



Proposed Express Turn-On Service Fee

- **Policy** – expenses recovered as user fee
- **Simplicity** – eliminated two (2) after-hours fees on workdays
- **Consistency** – new customers and delinquent customers
- **New Customer Information System (CIS)**
 - Service order scheduling for new mobile service order system
 - Automated process to assess fees



Fee Comparison

with proposed change

Utility	Service Fees					Totals	
	New Service		Delinquent Service			New	Delinquent
	Turn On	Same Day	Del Off	Del On	Same Day		
Orlando	\$35.00	no charge ¹		\$35.00	no charge ¹	\$35.00	\$35.00
Jacksonville	\$10.00	\$25.00		\$15.00	\$25.00 ²	\$35.00	\$40.00
GRU (current)	\$15.00	\$20.00	\$20.00		\$75.00	\$35.00	\$95.00
Tallahassee	\$18.50	\$30.00		\$28.50	\$30.00	\$48.50	\$58.50
Lakeland	\$10.00	\$40.00		\$15.00	\$40.00	\$50.00	\$55.00
GRU (proposed)	\$15.00	\$40.00	\$20.00		\$40.00	\$55.00	\$60.00
Kissimee	\$15.00	\$40.00		\$35.00	\$50.00	\$55.00	\$85.00
Ft. Pierce	\$25.00	\$75.00		\$35.00	\$150.00	\$100.00	\$185.00
Homestead	\$20.00	\$150.00		\$25.00	\$150.00	\$170.00	\$175.00

¹ Connection order issued before 4pm; otherwise, next workday

² Connection order issued before 6pm; otherwise, next workday



Current Fee Structure

Express Turn-On Service Fees

8am to 3pm to 5pm to 7pm to 8am

New Customer

\$20	\$35	\$70
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Delinquent Customer

No Fee	\$20	\$35	\$70
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Proposed Fee Structure

Express Turn-On Service Fees

8am to 3pm to 5pm to 7pm to 8am

New Customer

\$20	\$35	\$70
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Delinquent Customer

No Fee	\$20	\$35	\$70
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All Customers

\$40



Impact Comparison

FY 2006 Data

	<u>All Turn-ons</u>	<u>Express Turn-ons</u>	<u>Apartments (a.k.a. students)</u>
New Customer	42,900	4,900 (11%)	3,300 (7.7%)
Delinquent Customer	30,400	3,900 (12.8%)	
Express Fee		2,800 (9.2%)	
plus After-hours Fee		1,100 (3.6%)	



Questions?