



# Florida Public Service Commission

# **SPECIAL REPORT**

APRIL 2013

Application for staff-assisted rate case in Polk County by

## **Pinecrest Utilities, LLC**

DOCKET NO. 120269-WU

*On December 26, 2012, Pinecrest Utilities, LLC (Pinecrest) filed an application with the Florida Public Service Commission (PSC or Commission) for a staff-assisted rate case to increase its water rates. Pinecrest provides water service to approximately 145 customers in Polk County.*

### **QUESTIONS & ANSWERS**

**1 Is there an opportunity for public input on this rate case?**

Yes. As part of the evaluation process for Pinecrest's rate request, the Commission staff will conduct a customer meeting to allow customer feedback about Pinecrest and the rate-setting process. Customer comments, written and oral, will be taken into consideration when the Commission reaches a decision. One or more Commissioners may attend and participate during the customer meeting.

**2 Why is Pinecrest requesting a rate increase?**

Pinecrest is requesting a rate increase to cover increasing operating costs.

**3 When was Pinecrest's last approved rate increase?**

Pinecrest's last approved rate increase was in 2010.

**4 Presently, how much is the average monthly water bill for customers?**

Currently, the average monthly water bill for customers is \$32.10.

#### **CUSTOMER MEETING**

**Thursday, April 25, 2013**

**5:00 p.m.**

Bartow Public Library  
2150 S. Broadway Ave.  
Bartow, FL 33830

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## 5 Using staff's proposed rates, how much would the average monthly water bill be for customers?

Under staff's proposal, the average monthly water bill for customers would be \$33.84.

## 6 What if I cannot attend the customer meeting or prefer not to speak? Are there other ways to comment on this case?

Any person who wants to comment or provide information to the Commission regarding this matter may do so orally at the meeting or in writing.\* Written comments should be mailed to:

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

The PSC will also accept faxes and e-mails.

Fax number: 1-800-511-0809

Internet e-mail address:  
[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Please be sure to include the  
Docket Number, **120269-WU**.

Customer comments are placed on the correspondence side of the docket file and are taken into consideration by the Commissioners in reaching their decision. In accordance with Florida Statutes, the PSC will also consider Pinecrest's quality of service and other matters. If you have questions, contact the Florida Public Service Commission's Office of Consumer Assistance & Outreach at 1-800-342-3552.

*\* Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law.*

*This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.*

## 7 Who can answer technical or legal questions?

**For technical questions, contact:**

Sonica Bruce  
(850) 413-6994

Shannon Hudson  
(850) 413-7021

Michael Barrett  
(850) 413-6544

Phillip Ellis  
(850) 413-6626

**For legal questions, contact:**

Charles Murphy  
(850) 413-6191

## 8 Where on the Internet can I obtain more detailed information?

Detailed docket information is available on the PSC website at [www.floridapsc.com](http://www.floridapsc.com). Click on **Clerk's Office/Dockets** and then type in the Docket Number, **120269-WU**.

## 9 When will the PSC make a decision?

The PSC staff is tentatively scheduled to file a recommendation with the Commission on June 13, 2013. The Commissioners are expected to vote on this matter at the June 25, 2013 Commission Conference.

## PSC Commissioners



COMMISSIONER  
Eduardo E. Balbis



COMMISSIONER  
Lisa Polak Edgar



CHAIRMAN  
Ronald A. Brisé



COMMISSIONER  
Art Graham



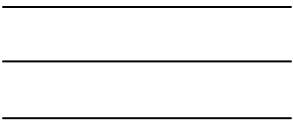
COMMISSIONER  
Julie I. Brown

## Pinecrest Monthly Water Service Rates

|                                                                         | Utility<br>Present<br>Rates | Staff<br>Recommended<br>Rates |
|-------------------------------------------------------------------------|-----------------------------|-------------------------------|
| <b><u>Residential and General Service</u></b>                           |                             |                               |
| Base Facility Charge by Meter Size:                                     |                             |                               |
| 5/8" x 3/4"                                                             | \$ 14.45                    | \$ 14.61                      |
| 3/4"                                                                    | \$ 21.67                    | \$ 21.92                      |
| 1"                                                                      | \$ 36.13                    | \$ 36.53                      |
| 1-1/2"                                                                  | \$ 72.26                    | \$ 73.05                      |
| 2"                                                                      | \$ 115.61                   | \$ 116.88                     |
| 3"                                                                      | \$ 231.22                   | \$ 233.76                     |
| 4"                                                                      | \$ 361.28                   | \$ 365.25                     |
| 6"                                                                      | \$ 722.55                   | \$ 730.50                     |
| <br><b><u>Residential and General Service Gallonage Charge</u></b>      |                             |                               |
| Per 1,000 Gallons                                                       | \$ 4.35                     | \$ 4.74                       |
| <br><b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b> |                             |                               |
| 3,000 Gallons                                                           | \$ 27.50                    | \$ 28.83                      |
| 5,000 Gallons                                                           | \$ 36.20                    | \$ 38.31                      |
| 10,000 Gallons                                                          | \$ 57.95                    | \$ 62.01                      |

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

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