

Collin Roehner

From: Collin Roehner on behalf of Records Clerk
Sent: Tuesday, December 13, 2016 9:40 AM
To: 'Bill Shallcross'
Subject: RE: Docket No. 160101 - WS

Good Morning Mr. Shallcross

First of all, pardon my late response

Second, we will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner
Commission Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida, 32301
(850) 413-7123

From: Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]
Sent: Monday, December 12, 2016 2:55 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; Records Clerk
Subject: Docket No. 160101 - WS

My most recent two cents - no charge.

Please read attached. Thank you. Bill

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

WILLIAM SHALLCROSS JR.

Via Email

December 12, 2016

Commissioner Brown – Chair
Commissioner Brise
Commissioner Edgar
Commissioner Graham
Commissioner Patronis
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 160101 – WS

Dear Commissioners:

Laboring under the belief that the vast majority of Utilities, Inc. customers in my service area are unaware of the pending rate increase, let along the recently effective *interim* increase, I had 750 door hangers printed – see attached – and went door to door distributing them to help assure my neighbors are informed. My takeaways follow.

Of the folks I had the opportunity to speak with:

- Next to none were aware of the interim approved increase, or the pending trebling of rates.
- My belief is that the recently mailed notification was discarded unopened, seen as junk mail; read and not understood – particularly for non-native English readers; and otherwise ineffective. It looks and reads like a legal document, which it is. I believe the mailed notification meets the letter of the law, not the spirit – if there is one. My suggestion for an effective *post-card* notification is attached.
- Moreover, a recent Orlando Sentinel article is titled: *More Puerto Ricans make homes in Lake: Census shows Hispanic population up 26% in Central Florida* (<https://shar.es/18zDuM>). Future mailings should be bilingual.
- There are (too) many dirt poor folks living in this community. I saw several abandoned/vacant homes. I knew it is a lower-income, blue collar community, but it was eye opening to me to see some of these homes. The proposed rate increase will surely pose a financial hardship.
- Judging from the several yards with multiple cars parked, there are properties with larger than average sized households. These folks are unfairly punished by progressive block billing rates based on consumption.

Re: Utilities, Inc. Rate Increase Request

December 12, 2016

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- I saw only one irrigation meter, and that was at the only townhome community located a stone's throw from the UI offices. People irrigating with potable water – and there are very few though I heard from one – are being slammed; unfortunate for those fighting the tide of a declining neighborhood and home values. UI just may be helping to kill its Golden Goose with this increase.
- And of course the after-the-fact notification of the increase; effective 10/1; dated 10/4; and mailed I do not know when but certainly received after the fact. How are you expecting these day late and dollar short folks to respond?!
- **Attached is my most recent water bill. See how long it takes you to interpret it. But most importantly, if it doesn't do its best – by design – to obscure/low key the rate increase, then I don't know what.**

I am preparing my remarks for my local hearing of the franchise-wide effort to take public input – dates, places and times still TBD. I was told by a PSC staffer – honestly but inappropriately? – that 'we already know what people are going to say.' Thus I intend to address you all – inside of 3 minutes I am told speakers such as myself will be allotted – on risk assessment; deferred capital maintenance; and UI in the 21st century.

Sincerely

William Shallcross Jr.

Commissioner.Brise@psc.state.fl.us

Commissioner.Edgar@psc.state.fl.us

Commissioner.Brown@psc.state.fl.us

Commissioner.Graham@psc.state.fl.us

Commissioner.Patronis@psc.state.fl.us

c: J.R. Kelly/Erik Saylor/Patricia A. Christensen
– Florida Office of Public Counsel (kelly.jr@leg.state.fl.us)



Utilities Inc of Florida
 Emergency Phone: (866) 842-8432
 Customer Service: (866) 842-8432
 Collections: (866) 842-8432
 www.uewater.com

Bill Date
12/06/2016

Account Number
[REDACTED]

Due Date
12/28/2016

Please Pay
\$55.67

Summary of Service

Name [REDACTED]
 Service Address [REDACTED] CARLISLE AVE, ALTAMONTE SPG, FL, 32714

Primary Phone # [REDACTED]

Meter Reading Meter # [REDACTED]
 Current 475850 11/30/2016
 Previous 475250 10/31/2016
 Usage 600 Gallons
 Number of Days: 30
 Average Daily Use: 20 Gallons
 Average Daily Cost: \$1.02
 Register Constant: 1

Activity Since Last Bill

Previous Balance \$25.20
 Payments received as of 12/06/2016 \$0.00
 Balance as of 12/06/2016 \$25.20

Residential Water Service

Water Base Charge \$2.26
 160 gallons at \$3.76 per 1,000 gallons \$0.60
 Seminole County Tax at 4% \$0.11
 Total Residential Water Service \$2.97

Residential Water Service

Water Base Charge \$7.24
 440 gallons at \$4.39 per 1,000 gallons \$1.93
 Seminole County Tax at 4% \$0.37
 Total Residential Water Service \$9.54

Residential Wastewater Service

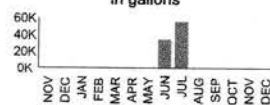
Residential Wastewater Base Charge \$13.09
 600 gallons at \$8.11 per 1,000 gallons \$4.87

Total Amount Due \$17.96
\$55.67

Billing History in dollars



Consumption History in gallons



The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.
 Rate Schedules are available upon request. Visit www.uewater.com for important account offerings.

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 extend the time allowed for payment of the prior balance.



PO Box 160609
 Altamonte Springs, FL 32716

Account Number: [REDACTED]
 Due Date: 12/28/2016
 Please Pay: \$55.67

Amount Paid

[REDACTED]

Utilities Inc of Florida
 PO Box 11025
 Lewiston ME 04243-9476

Address correction requested on back

Payments received locally
 reduce the number of
 late payments / fees 470