

**Charlie Smith**

**From:** Charlie Smith on behalf of Records Clerk  
**Sent:** Tuesday, December 5, 2023 4:10 PM  
**To:** 'Carlos Torres'  
**Cc:** Consumer Contact  
**Subject:** RE: 12-11-23 meeting - Royal Waterworks, Inc.-Docket No. 20230081-WS

Good Afternoon Carlos M Torres,

We will be placing your comments below in consumer correspondence in Docket No. 20230081-WS, and forwarding them to the Office of Consumer Assistance and Outreach.

Best regards,

**Charlie Smith II**  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850  
850-413-6770

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**From:** Carlos Torres <carlos.torres131313@gmail.com>  
**Sent:** Tuesday, December 5, 2023 11:25 AM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Re: 12-11-23 meeting - Royal Waterworks, Inc.-Docket No. 20230081-WS

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On 11/29/23, I received a mailing informing me of a virtual meeting on 12/11/23 at 6:00 pm regarding the rate increase being applied by Royal Waterworks, Inc. (Royal).

In Coral Springs, Florida (Broward County), Royal has a total of 521 total customers – residential and general service. Since I have a medical procedure scheduled for that day in the afternoon, I seriously doubt I will be able to attend the meeting. Please

present this e-mail to the commission as my vote totally AGAINST the unreasonable proposed increase.

According to the city of Coral Springs, the average monthly consumption for a single family residence is 5,000 gallons of water.

Let me illustrate the proposed increase by Royal Waterworks assuming the average monthly water consumption in Coral Springs, FL:

| <b>Assuming Usage of 5,000 Gallons Home Usage and 1,000 Gls. Irrigation:</b> |                |                 |                 |                 |                  |                  |
|--|----------------|-----------------|-----------------|-----------------|------------------|------------------|
|  |                | <b>Rate per</b> | <b>Current</b>  | <b>Rate per</b> | <b>Under</b>     |                  |
|  |                | <b>1,000</b>    | <b>Amount</b>   | <b>1,000</b>    | <b>Proposed</b>  | <b>Inc/(Dec)</b> |
|  |                |                 |                 |                 | <b>Rates</b>     |                  |
| <b>Water-Home:</b>   |                |                 |                 |                 |                  |                  |
| <b>Base charge</b>   |                |                 | <b>\$ 13.29</b> |                 | <b>\$ 25.91</b>  | <b>90.44%</b>    |
| <b>Usage: 5,000 Gls.</b>   | <b>\$ 3.42</b> | <b>\$ 17.10</b> |                 | <b>\$ 3.94</b>  | <b>\$ 17.70</b>  | <b>3.91%</b>     |
| <b>Water Charges</b>   |                | <b>\$ 30.39</b> |                 |                 | <b>\$ 43.01</b>  | <b>41.53%</b>    |
| <b>Water-Irrigation:</b>   |                |                 |                 |                 |                  |                  |
| <b>Base charge</b>   |                |                 | <b>\$ 13.29</b> |                 | <b>\$ 25.91</b>  | <b>90.44%</b>    |
| <b>Usage: 1,000 Gls.</b>   | <b>\$ 3.42</b> | <b>\$ 3.42</b>  |                 | <b>\$ 3.94</b>  | <b>\$ 3.94</b>   | <b>3.91%</b>     |
| <b>Water Charges</b>   |                | <b>\$ 16.71</b> |                 |                 | <b>\$ 28.85</b>  | <b>71.85%</b>    |
| <b>Total water Usage</b>   |                | <b>\$ 47.10</b> |                 |                 | <b>\$ 71.86</b>  | <b>52.57%</b>    |
| <b>Sewer:</b>  |                |                 |                 |                 |                  |                  |
| <b>Base charge</b>   |                |                 | <b>\$ 13.43</b> |                 | <b>\$ 53.91</b>  | <b>296.36%</b>   |
| <b>Sewer at 5,000 Gls.</b>   | <b>\$ 3.21</b> | <b>\$ 26.05</b> |                 | <b>\$ 2.92</b>  | <b>\$ 11.60</b>  | <b>-55.47%</b>   |
| <b>Sewer Charges</b>   |                | <b>\$ 39.50</b> |                 |                 | <b>\$ 64.91</b>  | <b>64.83%</b>    |
| <b>Total Charges</b>   |                | <b>\$ 86.60</b> |                 |                 | <b>\$ 136.77</b> | <b>57.93%</b>    |

As you can see, there are two types of charges in the typical Royal invoice: Water and Sewer. The example above assumes water usage of 5,000 gallons per month and 1,000 gallons of irrigation. Under this example, the overall customer's invoice will increase by about 58%. Looking at it in more detail:

1. Royal is asking for an increase of 90.44% of the base water charge. This is a fixed charge regardless of usage,
2. The more outrageous proposed increase is the base charge of Sewer. They are asking for an increase of 296.36%.

On page two of the mailing received, under the Background subsection, second paragraph, "On August 14, 2023, Royal filed an application for increased interim and final water and wastewater rates. However, on August 22, 2023, the Utility withdrew its request for interim rates due to calculation errors". In my opinion, based on these abnormal rate increases proposed, Royal once again should have withdrawn their request due to "calculation errors". In what industry is a 300% increase justified? Even when the proposed decrease in the variable sewer charge based on water usage is combined with the fixed base rate increase, it results in an overall sewer rate increase of over 64%.

3. The overall combined increase of water and sewer is almost 58%.
4. The difference in the current vs proposed increase, in dollars, is \$50.17 for the average residential home (\$136.77 - \$86.60). Under the Background area of the mailing received, it states that Royal provides service to approximately 457 residential and 64 general service water customers in Broward County. This amounts to additional gross revenues of over \$275,000 a year just from the residential sector (\$50.17 inc. x 12 months x 457 homes).

On August 20, 2020, "Sewage and water rates are slated to increase by 3.5 percent for Coral Springs residential and commercial properties within the boundaries of the Coral Springs Water District on October 1. Residential customers living in single-family homes will see a monthly increase of .49 cents for water and .81 cents for sewage when it comes to base charges". This is the city of Coral Springs not Royal Waterworks. Those of us that live in this area are serviced by

Royal Waterworks. The increase by the city of Coral Springs in 2020 was reasonable. The increase being proposed by Royal now is NOT just unreasonable, it is plain greed.

On another issue, Royal keeps touting their water quality in their reports and website, all of us that are serviced by Royal constantly complain about the water quality. There is sediment in the water frequently. I don't know anyone that drinks the water out of the tap without some sort of filtering process. Recently, I had to replace the valve inside my toilet tank and had to, obviously, drain the tank first. I caught all that water in a bucket and because of the amount of sediment that had settled I had to discard that water into my lawn as I didn't want any added issues with the plumbing.

Thank you very much for your attention.

Carlos M Torres