

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF CUSTOMER SERVICE HEARING

TO

UTILITIES INC. OF FLORIDA

OFFICE OF PUBLIC COUNSEL

AND

ALL OTHER INTERESTED PERSONS

DOCKET NO. 20200139-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES IN  
CHARLOTTE, HIGHLANDS, LAKE, LEE, MARION, ORANGE, PASCO, PINELLAS,  
POLK, AND SEMINOLE COUNTIES, BY UTILITIES, INC. OF FLORIDA.

ISSUED: November 13, 2020

NOTICE is hereby given that the Florida Public Service Commission will hold customer service hearings in the above dockets on the rates and charges of Utilities Inc. The hearings will commence on the days and times shown below and will continue until all witnesses have been heard. CUSTOMERS WHO REGISTERED TO PRESENT TESTIMONY ARE URGED TO CALL-IN PROMPTLY AT EACH SCHEDULED HEARING TIME, SINCE THE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.

Thursday, December 3, 2020, at 10:00 a.m.

Thursday, December 10, 2020 at 2:00 p.m. and 6:00 p.m.

Wednesday, January 6, 2021 at 10:00 a.m.

Thursday, January 7, 2021 at 6:00 p.m.

PURPOSE AND PROCEDURE

The purpose of these service hearings shall be to give customers and other interested persons an opportunity to offer comments regarding the quality of service the utility provides and the proposed rate increase. One or more of the Commissioners of the Florida Public Service Commission may attend and participate in this meeting. For questions, contact Commission staff Walt Trierweiler at [wtrierwe@psc.state.fl.us](mailto:wtrierwe@psc.state.fl.us), Bianca Lherisson at [blheriss@psc.state.fl.us](mailto:blheriss@psc.state.fl.us), or (850) 413-7080.

The procedure at these hearings shall be as follows: The Company will present a brief summary of its case and then members of the public may present testimony. The Office of Public Counsel and other intervenors will also be allowed to make an opening statement or presentation.

State buildings are currently closed to the public and other restrictions on gathering remain in place due to COVID-19. Accordingly, these customer service hearing will be conducted virtually. The Commission shall act as the host of these hearings and will use a combination of technologies to ensure full participation. The Commission will employ GoToMeeting as an audio and video platform for the hearing, and will provide for simultaneous, audio-only participation by telephone. Persons wishing to testify will present their testimony over the telephone.

A GoToMeeting invitation shall be provided to counsel for each party. It shall be the responsibility of counsel to provide their clients with the invitation, which will allow them to access the hearing. Counsel for each party will also be provided the call-in number for audio participation.

Persons wishing to testify at a customer service hearing must register by contacting the Commission via email at [speakersignup@psc.state.fl.us](mailto:speakersignup@psc.state.fl.us) or calling 1-850-413-7080. Such persons should register as soon as possible, but at least two business days before the hearing where they plan to testify. Persons wishing to testify must provide their name, address, and specify the time and date of the customer service hearing they at which they wish to testify. After registering to testify, either by email or phone, persons will be provided further instructions on how to participate, including the call-in number. All witnesses shall be subject to cross examination at the conclusion of their testimony.

In accordance with the Americans with Disabilities Act, persons needing a special accommodation to participate at this proceeding should contact the Office of Commission Clerk no later than five days prior to the hearing at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850 or 850-413-6770 (Florida Relay Service, 1-800-955-8770 Voice or 1-800-955-8771 TDD).

JURISDICTION

Jurisdiction over this utility is vested in the Commission by Chapter 367, Florida Statutes; authority to approve any changes in rates is governed by Sections 367.081, 367.101 and 367.091, Florida Statutes. The provisions of Rules 25-9, 25-22, 25-30, and 28-106, Florida Administrative Code, are also applicable.

SPECIAL COVID -19 CONSIDERATIONS

Due to health concerns related to the ongoing pandemic, the Commission must limit the manner in which the public may participate or view the the prehearing and hearing. As always, the public may view a live stream of the prehearing and hearing online using the link available at <http://www.floridapsc.com/Conferences/AudioVideoEventCoverage>. Due to these extraordinary circumstances, however, no member of the public may attend in person.

EMERGENCY CANCELLATION OF PROCEEDINGS

If a named storm, or other state of emergency requires cancellation of a hearing, Commission staff will attempt to give timely direct notice to the Parties. Notice of cancellation of the meeting will also be provided on the Commission's website ([www.floridapsc.com](http://www.floridapsc.com)) under the Hot Topics link found on the home page. Cancellation can also be confirmed by calling the Office of the General Counsel of the Commission at (850)413-6199. For more information, you may contact: Florida Public Service Commission, Office of the Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850, (850) 413-6770.

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PAGE 4

By DIRECTION of the Florida Public Service Commission this 13th day of November,  
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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