Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Thursday, February 18, 2021 4:29 PM
To: 'mglenn@castlegroup.com'
Cc: Consumer Contact
Subject: FW: Docket Number 20200139
Attachments: 20200139 - Email & Attachments - Melissa Glenn.pdf

Good Afternoon, Ms. Glenn.

Per your request, we will be placing your comments below in consumer correspondence in Docket No. 20200139, and forwarding them to
the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

From: Melissa Glenn <mglenn@castlegroup.com>
Sent: Thursday, February 18, 2021 3:50 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Re: Docket Number 20200139

Yes please, file with our docket.

Melissa Glenn
Property Manager | Castle Group
501 SR 44, Leesburg, FL 34748
mglenn@castlegroup.com | www.castlegroup.com
P: 352-360-1001 | C: | F:

CASTLE GROUP
Unparalleled Property Services

SOUTH FLORIDA BUSINESS JOURNAL
BPtW
2019 BEST PLACES TO WORK

From: Antonia Hover <ahover@psc.state.fl.us> on behalf of Records Clerk <CLERK@PSC.STATE.FL.US>
Sent: Thursday, February 18, 2021 3:36 PM
To: Melissa Glenn <mglenn@castlegroup.com>
Subject: FW: Docket Number 20200139

Good Afternoon, Ms. Glenn.

We have received, in our Records Clerk folder today, your email below with attachments. We need further clarification as to what you'd like for us to do with it.
Are you asking that this be filed as correspondence/comments in Docket 20200139, or are you just including us as a "cc" to your email to Attorney Iglesias, since your email appears to be addressed to him? Please advise.

Thanks.

Toni Hover
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

From: Melissa Glenn <mglenn@castlegroup.com>
Sent: Thursday, February 18, 2021 2:49 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Cc: David Iglesias <david@dilegalgroup.com>
Subject: Docket Number 20200139

Melissa Glenn
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Unparalleled Property Services

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2019 BEST PLACES TO WORK

From: Melissa Glenn <mglenn@castlegroup.com>
Sent: Thursday, February 18, 2021 2:29 PM
To: pirrello.anastacia@leg.state.fl.us <pirrello.anastacia@leg.state.fl.us>
Subject: Pennbrooke Files

Good afternoon, this is everything I could find. I apologize for the delay.

Subject: Pennbrooke Water Quality Meeting & Tech Memo Comments

From: Lee & Lynne (leelynne@cfl.rr.com)

To: robertaedill@yahoo.com;

Date: Friday, October 31, 2014 3:48 PM

Hi Robbie,

We prepared the attached documents to provide comments and suggestions as to how to proceed with the water quality issues at Pennbrooke. We believe that Paul Auger had a discussion with you regarding contacting us, and he did call us. Stop the presses!!!!!! Lee just got off the phone with him and we will be sending a copy of the documents to him, and he has offered to forward copies to the other board members.

Don't hesitate to call us if you have any questions or comments.

Best Regards (and good luck!!!),

Lee & Lynne

1117 East Robinson Street
Orlando, Florida 32801
Phone: 407.425.0452
Fax: 407.648.1036

Tech Memo

Date: September 25, 2014

To: Bryan Gongre

Organization: Utilities Inc. of Pennbrooke

From: Steve Romano, P.E. and Robbie Gonzalez, P.E.

Re: Pennbrooke Water System Water Quality Evaluation

CPH Job No.: U07138

Introduction

The purpose of this technical memorandum is to provide Utilities Inc. of Pennbrooke with an evaluation of water quality concerns within the Pennbrooke Water System (FDEP Potable Water System #3354653) associated with iron and hardness levels. The evaluation provides potential options to consider in the short-term and long-term. The following tasks were performed for this evaluation:

- Conducted water quality testing of the source wells, treatment/storage and distribution system to determine the iron and hardness concentrations.
- Suggested economically feasible options to consider to further enhance water quality.

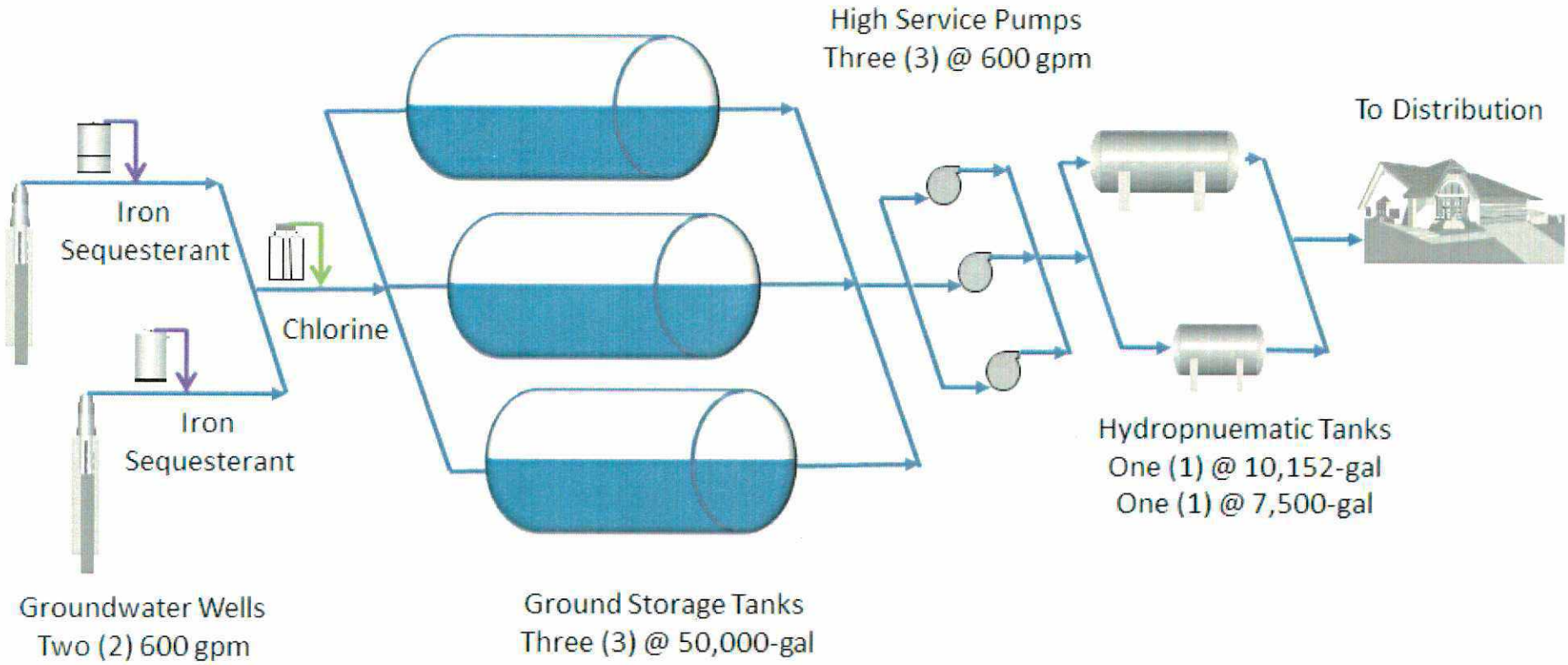
The goal of this technical memorandum is to provide context and guidance regarding potential improvements in water quality for the Pennbrooke Water System. Consumer complaints associated with water quality in the service area are frequent. According to utility staff, the water quality concerns are most commonly related to iron and hardness.

Background

Figure 1 presents the process flow diagram for the 1.296-mgd Pennbrooke Water Treatment System. Source water is withdrawn from two (2) Upper Floridan Aquifer wells, each rated at 600 gpm. Iron sequesterant is applied at a dose of 1.2 mg/L to maintain iron compliance below 0.3 mg/L in the distribution system. Liquid chlorine (sodium hypochlorite) is added for disinfection in compliance with FDEP's rules and regulations.

The disinfected water is stored in three (3) 50,000-gallon storage tanks. The two (2) wells are activated when the water level in the storage tanks drop to a preset level. Finished water is pumped through two (2) hydropneumatic storage tanks, 7,500 gallons and 10,152 gallons, to maintain a stable system pressure.

FIGURE 1: Pennbrooke Water System Process Flow Diagram



Water Quality Testing Results

On June 4, 2014, water was sampled from the following locations: two (2) source wells; treated water at the point-of-entry to the distribution system (POE); and at two (2) locations in the distribution system (See **Figure 2**). **Table 1** presents water quality sampling results associated with determining typical water treatment options for water utilities in Central Florida. The water quality data are limited to duplicate samples from a 1-day sampling event of the source water, POE and distribution system. Two (2) water quality parameters of concern were identified for the Pennbrooke Water System and are summarized as follows:

1. **Iron** (See **Figure 3**) – Iron treatment is presently employed at the Pennbrooke Water System because both source water wells exceed the iron secondary water quality standard of 0.3 mg/L. Secondary water quality standards are set as guidelines to assist public water systems in managing drinking water for aesthetic considerations such as taste, color and odor. Secondary water quality standards are not considered to present a risk to human health at the secondary maximum contaminant level (SMCL).

   The iron sequesterant successfully reduces the dissolved iron at the POE to below the secondary water quality standard of 0.3 mg/L. Also, the total iron concentration is maintained in the distribution system below the secondary water quality standard. The increase in turbidity plus elevated total iron at the POE may indicate iron precipitate is accumulating at the bottom of the storage tanks.

   The dissolved iron is sequestered at the POE and then carried through the distribution system. As water ages and/or water temperature increases in the distribution system the sequestered iron has the potential to release a precipitant. The sequestration phenomenon is demonstrated by the increase in ortho-phosphate concentration whereby the polyorthophosphate dissolved iron complex converts to ortho-phosphate and releases dissolved iron. Therefore, in remote areas with high water ages or areas with increased temperature, dissolve iron may release from the sequesterant and thereby oxidize and precipitate iron when in contact with chlorine and air causing iron staining.

   Iron precipitation at the treatment plant may be forming and settling in the tanks as a result of the sequesterant application dose/type and or sequestrant application location relative to chlorine injection. This may possibly explain lower total iron concentration in the well samples when compared to the distribution system samples.

2. **Hardness** - Hardness over 120 mg/L as $CaCO_3$ is considered hard. However, there are no regulatory standards for hardness. Calcium hardness exceeds 120 mg/L as $CaCO_3$ at Pennbrooke. The Langelier Saturation Index (LSI) was calculated to identify whether the water is scale forming relative to hardness and pH. Based upon the pH measured, the LSI appears to be slightly scale forming. Review of regulatory sampling data collected at the POE in 2012 shows a pH value of 7.8.

   Should the pH be higher than recorded during the limited sampling event, then the groundwater may have a higher potential to form scale than predicted.

FIGURE 2: Pennbrooke Water System Sample Locations (June 4, 2014)

TABLE 1: Water Quality Sampling Investigation (June 4, 2014)

	PARAMETER	Well #1	Well #2	POE	Distribution #1	Distribution #2	Standard/Goal
Field	pH	7.2	7.4	7.45	7.25	7.25	**6.5 to 8.5**
	Temperature (°C)	23.9	24.1	25.1	26.3	27.8	---
	Dissolved Oxygen (mg/L)	0.3	0.1	5.5	5.9	3.2	**<0.2 at wells**
	Turbidity (NTU)	0.4	0.3	0.8	0.5	1.5	**<0.3 at POE**
	Sulfide (mg/L)	0.05	0.06	---	---	---	**<0.3**
	Chlorine Dose (mg/L)	---	---	5.5	0	0	---
	Chlorine Residual (mg/L)	---	---	1.8	0.6	0.6	**0.5 to 4 mg/L**
	Inhibitor Dose (mg/L)	1.2	1.2	---	---	---	---
Laboratory	Ortho Phosphate (mg/L)	---	---	---	0.14	0.40	---
	TDS (mg/L)	238	229	246	240	244	**<500 mg/L**
	Calcium (mg/L as $CaCO_3$)	183	172	180	181	178	---
	Magnesium (mg/L as $CaCO_3$)	22	23	23	23	23	---
	Total Hardness (mg/L as $CaCO_3$)	205	195	203	204	201	**100 to 120 mg/L as $CaCO_3$**
	Alkalinity (mg/L as $CaCO_3$)	171	160	170	169	165	**100 to 120 mg/L as $CaCO_3$**
	LSI	(0.05)	0.16	0.24	0.05	0.06	**0.10**
	Chloride (mg/L)	10	10	16	15	15	**<250 mg/L**
	Sulfate (mg/L)	0.3	0.6	0.4	0.4	0.6	**<250 mg/L**
	Sodium (mg/L)	6	6	10	9	9	**<160 mg/L**
	Total Iron (mg/L)	0.42	0.44	0.45	0.24	0.26	**<0.3 mg/L**
	Dissolved Iron (mg/L)	0.41	0.38	0.03	0.08	0.17	---

FIGURE 3: Iron Concentrations from Water Quality Sampling Investigation (June 4, 2014)

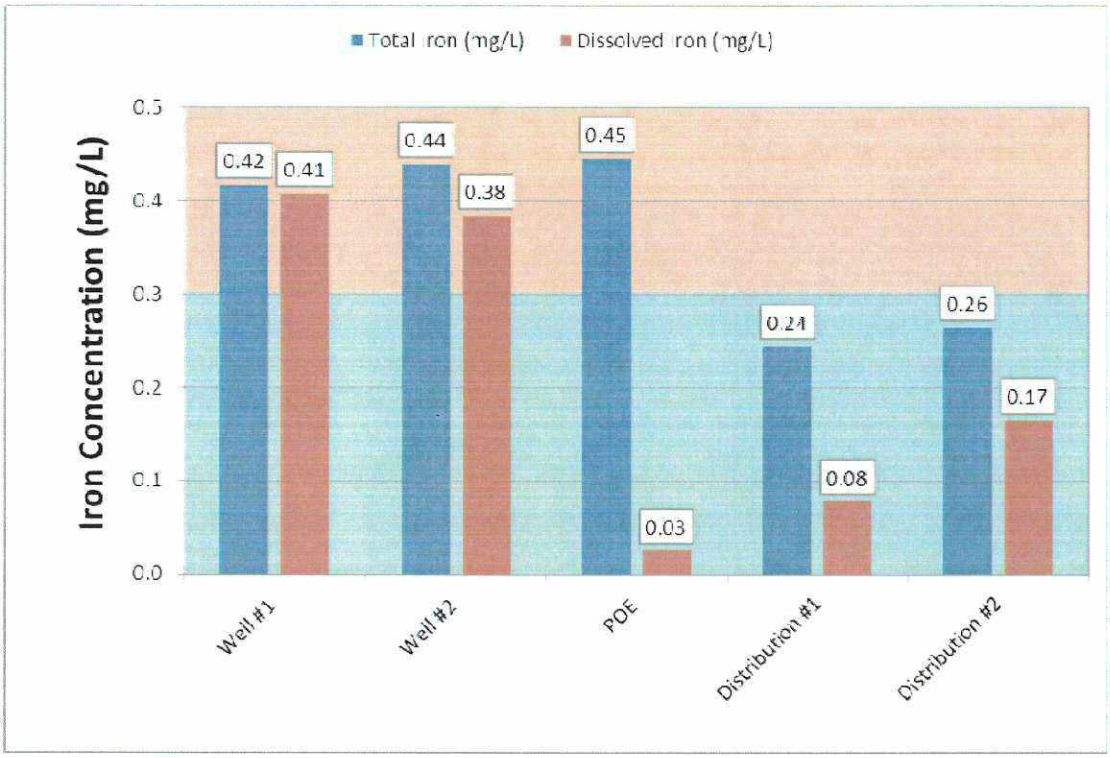


Table 2 presents potential treatment options to remove/reduce iron and hardness in an effort to address consumer water quality concerns.

1. **Iron Sequesterant**

   Water containing a dissolved iron concentration less than 1 mg/L may be treated using a food-grade polyphosphate compound. Once the sequesterant is fed into the water using a chemical feed pump, the phosphate chemical sequesters ("coats" and "ties up") the dissolved iron ions, preventing oxidation and formation of iron colloids or particles. Sequestering prevents the staining effect but does not actually remove iron. Over time the polyphosphate reverts to ortho-phosphate releasing the sequestered dissolved iron. Also, phosphate compounds are not stable at high temperatures, and if the water is heated or boiled, the phosphates will break down and release iron. Then the released dissolved iron will react with oxygen to precipitate and cause staining.

2. **Greensand Oxidizing Filters**

   Oxidizing filters, which oxidize and filter iron in one unit, are the most widely used option for managing moderate levels of dissolved iron at concentrations up to approximately 15 mg/L. Because the units combine oxidation and filtration, the units can be used to treat raw water with both dissolved and oxidized iron.

   An oxidizing filter typically contains a filter media of natural manganese greensand or manufactured zeolite coated with manganese oxide. Greensand filter media is periodically reconditioned with potassium permanganate to reform a coating that oxidizes the dissolved iron to form iron precipitate. Then the precipitated iron is filtered out by the greensand filtering media.

   Oxidizing greensand filters require significant maintenance including frequent regeneration with a potassium permanganate solution as potassium permanganate is consumed during oxidation of the dissolved metals. In addition, the units require regular backwashing to remove the oxidized iron particles. The potassium permanganate solution used for regeneration is toxic and must be handled and stored with care. Caution must be exercised with potassium permanganate, as it is both poisonous and a skin irritant

   As an alternative compared to manganese greensand, synthetic zeolite requires less backwash water and softens the water as it removes iron.

3. **Aeration followed by Filtration with BIRM Media**

   High levels of dissolved iron concentrations up to approximately 5 mg/L can be treated with aeration followed by a filtration system. The utility has experience with BIRM media filtration systems, where, air is introduced to the hydropneumatic tank to maintain system pressure with the added benefit of imparting dissolved oxygen to react with the dissolved iron. Then water flows through a pressure filter with BIRM media to remove oxidized particles of iron.

   Periodic filter backwashing is the most important maintenance step in optimizing operational performance. Backwash water containing chlorine may be detrimental to media life. Aeration may be inefficient if the source waters contain complex organic compounds of iron or iron bacteria that may clog the aspirator and filter.

4. **Chemical Oxidation followed by Sand Filtration**

   High levels of dissolved or oxidized iron greater than 10 mg/L can be treated by chemical oxidation followed by a sand trap filter to remove the precipitated particles. This treatment is particularly useful when iron is combined with organic matter or when iron bacteria are present.

First, water is treated with an oxidizing agent such as ozone, chlorine, or potassium permanganate to convert dissolved iron into solid oxidized forms that can then be filtered through a sand trap filter. Significant retention or contact time is required to allow oxidation to take place. For this reason, a storage tank may be used. If chlorine is used as the oxidizing agent, it may be necessary to install an activated carbon filter to remove taste and odor from residual chlorine left in water after oxidation.

Regular maintenance of this system is required. Solution tanks must be routinely refilled and mechanical filters need to be backwashed to remove accumulated iron particles. If a carbon filter was also installed, the carbon needs to be replaced occasionally as it becomes exhausted. The frequency of maintenance is primarily determined by the concentration of the metals in the raw water and the volume of water treated. If potassium permanganate is used, careful calibration, maintenance, and monitoring of the water treatment equipment is necessary. Caution must be exercised with potassium permanganate, as it is both poisonous and a skin irritant.

5. Ion-Exchange Water Softening

Conventional water softeners are sometimes effective for removing dissolved iron at concentrations up to 5 mg/L. Iron removal is accomplished in the same way as hardness removal in water by an ion exchange process. Iron and hardness are exchanged with sodium using a cationic ion-exchange resin.

Then iron and hardness are removed from the softener resin bed through backwashing and salt regeneration. The efficiency of softeners in removing iron varies depending on the iron concentration, water hardness, and pH. It is important to check the resin manufacturer's maximum iron removal level recommendations, which typically range from 1 to 5 mg/L, before purchasing the resin. Softeners can clog if levels of oxidized or dissolved iron exceed the manufacturer's recommended level. Some vendors recommend using special softener salts that contains additives to remove accumulated iron from the resin during regeneration.

One of the major difficulties with ion exchange for controlling iron is that if any oxidation occurs during the process, the resulting precipitate can coat and foul the ion exchange media. Hence, the raw water should not come in contact with any oxidizing agent like air or chlorine before entering the softener. Ion exchange treatment requires an enhanced level of expertise and manpower.

6. Nanofiltration (Membrane Softening)

Membrane softening is used to partially soften water, allowing some minerals to pass into the product water and thus increase the stability of the water. Providing a partial bypass of raw water allows for a more stable buffered water to and prevent aggressive water to the distribution piping material.

Membrane softening can effectively remove hardness and dissolved iron. However, iron oxidized to elemental iron can be detrimental to membrane life. Also, membrane softening continually produces a concentrate waste stream that must be disposed of and can be limited by permitted groundwater withdrawal limits. However, NF concentrate has been proven to be acceptable when blended downstream of reclaimed water supplies as a source of an alternative water supply (AWS).

Membrane softening requires a significantly elevated level of operational expertise compared to all of the alternative treatment options described above.

TABLE 2: Potential Treatment Options to Address Iron and Hardness Control

PARAMETERS		Treatment		Cost Opinion for 1.296 -mgd		Operator Skill	Residuals Handling	Central Florida Utilities	Comments
Treatment Options		Iron	Hardness	Capital	O&M	(1=low, 5=high)			
1	Iron Sequestrant	↓	---	---	$	1	No	Pennbrooke Water System & Seminole County (Apple Valley WTP)	Current treatment for Pennbrooke Water System
2	Oxidizing Greensand Filtration	↓	---	$1.1 Mil	$$	2	Yes	Polk County Imperial Lakes	Regengerate Chemical Handling Saftey Issues
3	Aeration followed by Birm Media Filtration	↓	---	$1.0 Mil	$$	2	Yes	Utilities Inc of Florida - Lake Saunders	Utilities Inc familiar with Birm Media
4	Ozone Oxidation followed by Sand Filtration	↓	---	$3.2 Mil	$$$	2	Yes	Chlorine Oxidation Previously at Pennbrooke	Assumes ozone instead of Chlorine oxidation
5	Ion-Exchange Softening (50% to 100%)	↓	↓	$0.7 to 1.1 Mil	$$	2	Yes	Arcadia	IX Regenerate brine disposal needs to be addressed
6	Nanofiltration (50% to 100%)	↓	↓	$8.8 Mil to $10.3 Mil	$$$$	5	Yes	Pending at Polk County new Central Regional WTP	Concentrate disposal and CUP limitations need to be addressed. Concentrate can be used to supplement Reclaimed Water

Legend:

Treatment Effectiveness:

---	No Change
↓	Slightly Effective Reduction
↓	Effective Reduction
↓	Very Effective Reduction
	Detrimental

Cost:

$	Low
$$	Moderate
$$$	High
$$$$	Very High

Operator Skill: Rule 62-699, F.A.C.

1	Category 5 / Class C
2	Category 4&5 / Class C
3	Category 3 / Class B
4	Category 3&4 / Class B&C
5	Category 2&4 / Class B&C

Cost Opinion

Three (3) potential treatment options were explored in order to generate an opinion of probable construction cost and potential impact to customer rates. Processes further explored include:

a) BIRM Media Pressure Filter (*Iron Removal*)

b) Greensand Filter (*Iron Removal*)

c) Ion-Exchange (*Hardness & Iron Removal*)

Also, additional process upgrades were included which FDEP may include should the permit be opened to meet current rules. Additional ground storage, high service pumping and electrical upgrades were included in the cost opinion to meet the requirements of the rule

Table 3 presents the potential cost opinion for the treatment options explored. Assumptions used to develop the cost opinion can be found in **Appendix A**. Construction costs ranged from $2.1 Mil to $2.4 Mil with an annual cost impact of $479,000 to $598,000, which results in an additional impact cost of $32 to $40 per month to each of the 1,244 connections.

TABLE 3: Cost Opinion of Potential Treatment Options

CONSTRUCTION COST	BIRM Pressure Filter	Green Sand Filter	Ion-Exchange
Ancillary Equipment	$15,000	$52,000	---
Booster Pump Station	$117,000	$117,000	$117,000
Pressure Filters	$963,000	$963,000	$860,000
Media	$50,000	$61,000	$72,000
Backwash Pumping Facilities	$224,000	$224,000	$138,000
Storage & HSP Improvements	$365,000	$365,000	$365,000
Associated Electrical Improvements	$125,000	$125,000	$125,000
Yard Piping (10%)	$173,000	$178,000	$155,000
Contingency (15%)	$305,000	$313,000	$275,000
Engineering (10%)	$234,000	$240,000	$211,000
CONSTRUCTION COST ($)	**$2,337,000**	**$2,398,000**	**$2,107,000**
ANNUAL CONSTRUCTION COST ($/yr)	**$373,000**	**$383,000**	**$337,000**
O&M COST			
Chemicals ($/yr)	---	$94,000	---
Maintenance Materials ($/yr)	$11,000	$13,000	$36,000
Building Energy ($/yr)	$16,000	$16,000	$6,000
Process Energy ($/yr)	$14,000	$14,000	$8,000
Labor ($/yr)	$78,000	$78,000	$92,000
Annual O&M Cost ($/yr)	**$119,000**	**$215,000**	**$142,000**
TOTAL COST			
TOTAL ANNUAL COST ($/yr)	**$492,000**	**$598,000**	**$479,000**
Number of Connections	1,244	1,244	1,244
Cost per Year per connection ($/yr)	$395	$481	$385
Additional Cost per Month Per Connection ($/month)	$33	$40	$32

Suggested Action Items

Based on summary of the water quality and operational aspects of the water system, the following action items were suggested for Utilities Inc. of Pennbrooke to consider when addressing iron and hardness concerns.

Recommendations	Advantage	Disadvantage	Relative Cost	Likelihood of Concern
SOURCE WATER				
• Investigate chemical dosing relative to water quality and well rotation trends.	• Identifies low cost operational changes	• None	Minimal	Low
• Refurbish wells to provide lower iron concentrations while maintaining production capacity.	• Provide higher water quality without major capital improvement	• Hydrogeological formation behavior unpredictability	Moderate	Low
• Replace high iron wells with new wells.	• New wells	• Permitting • New wells and locations may prove not to be suitable	High	High
TREATMENT				
• Establish water quality policy to set goals for Iron and Hardness: ○ Iron < 0.3 mg/L ○ Hardness 100 to 120 mg/L as $CaCO_3$	• Helps set stage for treatment decisions	• None	Minimal	Low
• Review iron sequesterant specification and application relative to chlorine addition	• Identifies treatment efficiency	• None	Minimal	Moderate
• Establish a routine storage tank flushing program to remove oxidized iron precipitate	• Improves on-site water quality	• None	Minimal	Moderate
• Provide advanced treatment to remove iron and hardness with cationic ion-exchange	• Results in reduced iron and hardness	• Residual disposal salt loadings to WWTF after regeneration	Moderate to High	High
• If hardness removal not pursued, provide aerator with BIRM filter media to remove iron	• Lower capital cost compared to cationic ion-exchange.	• Backwash waste disposal	Higher	High
DISTRIBUTION SYSTEM				
• Conduct unidirectional pigging program for areas with unlined cast iron	• Reduces iron release in distribution resulting in higher consumer confidence	• None	Low	Moderate

Recommendations

The following recommendations identify a strategy to improve water quality by addressing iron and hardness concerns.

1. **Establish a water quality policy.** Utility, Inc. of Pennbrooke's water policy goal is to select the most cost effective treatment method to enhance water quality while remaining compliant with regulations. Source water, treatment enhancements and distribution system optimization strategies will be employed to meet the water policy goals.
    a. **Maintain 0.3 mg/L iron standard**. Current treatment meets iron standard.
    b. **Set a target hardness goal of 120 mg/L as $CaCO_3$.** Maintaining a target goal will help prioritize cost effective methods to treat hardness with the potential to also remove iron.
2. **Investigate Iron Sequestering Chemical**:
    a. Dose concentration
    b. Chemical makeup specification
    c. Application location relative to chlorine feed site
3. **Establish routine flushing program for On-site Storage Tanks** to remove oxidized iron precipitates.
4. **Design a BIRM Media Filtration Treatment System to remove Iron.**
    - If hardness removal is pursued, design cationic ion-exchange to remove both iron and hardness.

Closing

With this preliminary evaluation now completed, we recommend the evaluation be presented to the Pennbrooke Home Owners Association (HOA) regarding the following:

- Provide an opportunity to discuss the context of the investigation performed to date relative to iron and hardness water quality.
- Answer questions the utility's customers may have regarding the water quality evaluation.
- Determine a path forward, as well as goals and objectives for addressing iron and hardness water quality.
- Prescribe a treatment strategy and methodology to address iron and hardness water quality.

Should you have questions regarding this evaluation, please contact either Steve Romano or Robbie Gonzalez at (407) 425-0452.

APPENDIX A: Potential Treatment Option Cost Opinion Assumptions

Construction Cost (USEPA Cost Curves)

				Assumptions
Air Compressor		$	15,000	78 cfm
Booster Pump Station		$	117,000	1200 gpm
Pressure Filters		$	963,000	1200 gpm @ 5 gpm/sf
BIRM Filter Media	$70	$	50,000	$70 per cf
Backwash Pumping Facilities		$	224,000	15 gpm/sf
Storage & HSP Improvements		$	365,000	250 kgal GST
Associated Electrical Improvements		$	125,000	
Yard Piping (10%)	10%	$	173,000	
Contingency (15%)	15%	$	305,000	
Engineering (10%)	10%	$	234,000	
CONSTRUCTION COST ($)		**$**	**2,337,000**	
ANNUAL CONSTRUCTION COST ($/yr)		**$**	**373,000**	20 yr @ 15%

O&M Cost (USEPA Cost Curves)

Air ($/yr)			0	
Maintenance Materials ($/yr)			$11,000	
Building Energy ($/yr)	$	0.075	$16,000	$0.075/kw-hr
Process Energy ($/yr)	$	0.075	$14,000	$0.075/kw-hr
Labor ($/yr)	$35		$78,000	$35/hr
Annual O&M Cost ($/yr)			**$119,000**	

TOTAL COST

TOTAL ANNUAL COST ($/yr)	**$**	**492,000**
Number of Connections		1,244
Cost per Year per connection ($/yr)	**$**	**395**
Cost per Month Per Connection ($/month)	**$**	**33**

FDEP

Construction Cost (USEPA Cost Curves)

				Assumptions
Potassium Permanganate Feed System		$	52,000	2 oz per cf = 90 lbs per regeneration
Booster Pump Station		$	117,000	1200 gpm
Pressure Filters		$	963,000	1200 gpm @ 5 gpm/sf
Greensand Media	$85	$	61,000	$85 per cf
Backwash Pumping Facilities		$	224,000	15 gpm/sf
Storage & HSP Improvements		$	365,000	250 kgal GST
Associated Electrical Improvements		$	125,000	
Yard Piping (10%)	10%	$	178,000	
Contingency (15%)	15%	$	313,000	
Engineering (10%)	10%	$	240,000	
CONSTRUCTION COST ($)		**$**	**2,398,000**	
ANNUAL CONSTRUCTION COST ($/yr)		**$**	**383,000**	20 yr @ 15%

O&M Cost (USEPA Cost Curves)

Potassium Permanganate ($/yr)			$94,000	1 regeneration per week
Maintenance Materials ($/yr)			$13,000	
Building Energy ($/yr)	$	0.075	$16,000	$0.075/kw-hr
Process Energy ($/yr)	$	0.075	$14,000	$0.075/kw-hr
Labor ($/yr)	$35		$78,000	$35/hr
Annual O&M Cost ($/yr)			**$215,000**	

TOTAL COST

TOTAL ANNUAL COST ($/yr)		**$**	**598,000**	
Number of Connections			1,244	FDEP
Cost per Year per connection ($/yr)		**$**	**481**	
Cost per Month Per Connection ($/month)		**$**	**40**	

Construction Cost (USEPA Cost Curves)

				Assumptions
Booster Pump Station		$	117,000	1200 gpm
Pressure Filters		$	860,000	1200 gpm @ 5 gpm/sf
Cationic Resin	$100	$	72,000	$100 per cf
Spent Brine Disposal Storage & Transfer Pump		$	138,000	6000 gal storage for 4 vessels plus 600 gpm pumping
Storage & HSP Improvements		$	365,000	250 kgal GST
Associated Electrical Improvements		$	125,000	
Yard Piping (10%)	10%	$	155,000	
Contingency (15%)	15%	$	275,000	
Engineering (10%)	10%	$	211,000	
CONSTRUCTION COST ($)		**$**	**2,107,000**	
ANNUAL CONSTRUCTION COST ($/yr)		**$**	**337,000**	20 yr @ 15%

O&M Cost (USEPA Cost Curves)

Salt ($/yr)			
Maintenance Materials ($/yr)		$36,000	
Building Energy ($/yr)	$ 0.075	$6,000	$0.075/kw-hr
Process Energy ($/yr)	$ 0.075	$8,000	$0.075/kw-hr
Labor ($/yr)	$35	$92,000	$35/hr
Annual O&M Cost ($/yr)		**$142,000**	

TOTAL COST

TOTAL ANNUAL COST ($/yr)		**$**	**479,000**
Number of Connections			1,244
Cost per Year per connection ($/yr)		**$**	**385**
Cost per Month Per Connection ($/month)		**$**	**32**

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: 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.	DOCKET NO. 160101-WS ORDER NO. PSC-16-0530-PAA-WS ISSUED: November 22, 2016

The following Commissioners participated in the disposition of this matter:

JULIE I. BROWN, Chairman
LISA POLAK EDGAR
ART GRAHAM
RONALD A. BRISÉ
JIMMY PATRONIS

NOTICE OF PROPOSED AGENCY ACTION
ORDER APPROVING RULE VARIANCE

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code (F.A.C.).

Background

On August 31, 2016, Utilities Inc. of Florida (UIF or Utility) filed an application for approval of interim and final water and wastewater rate increases. By letter dated September 29, 2016, staff advised the Utility that its Minimum Filing Requirements (MFRs) had several deficiencies. The Utility replied with updated MFRs on October 31, 2016. By letter dated November 17, 2016, staff advised UIF that its MFRs still had several deficiencies. The deadline to correct those deficiencies is December 17, 2016. To date, the official date of filing has not been established for noticing purposes.

The intervention of the Office of Public Counsel was acknowledged by Order No. PSC-16-0189-PCO-WS, issued May 10, 2016, in this docket.

On October 10, 2016, UIF filed a Petition for Variance or Waiver of one specific requirement of Commission Form PSC/AFD 19-W (11/93) which form is incorporated by reference by Rule 25-30.437, F.A.C. The Utility has filed an application for a file and suspend rate increase. Information required in such a case includes the information contained in

Commission Form PSC/AFD 19-W (11/93) which form is incorporated by reference by Rule 25-30.437, FAC ("MFRs").

A Florida Administrative Register notice was issued on October 11, 2016, advising that the Petition was received and providing for a 14-day comment period. The comment period expired on October 25, 2016. No comments were received.

UIF has been authorized by Office of Public Counsel to represent that: "OPC does not oppose UIF's request for rule waiver as to deficiency 5(e)1 identified on the September 29, 2016 MFR deficiency letter."

This Commission has jurisdiction pursuant to Sections 120.542 and 367.081, F.S.

Analysis and Ruling

We adopted Schedule E-14, of Commission Form PSC/AFD 19-W (11/93), as incorporated by reference in Rule 25-30.437, F.A.C. to provide this Commission with the data to create an annualized test year in order to evaluate a utility who has filed a petition for a proposed rate increase in accordance with 367.081, F.S. Schedule E-14 of the MFRs requires a billing analysis for each class of service by meter size. If a rate change has occurred during the test year, then a separate billing analysis coinciding with each period must also be provided. Although UIF provided the billing analysis, it did not provide a separate billing analysis which coincides with each period of rate change during the test year. This resulted in deficiency 5e1 of Commission staff's September 29, 2016 Deficiency Letter.

UIF has asserted that strict adherence to the requirements of Schedule E-14 would result in a substantial hardship as defined in Section 120.542(2), F.S., in that the Utility would have incurred an inordinate amount of time to prepare an additional 700 to 900 individual billing schedules. UIF also asserted that its prior submission of annualized billing analyses from the test year obviates the requirement for the additional documents.

The requested waiver or variance is required to provide relief from the burden of creating and producing the detailed billing analyses with billing changes. The application of this specific MFR requirement would lead to an unreasonable, unfair, and unintended result. The purpose of this specific MFR requirement has already been achieved through the billing analysis schedules already filed by UIF in this docket.

We are authorized by Section 120.542, F.S., to grant variances or waivers to the requirements of our rules where the party subject to the rules has demonstrated that the underlying purpose of the statute has been or will be achieved by other means and strict application of the rules would cause the party substantial hardship or violate principles of fairness. "Substantial hardship," as defined in this section, means demonstrated economic, technological, legal, or other hardship.

Section 367.081, F. S., provides that this Commission shall fix rates which are just, reasonable, compensatory and not unfairly discriminatory. The underlying purpose for gathering

the information required by Rule 25-30.437, F.A.C., is to provide sufficient information for us to set appropriate rates for a utility. The Utility has provided the information in its MFRs that will permit the staff and parties to examine revenues for the test year period. The information the Utility is seeking to waive is not necessary for that determination. Therefore, the underlying purpose of the statute can still be met if the waiver is granted. Further, we find the Utility has sufficiently alleged hardship should it be required to comply with the rule.

By granting this waiver, UIF will avoid incurring a substantial hardship without adversely impacting our ability to determine the annualized adjustment for the test year. Therefore, the Utility's request for waiver shall be granted.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Petition for Variance or Waiver of one specific requirement of Commission Form PSC/AFD 19-W (11/93) which form is incorporated by reference by Rule 25-30.437, Florida Administrative Code ("FAC"), filed by Utility Inc. of Florida, is granted as set forth herein. It is further

ORDERED that the provisions of this Order, issued as proposed agency action, shall become final and effective upon the issuance of a Consummating Order unless an appropriate petition, in the form provided by Rule 28-106.201, Florida Administrative Code, is received by the Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on the date set forth in the "Notice of Further Proceedings" attached hereto. It is further

ORDERED that in the event this Order becomes final, this docket shall remain open until the rate case has been finalized.

By ORDER of the Florida Public Service Commission this 22nd day of November, 2016.

CARLOTTA S. STAUFFER
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
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.

WLT

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing that is available under Section 120.57, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on December 13, 2016.

In the absence of such a petition, this order shall become final and effective upon the issuance of a Consummating Order.

Any objection or protest filed in this/these docket(s) before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

Ms. Carlotta S. Stauffer
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: MARIA CRISTIANO
Address: 11623 - BAYONET LANE
NPR FL 34654
Phone Number: 727-856-3295
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

Maria Cristiano

Gennaro J Cristiano
Maria Cristiano
11609 Bayonet Ln
New Port Richey Fl 34654-1601

TAMPA FL 335
SAINT PETERSBURG FL
28 JUN 2016 PM 2 L

DISTRIBUTION CENTER

16 JUN 30 AM 7:02

Ms. Carlotta S. Stauffer
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

DOCKET No. 160141-WS

32399-085099

FILED DEC 02, 2016
DOCUMENT NO. 09098-16
FPSC - COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: 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.	DOCKET NO. 160101-WS ORDER NO. PSC-16-0526A-PCO-WS ISSUED: December 2, 2016

AMENDATORY ORDER

BY THE COMMISSION:

On November 22, 2016, we issued Order No. PSC-16-0526-PCO-WS, Approving Interim Rates and Suspending Proposed Final Rates requested by Utilities Inc. of Florida (UIF). However, due to scrivener's errors and to conform the order to the oral modifications voted on and approved at hearing, several changes to the main body of the order and to the attached tables require correction. Therefore, Order No. PSC-16-0526-PCO-WS is amended to reflect:

Corrections to the numbers in the table on Page 27 of this order, Lake Placid, Schedule No. 4-B, Test Year 12/31/15, Monthly Wastewater Rates, under the column entitled Commission Approved Interim. See Attachment No. 1, Amended Lake Placid Schedule No. 4-B attached hereto.

Corrections to the numbers in the table on Page 33 of this order, Tierre Verde, Schedule No. 4-A, Test Year 12/31/15, Bi-Monthly Wastewater Rates, under the column entitled Commission Approved Interim. See Attachment No. 2, Amended Tierre Verde Schedule No. 4-A, attached hereto.

Corrections to the table on Page 57 of this order, UIF-Pasco Schedule No. 4-B, Test Year 12/31/15, Monthly Wastewater Rates, beneath the column entitled Commission Approved Interim, the Residential – Orangewood, the Charge per 1,000 gallons, has been corrected from $6.62 to $8.67. Also under the column, Commission Approved Interim, the Typical Residential 5/8" x 3/4" Meter Bill Comparison – Orangewood has been corrected to reflect the following: for 3,000 Gallon Meter Bill, the amount $31.62 has been corrected to $37.77; for 5,000 Gallons, the amount $44.86 has been corrected to $55.11 and for 10,000 Gallons, the amount $77.96 has been corrected to $98.46. See Attachment No. 3, Amended UIF-Pasco Schedule No. 4-B (Orangewood) attached hereto.

The main body of the order has also been amended. The table on the top of Page 2, Last Proceedings Establishing Rates for UIF System, has been corrected to reflect the addition of Order PSC-16-0151-FOF-SU, issued April 18, 2016, wherein this Commission approved the settlement and modification of prior Order PSC-16-0013-PAA-SU, issued January 6, 2016.

Page 3 shall be amended to reflect that UIF-Pasco is one of the utilities that UIF included in its request for increased interim rates and that Tierre Verde is of one of the utilities for which no interim rate increase had been requested. On Page 5, the erroneous reference to Section 367.081(1), Florida States (F.S.), shall be replaced by Section 367.082(1), F.S.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Order No. PSC-16-0526-PCO-WS is hereby amended to reflect corrections to the Tables on Pages 27, 33 and 57 as stated herein, and as reflected in the attached corrected schedules. It is further

ORDERED by the Florida Public Service Commission that Order No. PSC-16-0526-PCO-WS is hereby amended to reflect corrections to the errors on Pages 2, 3 and 5 as stated herein. It is further

ORDERED that Order No. PSC-16-0526-PCO-WS is reaffirmed in all other respects.

By ORDER of the Florida Public Service Commission this 2nd day of December, 2016.

Hong Wang

HONG WANG
Chief Deputy Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
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.

WT

ATTACHMENT 1

Lake Placid
Test Year Ended 12/31/15
Monthly Wastewater Rates

Schedule No. 4-B
Docket No. 160101-WS

	Test Year Rates 12/31/15	Utility Current Rates	Utility Requested Interim	Utility Requested Final	Commission Approved Interim
Residential Service					
Base Facility Charge - All Meter Sizes	$12.01	$12.09	$12.28	$15.24	$12.01
Charge per 1,000 Gallons- Residential 6,000 gallon cap	$5.53	$5.57	$5.66	$7.02	$5.53
Flat Rate	$21.88	$22.03	$22.38	$27.77	$21.88
General Service					
Base Facility Charge by Meter Size					
5/8" X 3/4"	$12.01	$12.09	$12.28	$15.24	$12.01
3/4"	$18.02	$18.15	$18.43	$22.88	$18.02
1"	$30.03	$30.24	$30.71	$38.11	$30.03
1-1/2"	$60.05	$60.47	$61.42	$76.22	$60.05
2"	$96.09	$96.76	$98.28	$121.96	$96.09
3"	$192.15	$193.54	$196.57	$243.94	$192.15
4"	$300.29	$302.40	$307.14	$381.14	$300.29
6"	$600.58	$604.80	$614.28	$762.29	$600.58
Charge per 1,000 gallons - General Service	$6.63	$6.68	$6.78	$8.42	$6.63
Bulk Service					
Base Facility Charge - All Meter Sizes	$403.01	$405.84	$412.20	$511.52	$403.01
Charge per 1,000 gallons - Bulk Service	$5.31	$5.35	$5.43	$6.74	$5.31
Typical Residential 5/8" x 3/4" Meter Bill Comparison					
3,000 Gallons	$28.60	$28.80	$29.26	$36.30	$28.60
5,000 Gallons	$39.66	$39.94	$40.58	$50.34	$39.66
10,000 Gallons	$67.31	$67.79	$68.88	$85.44	$67.31

ATTACHMENT 2

Tierra Verde
Test Year Ended 12/31/15
Bi-Monthly Wastewater Rates

Schedule No. 4-A
Docket No. 160101-WS

	Test Year Rates 12/31/15	Utility Current Rates	Utility Requested Interim	Utility Requested Final	Commission Approved Interim
Residential Service					
Flat Rate (Bi-monthly)	$96.91	$97.29	$103.65	$107.82	$103.65
General Service					
Base Facility Charge by Meter Size (Bi-monthly)					
5/8 x 3/4"	$61.10	$62.06	$65.35	$68.77	$65.35
1"	$154.52	$155.13	$165.27	$171.93	$163.38
1-1/2"	$309.05	$310.28	$330.56	$343.85	$326.75
2"	$494.48	$496.44	$528.90	$550.16	$522.80
3"	$988.96	$992.89	$1,057.79	$1,031.55	$1,045.60
4"	$1,545.22	$1,551.36	$1,652.77	$1,719.25	$1,633.75
6"	$3,090.46	$3,102.73	$3,305.56	$3,438.50	$3,267.50
Charge per 1,000 Gallons - General Service	$3.57	$3.58	$3.82	$3.97	$3.82
Typical Residential 5/8" x 3/4" Meter Bill Comparison					
3,000 Gallons	$96.91	$97.29	$103.65	$107.82	$103.65
5,000 Gallons	$96.91	$97.29	$103.65	$107.82	$103.65
10,000 Gallons	$96.91	$97.29	$103.65	$107.82	$103.65

ATTACHMENT 3

UIF - Pasco
Test Year Ended 12/31/15
Monthly Wastewater Rates

Schedule No. 4-B
Docket No. 160101-WS

	Test Year Rates 12/31/15	Current Rates	Utility Requested Interim	Utility Requested Final	Commission Approved Interim
Residential - Orangewood					
Base Facility Charge - All Meter Sizes	$9.68	$9.72	$11.71	$12.65	$11.76
Charge per 1,000 gallons - Residential 6,000 gallon cap	$7.14	$7.21	$8.68	$9.38	$8.67
Flat Rate	$24.21	$24.32	$29.28	$31.64	$29.41
Residential - Summertree					
Base Facility Charge - All Meter Sizes	$12.57	$12.63	$15.20	$16.43	$15.27
Charge per 1,000 gallons - Residential 6,000 gallon cap	$10.68	$10.73	$12.92	$13.96	$12.98
General Service - Summertree					
Base Facility Charge by Meter Size					
5/8"X 3/4"	$12.57	$12.63	$15.20	$16.43	$15.27
3/4"	$18.84	$18.92	$22.79	$24.62	$22.91
1"	$31.40	$31.54	$37.98	$41.04	$38.18
1-1/2"	$62.80	$63.08	$75.96	$82.07	$76.35
2"	$100.47	$100.92	$121.52	$131.31	$122.16
3"	$200.93	$201.83	$243.02	$262.60	$244.32
4"	$313.97	$315.38	$379.75	$410.34	$381.75
6"	$627.94	$630.77	$759.49	$820.69	$763.50
Charge per 1,000 gallons - General Service	$14.16	$14.22	$17.13	$18.50	$17.20
Typical Residential 5/8" x 3/4" Meter Bill Comparison - Orangewood					
3,000 Gallons	$31.10	$31.35	$37.75	$40.79	$37.77
5,000 Gallons	$45.38	$45.77	$55.11	$59.55	$55.11
10,000 Gallons	$81.08	$81.82	$98.51	$106.45	$98.46
Typical Residential 5/8" x 3/4" Meter Bill Comparison - Summertree					
3,000 Gallons	$44.61	$44.82	$53.96	$58.31	$54.21
5,000 Gallons	$65.97	$66.28	$79.80	$86.23	$80.17
10,000 Gallons	$119.37	$119.93	$144.40	$156.03	$145.07

FILED DEC 22, 2016
DOCUMENT NO. 09502-16
FPSC - COMMISSION CLERK

RECEIVED
DEC 27 2016
BY:

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: 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.	DOCKET NO. 160101-WS ORDER NO. PSC-16-0526B-PCO-WS ISSUED: December 22, 2016

SECOND AMENDATORY ORDER

BY THE COMMISSION:

On November 22, 2016, we issued Order No. PSC-16-0526-PCO-WS, approving interim rates and suspending proposed final rates requested by Utilities, Inc. of Florida. On December 2, 2016, we issued Amendatory Order No. PSC-16-0526A-PCO-WS, to correct certain scrivener's errors, including corrections to Schedule 4-B. However, a further scrivener's error appeared to establish interim rates for Lake Placid in Schedule 4-B that did not reflect the Commission's approved interim rates. Therefore, Order No. PSC-16-0526A-PCO-WS is amended to reflect the correct Schedule 4-B, which is attached hereto as Attachment A.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Order No. PSC-16-0526A-PCO-WS is hereby amended to reflect the correct Schedule 4-B. It is further

ORDERED that Order No. PSC-16-0526-PCO-WS and Order No. PSC-16-0526A-PCO-WS are reaffirmed in all other respects.

By ORDER of the Florida Public Service Commission this 22nd day of December, 2016.

Carlotta S Stauffer

CARLOTTA S. STAUFFER
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
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.

WLT

ATTACHMENT A

Lake Placid
Test Year Ended 12/31/15
Monthly Wastewater Rates

Schedule No. 4-B
Docket No. 160101-WS

	Test Year Rates 12/31/15	Utility Current Rates	Utility Requested Interim	Utility Requested Final	Commission Approved Interim
Residential Service					
Base Facility Charge - All Meter Sizes	$12.01	$12.09	$12.28	$15.24	$12.09
Charge per 1,000 Gallons- Residential 6,000 gallon cap	$5.53	$5.57	$5.66	$7.02	$5.57
Flat Rate	$21.88	$22.03	$22.38	$27.77	$22.03
General Service					
Base Facility Charge by Meter Size					
5/8" X 3/4"	$12.01	$12.09	$12.28	$15.24	$12.09
3/4"	$18.02	$18.15	$18.43	$22.88	$18.15
1"	$30.03	$30.24	$30.71	$38.11	$30.24
1-1/2"	$60.05	$60.47	$61.42	$76.22	$60.47
2"	$96.09	$96.76	$98.28	$121.96	$96.76
3"	$192.19	$193.54	$196.57	$243.94	$193.54
4"	$300.29	$302.40	$307.14	$381.14	$302.40
6"	$600.58	$604.80	$614.28	$762.29	$604.80
Charge per 1,000 gallons - General Service	$6.63	$6.68	$6.78	$8.42	$6.68
Bulk Service					
Base Facility Charge - All Meter Sizes	$403.01	$405.84	$412.20	$511.52	$405.84
Charge per 1,000 gallons - Bulk Service	$5.31	$5.35	$5.43	$6.74	$5.35
Typical Residential 5/8" x 3/4" Meter Bill Comparison					
3,000 Gallons	$28.60	$28.80	$29.26	$36.30	$28.80
5,000 Gallons	$39.66	$39.94	$40.58	$50.34	$39.94
10,000 Gallons	$45.19	$45.51	$46.24	$57.36	$45.51

RECEIVED
DEC 22 2016
BY: .....

FILED DEC 19, 2016
DOCUMENT NO. 09422-16
FPSC - COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: 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.	DOCKET NO. 160101-WS ORDER NO. PSC-16-0575-CO-WS ISSUED: December 19, 2016

CONSUMMATING ORDER

BY THE COMMISSION:

By Order No. PSC-16-0530-PAA-WS, issued November 22, 2016, this Commission proposed to take certain action, subject to a Petition for Formal Proceeding as provided in Rule 25-22.029, Florida Administrative Code. No response has been filed to the order, in regard to the above mentioned docket. It is, therefore,

ORDERED by the Florida Public Service Commission that Order No. PSC-16-0530-PAA-WS has become effective and final. It is further

ORDERED that this docket shall remain open.

By ORDER of the Florida Public Service Commission this 19th day of December, 2016.

Carlotta S Stauffer

CARLOTTA S. STAUFFER
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
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.

WLT

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any judicial review of Commission orders that is available pursuant to Section 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for judicial review will be granted or result in the relief sought.

Any party adversely affected by the Commission's final action in this matter may request judicial review by the Florida Supreme Court in the case of an electric, gas or telephone utility or the First District Court of Appeal in the case of a water and/or wastewater utility by filing a notice of appeal with the Office of Commission Clerk and filing a copy of the notice of appeal and the filing fee with the appropriate court. This filing must be completed within thirty (30) days after the issuance of this order, pursuant to Rule 9.110, Florida Rules of Appellate Procedure. The notice of appeal must be in the form specified in Rule 9.900(a), Florida Rules of Appellate Procedure.

RECEIVED
DEC 2 2 2016
FILED DEC 20, 2016
DOCUMENT NO. 09457-16
FPSC - COMMISSION CLERK

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-

DATE: December 20, 2016

TO: All Parties of Record & Interested Persons

FROM: Walt Trierweiler, Senior Attorney, Office of the General Counsel

RE: Docket No. 160101-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.

Please note that an informal meeting between Commission staff and interested persons to the above-captioned docket has been scheduled for the following time and place:

Tuesday, January 3, 2017, at 2:00 p.m.
Gerald L. Gunter Building, Room 105
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

The purpose of the meeting is to discuss the issues in this docket. Attendance is not required; however, all interested persons are encouraged to attend.

Interested persons may participate telephonically in this meeting by dialing **1-888-670-3525**, Passcode **3498283979 then #**. If you have any questions about the meeting, please call Walt Trierweiler at (850) 413-6584.

If settlement of the case or 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 cancellation will also be provided on the Commission's website (http://www.psc.state.fl.us/) under the Hot Topics link found on the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

WLT

cc: Office of Commission Clerk

FILED JAN 17, 2017
DOCUMENT NO. 00513-17
FPSC - COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF CUSTOMER SERVICE HEARINGS

TO

UTILITIES, INC. OF FLORIDA

OFFICE OF PUBLIC COUNSEL

AND

ALL OTHER INTERESTED PERSONS

DOCKET NO. 160101-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: January 17, 2017

NOTICE is hereby given that the Florida Public Service Commission will hold service hearings in the above docket on the rates and charges of Utilities, Inc. of Florida (Utilities, Inc.). The hearings will commence at the time and location shown below and will continue until all witnesses have been heard. CUSTOMERS WHO WISH TO PRESENT TESTIMONY ARE URGED TO APPEAR PROMPTLY AT EACH SCHEDULED HEARING TIME SINCE THE HEARING MAY BE ADJOURNED EARLY IF NO WITNESSES ARE PRESENT TO TESTIFY.

Wednesday, February 1, 2017, at 9:30 a.m.
Grand Hall of Pennbrooke Fairways
33825 Pennbrooke Parkway
Leesburg, FL 34748

Wednesday, February 1, 2017, at 6:00 p.m.
Clermont Arts & Recreation Center
3700 S. Highway 27
Clermont, FL 34711

Thursday, February 2, 2017, at 9:30 a.m.
Eastmonte Civic Center
830 Magnolia Drive
Altamonte Springs, FL 32701

Thursday, February 2, 2017, at 6:00 p.m.
Cypress Lakes Clubhouse
10000 US Highway 98N
Lakeland, FL 33809

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, the proposed rate increase, and to ask questions and comment on other issues. 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. Members of the public who wish to present testimony are urged to appear promptly at each scheduled hearing time since the hearing may be adjourned early if no witnesses are present to testify. 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 hearings at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, via 1-800-955-8770 (Voice) or 1-800-955-8771 (TDD), Florida Relay Service.

JURISDICTION

This Commission is vested with jurisdiction over the subject matter of this proceeding by the provisions of Chapter 367.081, 367.0816, 367.101, and 367.091, Florida Statutes. This proceeding will be governed by Chapter 367 in addition to Chapter 120, Florida Statutes, and Rules 25-9, 25-22, 25-30, and 28-106, Florida Administrative Code.

By DIRECTION of the Florida Public Service Commission this 17th day of January, 2017.

Carlotta S. Stauffer

CARLOTTA S. STAUFFER
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
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.

JSC

FCW Alliance
Working together for our communities!

Florida Consumer Water/Wastewater (FCW) Alliance
11436 Windstar Court, New Port Richey, FL 34654
Cell (727) 267-7162 . (Alt) (727) 856-2203 . FCW.Alliance@gmail.com

September 18, 2016

Mr. Roger Sperling
548 Grand Vista Trail
Leesburg, FL 34748

RE: Invitation for Cypress Lakes Utility in Polk County to join ***Florida Consumer Water/Wastewater Alliance*** to prepare for Docket No. 160101-WS, Utilities, Inc. of Florida - $30.1M Consolidated Rate Case

PLEASE TAKE THE TIME TO READ THIS IMPORTANT MESSAGE!

Dear Roger,

Are you tired of rate increase after rate increase from Utilities, Inc. of Florida? Well we're writing to you on behalf of our Summertree community in Pasco County located off SR 52 in New Port Richey, Florida to see if we can get together to discuss common issues our communities have with Utilities, Inc. of Florida (UIF). I am the leader of the Summertree Water Alliance (SWA) Task-force and we are in the process of forming the **Florida Consumer Water/Wastewater Alliance** to deal with DOCKET NO. 160101-WS, UIF's consolidated rate case. Pasco County Commissioner Jack Mariano[1] has offered to help us by contacting your county commissioners to expedite our efforts to protect the rights of our communities. We, the FCW Alliance and PC Commissioner Mariano, hope that you and your community, UIF customers, will join us in this alliance to oppose any unreasonable rate increases.

Summertree Background: Summertree has had UIF as our water/wastewater private utility provider for twenty-five years. We had issues with primary water quality in 2005-2006 and continuing secondary water quality (taste, color, and odor) and cost concerns since 1991. In 2006, Summertree Water Alliance Task Force was formed to help our residents in our efforts to resolve our secondary water quality and rate issues.

We have benefitted from new legislation, "The Consumer Water Protection Act" passed in 2014, thanks to the efforts of Florida State Senator Wilton Simpson and State Representative Richard Corcoran. We have had the support of Erik Sayler, Office of Public Counsel, Pasco County Commissioner Jack Mariano, the Pasco County Commission, Senator Mike Fasano, currently Pasco County Tax Collector, and Flip Mellinger, Assistant County Administrator, Pasco Utilities as well as several state/county agencies.

[1] *For the past 8 years, Commissioner Mariano has worked with Summertree to tackle our PSC and UIF secondary water quality and rate issues. He has helped us get the county commissioners' and county agencies' support, and worked with our state legislators to get a state grant. Commissioner Mariano is willing to discuss Docket No. 160101-WS Utilities, Inc. of Florida - $30.1M Consolidated rate case's issues and risks for your communities with your commissioners!*

Current Issue: UIF completed filing DOCKET NO. 160101-WS with the FL-PSC. Its intent as you are aware is to consolidate fourteen Florida counties, forty-four individual community systems, and approximately 60,000 customers under one umbrella, Utilities, Inc. of Florida. Under the current PSC rate case procedures, the consolidation process may make it even more difficult for our communities to get fair and equitable outcome in the future rate cases. ***Let's join our communities, legislators and county commissioners to protect our rights.***

Objective: I am sure that you have many concerns about the future impact this consolidation will have on your community. The Summertree Water Alliance Task Force is making this effort to form a statewide alliance to unite our efforts and strengthen our appeals with the FL-PSC. We are willing to speak to your Management Company, Board of Directors, and communities to explain this docket and the goals of the FCW Alliance. We can help you and your community with protest/petition letter campaigns, customer surveys, and strategies if you are interested. Our task force member, Lorraine Mack researched and compiled contact information for the governor, Public Service Commission, your state senator, state representatives, and county commissioners from your district to expedite your protest petitions and letters.

Together, we will be UNITED, STRONGER, and READY to FIGHT the FIGHT! Call 727.267.7162 or email ***FCW.Alliance@gmail.com***, ASAP. This is an election year; the lobbyists are strong and we need to be UNITED and READY! Let's do this! Join the Florida Consumer Water/Wastewater Alliance. Timing is critical; hope to hear from you.

Sincerely,

Ann Marie Ryan

Ann Marie Ryan, Leader
Florida Consumer Water/Wastewater Alliance
& Summertree Water Alliance Task Force

Jack Mariano

Jack Mariano
Pasco County Commissioner, District 5
8731 Citizens Drive, New Port Richey, FL

FCW Alliance & Summertree Water Alliance (SWA)s Task Force Members:
Ann Marie Ryan, Lorraine Mack, Joe Mitchell, Richard Nielsen, Lee Robida, Ed Youngs

FCW Alliance & SWA Associate Members: Terry Copenhafer (FW), Maria Cristiano (PW), Chuck Hoehn (GR), Ken Jennings (CC), George Metz (Villas), Fred Stall (ARB), Bill White (GR), Violet Weeks (SRF)

Xiomara Raba

From: Roger and Donna Sperling <rdsperling@yahoo.com>
Sent: Saturday, October 08, 2016 10:19 AM
To: Roger and Donna Sperling; Ira Makashay; Julia Fromkin; Ken Aicardi; Elmer Riggin; pat nichols; Gary King; Martha Wiencek; Xiomara Raba; Caouette Bob
Subject: Rate Case
Attachments: page 1.jpg; page 2.jpg

Did any of you receive a letter from Florida Consumer Water/Wastewater (FCW) Alliance? I got one a few days ago (attached) and it appears there is a rate case in progress that affects Pennbrooke. The Alliance is a group of communities that are included in the rate case, which Utilities Inc., of Florida (UIF) seems to have filed for their combined operations in the state.

I don't recall receiving anything from UIF on this. In the past we have been noticed that a rate case had been initiated. Vigorous opposition has served us well, as the Public Service Commission (PSC) has approved rates that were significantly reduced from those requested.

I did some initial exploration of related documents which can be found at
http://www.psc.state.fl.us/ClerkOffice/DocketFiling?docket=160101

I also attempted to call Ann Marie Ryan in response to her letter. There was no answer and no provision to leave a message. Before going further I wanted to touch base with the rest of you and get your thoughts.

Roger

Xiomara Raba

From: Roger and Donna Sperling <rdsperling@yahoo.com>
Sent: Tuesday, October 11, 2016 8:26 AM
To: Xiomara Raba
Cc: Julia Fromkin
Subject: UIF interested party request
Attachments: 04115-16.pdf

Xiomara,

Attached is a letter written to the Florida Public Service Commission requesting status as an interested party. This status provides for notification of any documents and correspondence related to the UIF rate case number 160101-WS. We have been out of the loop on this and I learned about the rate case only by chance through a back door source.

Rather than have each of us request recognition as an interested party I believe it would be more efficient to have the PHOA make the request. The letter should indicate that, in addition to the Corporation, the PHOA represents the interests of the 1239 individual customers. The attached letter has the address and may be helpful in crafting our request. I suggest a draft be circulated to the Board.

If you feel a Board action is needed to proceed I will be happy to discuss it on the 25th.

Roger

Utilities, Inc. of Florida - Docket 160101-WS

June 7, 2016

Ms. Carlotta S. Stauffer
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

RE: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am a customer of Utilities, Inc. of Florida (UI) served by the Summertree systems in Pasco County, Florida. The issues in the above-referenced docket are of interest to me by potentially increasing the rates I am to be charged for water and wastewater service. I am absolutely dissatisfied with UI's service and do not trust that company to act responsibly toward customers like me. In no way is UI entitled to a rate increase.

Therefore, I respectfully request to be added to the interested parties list for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders, or other documents can be sent to:

Print Name: MARIA CRISTIANO
Address: 11623 - BAYONET LANE
NPR FL 34654
Phone Number: 727-856-3295
Email Address: N/A

Thank you for your assistance in this matter. Please call if you have any questions.

Sincerely,

Maria Cristiano

Gennaro J Cristiano
Maria Cristiano
11609 Bayonet Ln
New Port Richey Fl 34654-1601

TAMPA FL 335
SAINT PETERSBURG FL
28 JUN 2016 PM 2 L

DISTRIBUTION CENTER

16 JUN 30 AM 7:02

Ms. Carlotta S. Stauffer
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

DOCKET No. 160101-WS

32399-085099

Pennbrooke Fairways

Pennbrooke Homeowners Association, Inc.
501 SR 44 • Leesburg, FL 34748
(352) 360-1001 Fax (352) 360-1165

October 26, 2016

Ms. Carlotta S. Stauffer
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Subject: Docket No. 160101-WS Limited Rate Proceeding

Dear Ms. Stauffer:

I am writing on behalf of the Pennbrooke Homeowners' Association, Inc. to request status as an interested person in the subject proceeding. Water and sewer service for the Association, and owners of the 1239 home sites here, is provided by Utilities Inc. of Florida. There has been a long history of dissatisfaction with water pressure and quality, and the utility has on several occasions filed rate cases with overstated costs resulting a considerable effort on our part, and by the Public Service Commission and the Office of Public Counsel, to expose the defects in the filings. In addition to attempting to justify higher rates for the system at Pennbrooke the subject filing seeks consolidation of the utility's Florida rates which would further increase rates here beyond levels justified by their investment in the system and the operating costs.

The Association requests status as an interested person for this docket in order to receive all filings and other correspondence. Any pleadings, motions, notices, orders or other documents can be sent to:

Ms. Xiomara Raba, Community Manager
Pennbrooke Homeowners' Association, Inc.
501 State Road 44
Leesburg, FL 34748
(352) 360-1001

Thank you for your assistance in this matter. Please call if you have any questions or require further information from the Association.

Sincerely,
On Behalf of the Board of Directors

Xiomara Raba, LCAM
Community Association Manager