



# Florida Public Service Commission RATE CASE OVERVIEW

JANUARY 2024

Application for staff-assisted rate case in Polk County by

**Pinecrest Utilities, LLC.**

DOCKET NO. 20230071 - WU

On May 26, 2023, Pinecrest Utilities, LLC., (Pinecrest) filed an application for an increase in water rates with the Florida Public Service Commission (FPSC). Pinecrest is a Class C water utility serving 138 customers in Polk County.

## QUESTIONS & ANSWERS

### 1. Why is Pinecrest requesting a rate increase?

Pinecrest 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 Pinecrest's last approved rate increase?

Pinecrest's last rate case was in 2013.

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

Yes. As part of the evaluation process of Pinecrest's rate request, Commission staff will conduct a virtual customer meeting to allow feedback about Pinecrest'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 PSC's online registration form, which will be available at [www.FloridaPSC.com](http://www.FloridaPSC.com), under the "Hot Topics" heading on the home page. Customers without internet access can sign up to speak by calling the PSC at (850) 413-7080. Registration will open on January 9, 2024 at 9:00 a.m., and close on January 19, 2024 at noon. One day prior to the meeting, speakers will be provided further instructions from PSC staff on how to participate.

### 4. Can I obtain more information online?

Detailed docket information is available on the PSC website at [www.FloridaPSC.com](http://www.FloridaPSC.com). Click on Clerk's Office then Dockets. Type in the docket number 20230071.

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

Any interested person who wants to comment or provide information to the Commission regarding this matter may do so orally at the virtual customer 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 emailed comments at: [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us)

Please be sure to include the docket number, **20230071-WU**.

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

## **VIRTUAL CUSTOMER MEETING**

**Tuesday, January 23, 2024  
2:00 p.m.**

\* 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.

**6. How much is the current and proposed monthly water bill for a Pinecrest customer using 6,000 gallons?**

The current monthly water bill for a Pinecrest customer using 6,000 gallons is \$55.09. The proposed monthly water bill for a Pinecrest customer using 6,000 gallons would be \$89.63.

**7. Who can answer technical or legal questions?**

For technical questions, contact:

Takira Thompson  
Quality of Service and Engineering  
(850) 413-6592

Matthew Sibley  
Rates and Charges  
(850) 413-6516

Christopher Richards  
Accounting  
850-413-6742

For legal questions, contact:

Jacob Imig  
(850)-413-6738

**8. Who provides legal representation for customers in utility related matters before the Public Service Commission?**

The Office of Public Counsel 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. The Office of Public Counsel is independent from the Commission, and accountable only to the people of the State of Florida through the Florida Legislature. You can reach the Office of Public Counsel at (800) 342-0222 or [www.floridaopc.gov](http://www.floridaopc.gov).

**9. When will the PSC make a decision?**

PSC staff is scheduled to file a recommendation with the Commission on March 21, 2024. The Commissioners are expected to vote at the April 2, 2024 Commission Conference.

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

You can watch the virtual customer meeting and Commission Conference live from the PSC website at [www.FloridaPSC.com](http://www.FloridaPSC.com). Look for the “Watch Live and Archived PSC 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 PSC 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](http://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.

## PSC Commissioners



COMMISSIONER  
Andrew Giles Fay



COMMISSIONER  
Art Graham



CHAIRMAN  
Mike La Rosa



COMMISSIONER  
Gary F. Clark



COMMISSIONER  
Gabriella Passidomo

### Pincrest Utilities, LLC. Monthly Water Rates

	Utility Current Rates	Commission Approved Interim Rates	Staff Recommended Rates
<b><u>Residential and General Service</u></b>			
Base Facility Charge by Meter Size			
5/8" x 3/4"	\$19.63	\$23.33	\$21.76
3/4"	\$29.45	\$30.74	\$32.64
1"	\$49.08	\$51.23	\$54.40
1-1/2"	\$98.15	\$116.65	\$108.80
2"	\$157.04	\$186.64	\$174.08
3"	\$314.08	\$373.28	\$348.16
4"	\$490.75	\$583.25	\$544.00
6"	\$981.50	\$1,166.50	\$1,088.00
<b>Charge per 1,000 gallons – Residential and General Service</b>	\$5.91	\$7.02	N/A
<b>Charge per 1,000 gallons – Residential Service</b>			
0-5,000 gallons	N/A	N/A	\$10.86
Over 5,000 gallons	N/A	N/A	\$13.57
<b>Charge per 1,000 gallons – General Service</b>	\$5.91	N/A	\$11.36
<b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b>			
3,000 gallons	\$37.36	\$44.39	\$54.34
6,000 gallons	\$55.09	\$65.45	\$89.63
10,000 gallons	\$78.73	\$93.53	\$143.91

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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](mailto:clerk@psc.state.fl.us). Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

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STAMP

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

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