

Angela Charles

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**From:** Angela Charles on behalf of Records Clerk  
**Sent:** Friday, December 23, 2016 4:20 PM  
**To:** 'Bill Shallcross'  
**Cc:** kelly.jr@leg.state.fl.us; lconstantine@seminolecountyfl.gov;  
sayler.erik@leg.state.fl.us  
**Subject:** RE: Docket No. 160101 - WS  
**Attachments:** ULI questions commentary.doc

*Good afternoon Mr. Shallcross:*

*We will be placing your comments below in parties' correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.*

*Sincerely,*

*Angela M. Charles  
Commission Deputy Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee FL 32399-0850  
850-413-6826*

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**From:** Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]  
**Sent:** Friday, December 23, 2016 3:43 PM  
**To:** Office of Commissioner Brisé; Office Of Commissioner Edgar; Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis  
**Cc:** [kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us); Records Clerk; [lconstantine@seminolecountyfl.gov](mailto:lconstantine@seminolecountyfl.gov); [sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us)  
**Subject:** RE: Docket No. 160101 - WS

Please indulge me again by reading the attached. Thank you. Bill

William Shallcross  
551 Carlisle Ave.  
Altamonte Springs, Florida 32714  
[wshallcross@cfl.rr.com](mailto:wshallcross@cfl.rr.com)  
(M) 321-356-6400

## William Shallcross Jr.

Via email

December 23, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

**Re: UIF Commentary and Questions  
PSC Docket 160101-WS**

Dear Commissioners:

### **UFI rate increase request - Why so large a requested rate increase? Is the short-fall due to faulty UIF due diligence; or is something more at play?**

Please forgive me if I slip and refer to Utilities, Inc. Florida (UIF) as Florida Water Services (FWS), a company I've had some unpleasant dealings with in the past (as a real estate developer). I've been doing this recently in part because the two companies are indistinguishable in their management philosophies – tight-fisted and being only about profit.

## **Our History**

**Today, Utilities, Inc. is backed by a private equity owner with extensive capital to fuel the company's continued growth. Utilities, Inc. has long believed that strong financial investment backing is the best approach for the company's solid operational stability and outstanding customer satisfaction. [http://www.uiwater.com/about\\_us/index.php](http://www.uiwater.com/about_us/index.php)**

I don't care to drill down into the finances of UIF. That's not my job; I have a job - dealing daily in a world of risk assessment/mitigation on very large investments. Despite my best efforts, sometimes deals don't perform as expected. But I do know that if I make a mistake, markets tank or we encounter unforeseen competition, I can't go to tenants and ask for higher rent, nor can I go to investors and ask for more money. At best a failed investment goes back to creditors and at worst - a cash call if a loan is personally secured. Apparently not the same with Florida utility companies. If more cash is needed, rather than ask investors, they shake-down their customers. Lucky them.

I don't trust UIF at all, and I don't like the way they do business. From time to time it takes me a while to decipher my monthly statement, and I'm pretty savvy about these things. As utility billing statements go, UIF's are especially unsophisticated and not customer friendly – see below.

Additionally, this month (November) there was no explanation for the bifurcated usage fees like, for instance, in an abundance of transparency: **THIS BILL REFLECTS A MID-MONTH [INTERIM] INCREASE IN RATES APPROVED BY PSC.** Better left unsaid?

And I don't like the fact that payments by mail go to a *Maine-based* processing company, (intentionally?) adding mailing delivery time. I ask how often UIF assesses late payment fees (and the amount of revenue this generates); the statistical *mode* of the length of delinquencies; and how often UIF turns off water for delinquency (and the amount of revenue re-connections generate), as opposed to other PSC regulated Florida water/wastewater utilities.

## Exceptional Service

**We consider customer service excellence one of our core competencies. Driven by a staunch dedication to customer satisfaction, we respond quickly and intelligently to concerns and requests, and serve as an educational resource for water news, information, and advocacy.**

<http://www.uiwater.com/>

I assert being all about the profit – and you might expect from a *for-profit* utility, as opposed to, say, the City of Winter Park, a utility answerable to voting customers – but these folks take ill-will to an extreme, despite their assertion of superior customer service.

I have not met the customer who likes this company. Most *dislike* it and in my neighborhood door to door canvassing, a couple of customers characterized UIF in terms I will not repeat in polite company. I assert that they should redirect some money from their legal budget to a public relations consultant.

And big or small, they'll litigate them all.

As I mentioned in previous correspondence, my landlord is suing UIF in Seminole County (small claims court) for \$500 in a dispute regarding a windfall billing profit as a result of inadequate customer service coupled with an antiquated system – manually read meters. Mediation was fruitless and a trial is set for January 2017. UIF had its parent company's Vice President and General Counsel (U.S. - Corix Group of Companies) negotiating a settlement offering of \$128.50 and if that is not accepted, "UIF will retain local defense counsel." These not so big picture folks clearly cede very little ground.

As I have stated previously, I want to see UIF move forward into the 21<sup>st</sup> century. Following is a picture of residential water meter vaults within their Altamonte franchise. You can bet underneath is not an electronic, remote read meter.

Similarly, attached is an image of a UIF lift station. Where is the emergency telemetry you ask, as I did too?

Clearly UIF is not big on the most basic capital equipment updates. That begs the question of equipment maintenance and preventative maintenance. Reminds me of the mess Florida Progress left Winter Park when that city purchased the local electricity distribution system. Talk about faulty due diligence.

## Superior Quality

**We are dedicated to the purity and safety of our water supply and provide our services in the safest, most environmentally sound manner possible. We believe in promoting responsible water use and sustainable water practices to enhance the overall quality of our lives and meet our country's future water needs. No longer posted on UI webpage.**

And don't ask me about the quality of the water they sell. I'm still awaiting test results as I regularly buy bottled water to drink.

For another day - UIF and water conservation?

As I requested previously, please don't give these folks any breaks or benefits of doubt in this current increase request while we – their customers - work through the state legislature to make them work harder to *earn/deserve a reasonable* return on investment.

With thanks and appreciation for your efforts,

William Shallcross Jr.

**UIF Commentary and Questions**

**PSC Docket 160101-WS**

**December 23, 2016**

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c:

J.R. Kelly – Office of Public Counsel ([kelly.jr@leg.state.fl.us](mailto:kelly.jr@leg.state.fl.us))

Erik Sayler – Office of Public Counsel ([sayler.erik@leg.state.fl.us](mailto:sayler.erik@leg.state.fl.us))

Commissioner Lee Constantine – Seminole County ([lconstantine@seminolecountyfl.gov](mailto:lconstantine@seminolecountyfl.gov))

Ann Marie Ryan – Florida Consumer Water/Wastewater Alliance ([fcw.alliance@gmail.com](mailto:fcw.alliance@gmail.com))

John Stover – Corix ([john.stover@corix.com](mailto:john.stover@corix.com))

[Commissioner.Brise@psc.state.fl.us](mailto:Commissioner.Brise@psc.state.fl.us)

[Commissioner.Edgar@psc.state.fl.us](mailto:Commissioner.Edgar@psc.state.fl.us)

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UIF Commentary and Questions  
PSC Docket 160101-WS  
December 23, 2016  
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**Utilities, Inc.**  
Emergency Phone (904) 642-9432  
Customer Service (888) 852-4432  
Collections (888) 842-8452  
www.uwater.com

Bill Date	Account Number	Due Date	Please Pay	Summary of Service
12/06/2016		12/28/2016	\$55.87	
Name	Primary Phone #			Meter Reading
Service Address				Current: 475800 11/30/2016
				Previous: 476200 10/31/2016
				Usage: 800 Gallons
				Number of Days: 30
				Average Daily Use: 26 Gallons
				Average Daily Cost: \$1.02
				Register Location: 1
Activity Since Last Bill				<b>Billing History</b>
Previous Balance		\$25.90		Bar chart showing billing history in dollars from 12/06/15 to 12/06/16.
Payments received as of 12/06/2016		\$0.00		<b>Consumption History</b>
Balance as of 12/06/2016		\$25.90		Bar chart showing consumption history in gallons from 12/06/15 to 12/06/16.
<b>Residential Water Service</b>				
Water Base Charge		\$2.56		
100 gallons at \$3.75 per 1,000 gallons		\$0.00		
Seminole County Tax at 4%		\$0.11		
Total Residential Water Service		\$2.67		
<b>Residential Wastewater Service</b>				
Water Base Charge		\$7.24		
440 gallons at \$4.39 per 1,000 gallons		\$1.93		
Seminole County Tax at 4%		\$0.57		
Total Residential Wastewater Service		\$9.74		
<b>Residential Wastewater Service</b>				
Residential Wastewater Base Charge		\$13.06		
600 gallons at \$8.11 per 1,000 gallons		\$4.87		
Total Residential Wastewater Service		\$17.93		
<b>Total Amount Due</b>			<b>\$55.87</b>	

*Handwritten note in red cloud: RATE INCREASE?*

The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.  
Raw Ed will use available upon request, visit www.uwater.com for important account listings.

Messages  
Our records indicate the prior balance remains unpaid and your account may be subject to disconnection. Please note the due date on this bill refers to the current bill amount and does not represent the time allowed for payment of the prior balance.

**Utilities, Inc.**  
170 Box 180639  
Altamonte Springs, FL 32718

Account Number: \_\_\_\_\_  
Due Date: 12/26/2016  
Please Pay: \$55.87

Amount Paid:

Utilities Inc of Florida  
PO Box 11025  
Leviston ME 04243-9478  
XXXXXXXXXXXXXXXXXXXX

*Handwritten note in red cloud: MAINE?!*

Address correction requested on back





Bill Date	Account Number	Due Date	Please Pay
07/07/2016		07/23/2016	\$505.60
Name _____ Primary Phone _____			
Service Address _____			
<b>Activity Since Last Bill</b>			
Previous Balance		\$326.56	
Payments received as of 07/07/2016		\$-335.00	
Balance as of 07/07/2016			5-1-41
<b>Residential Water Service</b>			
Water Base Charge		\$5.32	
0,000 gallons at \$3.70 per 1,000 gallons		\$29.33	
Next 8,000 gallons at \$6.46 per 1,000 gallons		\$51.35	
Remaining 55,680 gallons at \$2.31 per 1,000 gallons		\$323.08	
Seminole County Tax at 4%		\$18.51	
Total Residential Water Service			\$428.00
<b>Residential Wastewater Service</b>			
Residential Wastewater Base Charge		\$11.01	
Wastewater Maximum Usage up to 8,000 gallons		\$55.57	
Total Residential Wastewater Service			\$66.58
<b>Residential Wastewater Service</b>			
Residential Wastewater Base Charge		\$2.25	
Wastewater Maximum Usage up to 8,000 gallons		\$12.15	
Total Residential Wastewater Service			\$14.40
<b>Total Amount Due</b>			<b>\$505.60</b>

Why Split?

Utilities Inc of Florida  
Emergency Phone: (888) 642-3432  
Customer Service: (888) 672-4432  
Call Center: (888) 343-4432  
www.uiwater.com

Summary of Service

Meter Reading	Meter #
Current: 47110	03282010
Previous: 01300	05070110
Usage: 54,280 Gallons	
Number of Days: 32	
Average Daily Use: 1,710 Gallons	
Average Daily Cost: \$15.54	
Register Constant: 1	

Billing History



Consumption History



The payment for this bill is due upon receipt. Please check payments to Utilities Inc of Florida.  
More schedules are available upon request. Visit [www.uiwater.com](http://www.uiwater.com) for important account offerings.

Messages



PO Box 430308  
Altamonte Springs, FL 32716

Account Number: \_\_\_\_\_  
Due Date: 07/23/2016  
Please Pay: \$505.60

Amount Paid

Utilities Inc of Florida  
PO Box 11025  
Lewisville, NC 27040-3476  
Barcode

Address correction requested on back

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