed. On December 5, 2013, Deer Creek acquired the recreational facilities, amenities, and other property exclusively serving several of the communities. The Florida Public Service Commission (Commission) granted Certificate Nos. 670-W and 572-S to Deer Creek on November 17, 2017, to provide water and wastewater service.

On March 25, 2019, Deer Creek filed an application for a staff-assisted rate case. The 12 month period ending December 31, 2018, was selected for the instant case. According to the Deer Creek's 2018 Annual Report, it reported total operating revenues of \$132,542 for water and \$194,307 for wastewater, and net operating income of \$124,265 for water and \$81,798 for wastewater. The Florida Department of Environmental Protection conducted a sanitary survey in 2018 and determined the plant and facilities to be in compliance with its rules and regulations. The Commission has jurisdiction in this case pursuant to Sections 367.011, 367.081, 367.0812, 367.0814, 367.091, and 367.121, F.S.

## CURRENT AND PRELIMINARY RATES AND CHARGES

Staff has compiled the following rates and charges for the purpose of discussion at the customer meeting. These rates are preliminary and subject to change based on information gathered at the

customer meeting, further staff review, and the final decision by the Commission. The Utility's current, and staff's preliminary rates and charges, are as follows:

DEER CREEK RV GOLF & COUNTRY CLUB, INC.		SCHEDULE NO. 4-A	
TEST YEAR ENDED DECEMBER 31, 2018		DOCKET NO. 20190071-WS	
MONTHLY WATER RATES			
	UTILITY CURRENT RATES	STAFF RECOMMENDED RATES	4 YEAR RATE REDUCTION
<b><u>Residential and General Service</u></b>			
Base Facility Charge - All Meter Sizes	\$2.45	N/A	N/A
Base Facility Charge by Meter Size			
5/8"X3/4"	N/A	\$10.62	\$0.02
3/4"	N/A	\$15.93	\$0.03
1"	N/A	\$26.55	\$0.06
1-1/2"	N/A	\$53.10	\$0.11
2"	N/A	\$84.96	\$0.18
3"	N/A	\$169.92	\$0.36
4"	N/A	\$265.50	\$0.56
6"	N/A	\$531.00	\$1.12
Charge per 1,000 gallons - Residential			
0 - 2,400 gallons	\$2.93	N/A	N/A
2,401 - 4,700 gallons	\$5.51	N/A	N/A
4,701 - 9,500 gallons	\$10.70	N/A	N/A
Over 9,500 gallons	\$18.51	N/A	N/A
0 - 3,000 gallons	N/A	\$9.91	\$0.02
Over 3,000 gallons	N/A	\$13.79	\$0.03
Charge per 1,000 gallons - General Service	\$2.45	\$10.24	\$0.02
<b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b>			
2,000 Gallons	\$8.31	\$30.44	
4,000 Gallons	\$14.17	\$54.14	
6,000 Gallons	\$20.03	\$81.72	

**DEER CREEK RV GOLF AND COUNTRY CLUB, INC.**  
**TEST YEAR ENDED DECEMBER 31, 2018**  
**MONTHLY WASTEWATER RATES**

**SCHEDULE NO. 4-B**  
**DOCKET NO. 20190071-WS**

	<b>UTILITY CURRENT RATES</b>	<b>STAFF RECOMMENDED RATES</b>	<b>4 YEAR RATE REDUCTION</b>
<b><u>Residential and General Service</u></b>			
Base Facility Charge - All Meter Sizes	\$8.96	N/A	N/A
Charge per 1,000 gallons	\$6.77	N/A	N/A
<b><u>Residential</u></b>			
Base Facility Charge - All Meter Sizes	N/A	\$15.05	\$0.03
Charge per 1,000 gallons	N/A	\$8.63	\$0.02
<b><u>General Service</u></b>			
<b>Base Facility Charge by Meter Size</b>			
5/8" x 3/4"	N/A	\$15.05	\$0.03
3/4"	N/A	\$22.58	\$0.05
1"	N/A	\$37.63	\$0.08
1-1/2"	N/A	\$75.25	\$0.15
2"	N/A	\$120.40	\$0.24
3"	N/A	\$240.80	\$0.48
4"	N/A	\$376.25	\$0.75
6"	N/A	\$752.50	\$1.50
Charge per 1,000 gallons	N/A	\$8.63	\$0.02
<b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b>			
2,000 Gallons	\$22.50	\$32.30	
4,000 Gallons	\$36.04	\$49.55	
6,000 Gallons	\$49.58	\$66.80	

## STAFF REPORTS AND UTILITY APPLICATION

The results of staff's preliminary investigation are contained in a staff report dated November 18, 2019. Copies of the report may be examined by interested members of the public from 9:00 a.m. to 4:30 p.m., Monday through Friday at the following location:

Deer Creek RV Golf & Country Club, Inc.  
42749 US Hwy 27  
Davenport, FL 33837

## PROCEDURES AFTER CUSTOMER MEETING

After the customer meeting, Commission staff will prepare a recommendation which is tentatively scheduled to be submitted to the Commission on February 20, 2020. The Commission will then vote on staff's recommendation at its March 3, 2020, Commission Conference. The Commission will thereafter issue a proposed agency action (PAA) order containing rates which may be different from those contained in staff's final recommendation. Substantially affected persons have 21 days from the date that the PAA order is issued to protest the Commission's PAA order. Customers are able to obtain a copy of staff's recommendation and all documents filed in this docket under the Clerk's Office tab at the Commission's website (<http://www.floridapsc.com/>).

## HOW TO CONTACT THE COMMISSION

Written comments regarding the Utility and the proposed rates, and requests to be placed on the mailing list for this case, may be directed to this address:

Director, Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

All correspondence should refer to "Docket No. 20190071-WS – Deer Creek RV Golf & Country Club, Inc." Your letter will be placed in the correspondence file of this docket. You may also submit comments through the Florida Public Service Commission's email at [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us), or the Commission's website available at <https://secure.floridapsc.com/ClerkOffice/EfilingPublic>.

If you wish to contact the Florida Public Service Commission regarding complaints about service, you may call the Commission's Office of Consumer Assistance and Outreach through its toll-free number at 1-800-342-3552 or submit a complaint form online at <http://www.floridapsc.com/ConsumerAssistance/ComplaintForm>.

This notice was prepared by Commission staff for distribution by the Utility to its customers.