



Florida Public Service Commission **RATE CASE OVERVIEW**

OCTOBER 2025

Application for staff-assisted rate case in Citrus County by
Citrus Waterworks, Inc.

DOCKET NO. 20250075-WU

On April 30, 2025, Citrus Waterworks, Inc. (Citrus or Utility) filed an application with the Florida Public Service Commission (Commission or FPSC) for a staff-assisted rate case. Citrus is a Class C water-only utility providing service to 154 residential customers and one general service customer in Citrus County.

QUESTIONS & ANSWERS

1. Why is Citrus requesting a rate increase?

Citrus is requesting a rate increase to recover the cost of operating the Utility and allow the company an opportunity to earn a fair rate of return on its investment.

2. When was Citrus's last approved rate case?

Citrus' last rate increase occurred in 2024 prior to regulatory jurisdiction being transferred from Citrus county to the State.

3. Is there an opportunity for public input on this rate case?

Yes. As part of the evaluation process of Citrus's request, Commission staff will conduct a virtual customer meeting to allow feedback about Citrus's quality of service and the rate setting process. Comments will be reviewed before the Commission reaches a decision. One or more Commissioners may attend and participate during the customer meeting.

To speak at the virtual customer meeting, a customer must sign up via the FPSC's online registration form, which will be available at www.FloridaPSC.com, under the "Hot Topics" heading on the home page. Customers without internet access can sign up to speak by calling the FPSC at (850) 413-7080 or emailing speakersignup@psc.state.fl.us. Registration will open on October 16, 2025 at 9:00 a.m., and close at noon on October 28, 2025. One day prior to the meeting, speakers will be provided further instructions from FPSC staff on how to participate.

All customers who wish to comment are urged to join the meeting promptly at the scheduled time because it may be adjourned early if no customers are

present to speak or when those present have spoken. Please note that the order in which customers will speak is based on the order in which they register. If you have questions about the sign-up process, please call (850) 413-7080.

Virtual Customer Meeting

**Thursday, October 30, 2025
10:00 a.m.**

4. What if I cannot participate in the virtual customer meeting or prefer not to speak? Are there other ways to comment on this case?

Any interested person who wishes to comment or provide information to the Commission may:

- Email your comments to the Commission at clerk@psc.state.fl.us
- Fill out and return, by US Mail, email, or online submission, the "Comment Card" attached to this Notice. For online submissions, the "Comment Card" is located under "Hot Topics" at www.floridapsc.com and is available starting October 16, 2025 at 9am.
- Submit written comments to the Commission Clerk at the address below.

Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Please be sure to include the docket number,
20250075 – WU.

** Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the FPSC, 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 FPSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.*

QUESTIONS & ANSWERS

Comments are placed on the correspondence side of the docket file. In accordance with Florida Statutes, the FPSC will also consider Citrus's quality of service and other matters. If you have questions, contact the FPSC's Office of Consumer Assistance at (800) 342-3552.

5. Can I obtain more information online?

Detailed docket information is available on the FPSC website at www.FloridaPSC.com. Click on Clerk's Office then Dockets. Type in the docket number 20250075-WU.

6. How much is the current monthly water bill for a residential customer of Citrus using 3,000 gallons?

The current monthly water bill for a residential customer of Citrus using 3,000 gallons is \$26.13.

7. How much would the monthly water bill be for a residential customer of Citrus using 3,000 gallons?

The monthly bill for a residential customer of Citrus using 3,000 gallons at the proposed rate would be \$28.39.

8. Who can answer technical or legal questions?

For technical questions, contact:

Clayton Lewis
Quality of Service and Engineering
(850) 413-6578

Robert Chambliss
Rates and Charges
(850) 413-6701

Brian Lenberg
Accounting
(850) 413-6404

For legal questions, contact:

Saad Farooqi
(850) 413-6214

9. Who provides legal representation for customers in utility related matters before the FPSC?

The Office of Public Counsel (OPC) was established by the Florida Legislature to advocate on behalf of you and the other utility customers before the Commission and other state and federal regulatory authorities. OPC is independent from the Commission, and accountable only to the people of the State of Florida through the Florida Legislature. You can reach OPC at (800) 342-0222 or www.floridaopc.gov.

10. When will the FPSC make a decision?

FPSC staff is scheduled to file a recommendation with the Commission on December 23, 2025. The Commissioners are expected to vote on the recommendation at the January 6, 2026 Commission Conference.

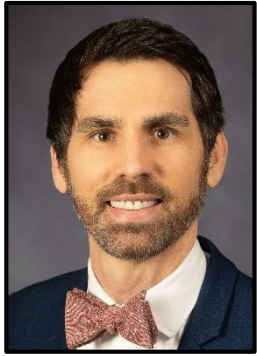
11. How can I follow the customer meeting and Commission Conference?

You can watch the customer meeting and Commission Conference live from the FPSC website at www.FloridaPSC.com. Look for the "Watch Live and Archived FPSC Events" icon on the left side of the webpage. An audio only option is available by dialing (850) 413-7999. If you are hearing or speech impaired, you may contact the FPSC by using the Florida Relay Service at (800) 955-8771 (TDD).

If cancelled, notice of customer meeting cancellation will be provided on the Commission's website, (www.FloridaPSC.com), under Hot Topics found on the home page.

Cancellation can also be confirmed by contacting the Office of General Counsel at (850) 413-6199.

FPSC COMMISSIONERS



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COMMISSIONER
Gary F. Clark



COMMISSIONER
Gabriella Passidomo Smith

Monthly Water Rates

	Utility's Existing Rates	Utility's Proposed Rates
<u>Residential and General Service</u>		
Base Facility Charge by Meter Size		
5/8" X 3/4"	\$16.80	\$18.71
3/4"	\$25.12	\$28.07
1"	\$41.94	\$46.78
2"	\$83.83	\$149.68
3"	\$134.14	\$299.36
Charge per 1,000 gallons – General Service	\$3.11	\$3.33
Charge per 1,000 gallons – Residential Service	\$3.11	N/A
0 - 4,000 gallons	N/A	\$3.24
Over 4,000 gallons	N/A	\$3.43
<u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u>		
1,000 Gallons	\$19.91	\$21.95
3,000 Gallons	\$26.13	\$28.43
5,000 Gallons	\$32.35	\$35.10

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Name _____

Address _____

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or scan and email to the Commission Clerk at clerk@psc.state.fl.us. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

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Any email 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 email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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

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