

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF DEVELOPMENT OF RULEMAKING

ALL INTERESTED PERSONS

UNDOCKETED

IN RE: AMENDMENT OF RULE 25-30.460, APPLICATION FOR MISCELLANEOUS  
SERVICE CHARGES, F.A.C.

ISSUED: July 16, 2020

NOTICE is hereby given pursuant to Section 120.54, Florida Statutes, that the Florida Public Service Commission staff has initiated rulemaking to amend Rule 25-30.460, Application for Miscellaneous Service Charges, Florida Administrative Code, to add clarity and specificity to rule language and to update the rule to address the various miscellaneous service charges.

The attached Notice of Development of Rulemaking appeared in the July 16, 2020 edition of the Florida Administrative Register. If requested in writing and not deemed unnecessary by the agency head, a rule development workshop will be scheduled and noticed in the next available Florida Administrative Register. Written requests for a rule development workshop must be submitted to Margo A. DuVal, Office of the General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, [mduval@psc.state.fl.us](mailto:mduval@psc.state.fl.us) by July 30, 2020. A copy of the preliminary draft rule is attached.

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By DIRECTION of the Florida Public Service Commission this 16th day of July, 2020.



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ADAM J. TEITZMAN  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
(850) 413-6770  
[www.floridapsc.com](http://www.floridapsc.com)

Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

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Notice of Development of Rulemaking

**PUBLIC SERVICE COMMISSION**

RULE NO:       RULE TITLE

25-30.460       Application for Miscellaneous Service Charges.

PURPOSE AND EFFECT: To add clarity and specificity to rule language and to update the rule to address the various miscellaneous service charges.

Docket No. Undocketed

SUBJECT AREA TO BE ADDRESSED: The rule establishes the process by which water and wastewater utilities may apply for miscellaneous service charges and identifies and defines the various miscellaneous service charges.

RULEMAKING AUTHORITY: 350.127(2), 367.121, FS.

LAW IMPLEMENTED: 367.081, 367.121, 367.091, FS.

IF REQUESTED IN WRITING AND NOT DEEMED UNNECESSARY BY THE AGENCY HEAD, A RULE DEVELOPMENT WORKSHOP WILL BE NOTICED IN THE NEXT AVAILABLE FLORIDA ADMINISTRATIVE REGISTER.

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT AND A COPY OF THE PRELIMINARY DRAFT, IF AVAILABLE, IS: Margo DuVal, Florida Public Service Commission, Office of the General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850)413-6076, mduval@psc.state.fl.us.

THE PRELIMINARY TEXT OF THE PROPOSED RULE DEVELOPMENT IS AVAILABLE AT NO CHARGE FROM THE CONTACT PERSON LISTED ABOVE.

1       **25-30.460 Application for Miscellaneous Service Charges.**

2       (1) All water and wastewater utilities may apply for miscellaneous service charges; and  
3 ~~These charges shall be included in each company's tariff. If a utility provides both water and~~  
4 ~~wastewater services, a single charge is appropriate unless circumstances require the utility to~~  
5 ~~perform multiple actions during the premises visit or violation reconnection, and include rates~~  
6 ~~for initial connections, normal reconnections, violation reconnections, and premises visit~~  
7 ~~charges.~~

8       (2) The following identifies and defines miscellaneous service charges:

9       (a) A premises visit charge is levied when a service representative visits a premises to  
10 discontinue service for nonpayment of a due and collectible bill and the customer pays the  
11 service representative or otherwise makes satisfactory arrangements to pay the bill and service  
12 is not discontinued. A premises visit charge is also levied when a service representative visits  
13 a premises at the customer's request to (1) initiate service, (2) temporarily disconnect service,  
14 (3) reconnect service after a temporary discontinuance, or (4) assess a service issue and it is  
15 found to be the customer's responsibility. Initial connection charges are levied for service  
16 initiation at a location where service did not exist previously.

17       ~~(b) Normal reconnection charges are levied for transfer of service to a new customer~~  
18 ~~account at a previously served location, or reconnection of service subsequent to a customer~~  
19 ~~requested disconnection.~~

20       ~~(b)(e)~~ A violation reconnection is a charge that is levied prior to reconnection of an  
21 existing customer after discontinuance of service for cause according to subsection 25-  
22 30.320(2), F.A.C., including a delinquency in bill payment. Violation reconnection charges  
23 are at the tariffed rate for discontinuation of water service and actual cost for discontinuation  
24 of wastewater service.

25       ~~(c)(d)~~ A convenience charge is levied when a customer chooses to pay their utility bill by

CODING: Words underlined are additions; words in ~~struck through~~ type are deletions from existing law.

1 ~~debit or credit card either online or by telephone. Premises Visit Charge is levied when a~~  
2 ~~service representative visits a premises at the customer's request for complaint resolution and~~  
3 ~~the problem is found to be the customer's responsibility.~~

4 (d)(e) An investigation of meter tampering charge is levied when an investigation reveals  
5 evidence of unauthorized connection to, or tampering with, the utility's meter or equipment,  
6 pursuant to paragraph 25-30.320(2)(j), F.A.C. Premises Visit Charge (in lieu of disconnection)  
7 ~~is levied when a service representative visits a premises for the purpose of discontinuing~~  
8 ~~service for nonpayment of a due and collectible bill and does not discontinue service because~~  
9 ~~the customer pays the service representative or otherwise makes satisfactory arrangements to~~  
10 ~~pay the bill.~~

11 (e) A late payment charge is levied when a customer is delinquent in paying a bill for  
12 service, pursuant to subsection 25-30.335(4), F.A.C.

13 (f) A non-sufficient funds charge is levied when a customer's payment is refused by the  
14 drawee because of lack of funds, lack of credit, or lack of an account, pursuant to Section  
15 68.065, F.S.

16 ~~(2) A utility may request an additional charge ("after hours charge") for overtime when the~~  
17 ~~customer requests that the service be performed after normal hours. The after hours charge~~  
18 ~~may be at the same rate specified for the existing charge during normal working hours. If the~~  
19 ~~utility seeks a charge other than the normal working hours charge, the utility must file cost~~  
20 ~~support.~~

21 (3) A utility may request after hours charges for a premises visit charge or violation  
22 reconnection charge to account for the overtime when the customer requests that the service  
23 be performed after normal business hours.

24 (4) An application for approval of new or revised miscellaneous service charges must be  
25 accompanied by cost justification that supports the utility's requested charges, pursuant to

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1 Section 367.091(6), F.S.

2 *Rulemaking Authority 350.127(2), 367.121 FS. Law Implemented 367.081, 367.121, 367.091*

3 *FS. History—New 11-30-93, Amended*.

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