

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: January 25, 2018

TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk

FROM: Kathryn G.W. Cowdery, Senior Attorney, Office of the General Counsel

RE: Docket No. 20170222-WS - Proposed Amendment of Rules 25-30.130, Record of Complaints, and 25-30.355, Complaints, F.A.C.

Please file the attached comment in the docket file listed above.

Thank you.

KC
Attachment

RECEIVED-FPSC
2018 JAN 25 AM 8:21
COMMISSION
CLERK

Kathryn Cowdery

From: Kathryn Cowdery
Sent: Thursday, December 28, 2017 9:57 AM
To: Elisabeth Draper; Sevini Guffey
Subject: FW: Docket # 20170222-WS

From: Mike Smallridge [<mailto:mike@fus1llc.com>]
Sent: Saturday, December 23, 2017 10:26 AM
To: Kathryn Cowdery
Subject: Docket # 20170222-WS

Dear Kathryn, Below is my company response to staff's second data request of December 14, 2017 for Docket # 20170222-WS.

Given the number of customer and the new proposed definition of what a complaint is, for me to meet compliance with the proposed rule, I would need to hire a full time staff person whose job it would be to respond to customer complaints within the 3 day time period and to investigate the complaint and give the customer a verbal or written response within 15 days.

The cost estimate per year is anticipated to be as follows:

\$13.00 per hour = \$ 27, 040 Annual Salary

Annual payroll tax =\$ 2,080

Annual workers compensation=\$70

Annual Health Insurance =\$ 6,000 (estimated)

Annual Allowance for overtime=\$ 2,028

Annual Cost for new employee=\$ 37,218.

Annual Cost for new employee x 5 years= \$ 186,090(this figure excludes annual salary raises which is performance based)

Additionally, please consider changing the language to " no later than 3 business days" as this would compensate for holiday weekends.

On behalf of my utilities,

Michael Smallridge