

Sandra Soto

From: Angela Charles on behalf of Records Clerk
Sent: Friday, January 27, 2017 11:44 AM
To: 'Bill Shallcross'
Cc: JR Kelly; lconstantine@seminolecountyfl.gov; sayler.erik@leg.state.fl.us; jmariano@pascocountyfl.net; Walter Trierweiler; governorrick.scott@eog.myflorida.com; sunburst@eog.myflorida.com; Consumer Contact; Amber Norris
Subject: RE: Docket 160101-WS - in lieu of appearance
Attachments: opinonated take-aways.pdf

Good morning 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

From: Bill Shallcross [<mailto:wshallcross@cfl.rr.com>]
Sent: Thursday, January 26, 2017 8:03 PM
To: Office of Commissioner Brisé; Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Patronis; Office of Commissioner Polmann
Cc: JR Kelly; Records Clerk; lconstantine@seminolecountyfl.gov; sayler.erik@leg.state.fl.us; jmariano@pascocountyfl.net; Walter Trierweiler; governorrick.scott@eog.myflorida.com; sunburst@eog.myflorida.com; Braulio Baez; Cindy Muir
Subject: Docket 160101-WS - in lieu of appearance

My participation in this requested rate increase is largely altruistic as I use less than 1,000 gallons of water each month. That being so, I really don't have a dog in the hunt though I do have an ax to grind. I was brought into this matter by fate coupled with my long time interest in water conservation.

I cannot attend the Altamonte Springs hearing on February 2nd. If I could, the attached conveys my conclusions regarding the request I would express at that "hearing" – globally and specifically.

In closing, I sincerely hope I have made some positive impact.

Bill

William Shallcross
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(M) 321-356-6400

William Shallcross Jr.

January 26, 2017

Florida Public Service Commission

Re: Docket 160101-WS

Honorable Commissioners:

God, I hope this is my last missive; as I imagine you all do too.

I cannot attend (my local) Altamonte Springs hearing as I work (hard) for a living and am out of town on business that day. From my earnest participation in this current rate request, following is how I would inform at the hearing.

First and foremost, globally, profit motivated (private) investment companies should not, must not, because they cannot, be entrusted with the public's best interests; at a minimum they fail at balancing their interests with the public's. This has (become to me) abundantly clear.

Moreover, it appears a huge bureaucracy has been assembled around regulation – a utility-review complex? Some are mired in it, while most profit from it in one way or another. Drain the swamp! But first get rid of the gators. Speaking of which ...

Based on my first-hand experience with how UIF jerked around a hapless customer – my landlord – over nickels and dimes, unnecessarily, stupidly, mindlessly, protractedly and importantly, intentionally – they finally agreed to an out of court settlement in the 11th hour in **January 2017** for a chump change amount close to a very equitable settlement originally proposed by my landlord back in **July 2016**, though after repeatedly rebuffing him, leaving him little choice but to file a law suit – or suck up his financial losses. This modus operandi is part and parcel of a more much egregious business philosophy as evidenced by how UIF treated customers for years in New Port Richey – and still do. **UIF should be tarred, feathered and jettisoned from the state.**

I have read Mr. Hoy's cover letter to his customers mailed with the latest notification; as well as read the transcript of his introductory statement at the recent New Port Richey hearing – a variation on the same – and conclude that he, too, believes in "alternative facts" – at a minimum, selectively.

I can't help but be suspicious about the initially inflated requested rate increase that morphed into a consolidated rate request. As one of my correspondents recently opined: "... UFI has brilliantly figured a way to get a lot of utility users on their side while keeping the resistance small. Only Longwood Sanlando, Orange, and Lake Pembroke [sic], will have significant increases, while many of the others are actually having a reduced amount." **Rhetorical question: Why I have not met any person who trusts UIF?** I say send them packing.

Tiered/block rate structures unfairly penalize large and multi-generational, frequently low-income households. While shifting revenue into base facility charges unfairly penalizes one and two member households, often retirees. Very serious consideration must be given to a more equitable rate scheme.

And last but not least, my pet peeve: If PSC persists in the belief that it is doing a great job with consumer outreach – and they have not disabused me of this notion - then the problem is clear. There is much needed room for improvement including, but not limited to:

1. One size does not fit all.
2. Clearer, easier to read, tailored and targeted communications.
3. Less reliance on snail mail and better use of very effective social media.
4. Bilingual communications.

Sincerely,

Bill