

Miscellaneous Service Charges



Miscellaneous Service Charges

Miscellaneous service charges are charges to individual customers for discrete services that are not recovered from the general body of ratepayers. In addition, they are:

- Designed to place the direct cost on the causer of the cost.
- Not typically “marked up” to include profit.



Miscellaneous Service Charges

- Initial reconnection charges are levied for service initiation at a location where service did not previously exist.
- Normal reconnection charges are levied for transfer of service to a new customer account at a previously served location or reconnection of service subsequent to a customer requested disconnection.



Miscellaneous Service Charges

- Violation reconnection charges are levied prior to reconnection of an existing customer after discontinuance of service for cause pursuant to Rule 25-30.320, F.A.C., *Refusal or Discontinuance of Service*, including a delinquent bill payment.
- Premises visit charges are levied when a service representative visits a premises at the customer's request for complaint resolution and the problem is found to be the customer's responsibility.



Miscellaneous Service Charges

- Premises visit charges in lieu of disconnection are levied when a service representative visits a premises for the purpose of discontinuing service for nonpayment of a bill and does not discontinue service because the customer pays the service representative or otherwise makes satisfactory arrangements to pay the bill.



Miscellaneous Service Charges

- A request for miscellaneous service charges should be accompanied by cost justification for each charge pursuant to Section 367.091(6), F.S., *Rates, tariffs; new class of service*.
- Customers should be noticed prior to the implementation of miscellaneous service charges.



Nonsufficient Funds and Late Payment Charges

- Nonsufficient funds charges are levied when checks are returned as unpaid from a financial institution. Nonsufficient funds charges are approved consistent with Sections 68.065, F.S., *Actions to collect worthless payment instruments; attorney fees and collection costs* and 832.08(5), F.S., *State attorney bad check diversion program; fees for collections*.
- Late payment charges are levied if the customer bill is not paid within 20 days after the utility has mailed or presented the bill for payment. A request for late payment charges should be accompanied by a cost justification.

