

Collin Roehner

From: Bev DeMello
Sent: Thursday, February 09, 2017 11:43 AM
To: 'gailrussakov@mac.com'
Cc: CLK - Documents & Case Management; Janet Brunson
Subject: re: UIF customer Gail Russakov

Dear Ms. Russakov:

Thank you for contacting the Florida Public Service Commission (PSC) with your concerns regarding Utilities Inc. of Florida's (UIF) customer service and rate petition, and, in particular, the customer service hearing in Altamonte Springs. PSC staff was assured by Eastmonte Civic Center management that our capacity, layout, and sound system needs could be met before securing (and paying) for this location. I apologize for the inconveniences, which have been noted for selecting future PSC customer service hearing locations.

We appreciate your correspondence, and it has been included in both open UIF Docket files (150269 and 160101) for consideration. All correspondence provided to the PSC, including customer comments made during the customer service hearings, as well as written comments will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

The PSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, PSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision.

If you need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the PSC's website, www.floridapsc.com and click on the Clerk's Office tab, then hit Dockets and type in case number 160101.

Bev DeMello
Assistant Director
Office of Consumer Assistance & Outreach