

FLORIDA UTILITY SERVICES 1, LLC
5911 TROUBLE CREEK RD.
NEW PORT RICHEY, FL. 34652

12/3/19

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

Re: Company response to Staff Letter of December 2, 2019 for
Docket # 20190133.

Dear Commission Clerk:

Following is the company response to Staff's letter for the
above docket file.

Company response:

1. Larry Bullis

a. Has the Utility been in contact with Mr. Bullis since the
customer meeting? If so, what action, if any, has been taken?

Company Response: NO

b. What is the Utility's response to the concerns raised by Mr.
Bullis regarding customer service (calls not answered/returned
and delay in Utility's response to customer issues)?

Company Response: The utility office is open from 9 am to 4 pm,
Monday thru Friday. If utility staff is helping another
customer, customers who leave a voicemail message will be called
back the same day or the next business day. After Hours calls
are returned by the end of the next business day. The utility
employees an after- hours phone service to take emergency calls
only.

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2019 DEC -9 AM 8:23
COMMISSION
CLERK

2. Renee McClintock

a. Has the Utility been in contact with Ms. McClintock since the customer meeting? If so, what action, if any, has been taken?

Company Response: NO

b. What is the Utility's response to the concerns raised by Ms. McClintock regarding customer service (delay in Utility's response to customer issues)?

Company Response: Since the time I have owned the utility, we have had no instances of delays in customer service due to distance from the utility office. My technician assigned to service the utility lives about 8 miles from Heather Hills and frequently visits the utility daily.

2. Deanna Hug

a. Has the Utility been in contact with Ms. Hug since the customer meeting? If so, what action, if any, has been taken?

Company response: NO

b. What is the Utility's response to the concerns raised by Ms. Hug regarding customer service (difficulty reaching Utility by phone and billing issues)?

Company response: Ms. Hug called and complained about a high bill. We explained to her since she had not paid her April and July bill (see attached copy of customer history) her October bill was higher than normal. She complained of high consumption and we sent the technician out to bucket test the meter. The meter tested accurate. Utility suggested customer get a plumber to check the customer's home for leaks as the utility only goes up to the water meter and employs no licensed plumbers.

3. Vicki Bryan

a. Has the Utility been in contact with Ms. Bryan since the customer meeting? If so, what action, if any, has been taken?

Company Response: NO

b. What is the Utility's response to the concerns raised by Ms. Bryan regarding customer service (billing issues)?

Company response: I do not know what customer she is speaking about. I cannot address this hearsay.

4. Mike Lamb

a. Has the Utility been in contact with Mr. Lamb since the customer meeting? If so, what action, if any, has been taken?

Company response: NO

b. What is the Utility's response to the concerns raised by Mr. Lamb regarding customer service (billing issues and meter cover issue not adequately addressed)?

Company response: The utility sends customer cutoff letters per PSC rules. Without knowing exactly what month he is talking about, my best guess is customer should make payment earlier in the billing period. Sometimes when customers pay late, the cutoff letters cross in the mail. At the bottom of the cutoff letter is a sentence that states, "If you have already paid your bill, please disregard this notice", as a way to help with the crossing in the mail. Please advise customer to read the cutoff notice. I have had my technician to this box twice. On the second visit there was no observable issue with this box lid. I will be happy to secure the lid in a different way in case he walks around by the meter box in the dark.

5. Mark Stockton

a. Has the Utility been in contact with Mr. Stockton since the customer meeting? If so, what action, if any, has been taken?

Company Response: NO

b. What is the Utility's response to the concerns raised by Mr. Stockton regarding customer service (excessive use of weed killer by the Utility)?

Company response: The use of the weed killer is part of ongoing maintenance of the utility meter boxes so that the meters can be read in a timely manner. The utility does not need or request customer permission as the meter is in the utility easement and the utility is responsible for easement maintenance.

6. Marge Gallagher

a. Has the Utility been in contact with Ms. Gallagher since the customer meeting? If so, what action, if any, has been taken?

Company Response: NO

b. What is the Utility's response to the concerns raised by Ms. Gallagher regarding customer service (excessive use of weed killer by the Utility)?

Company Response: The use of the weed killer is part of ongoing maintenance of the utility meter boxes so that the meters can be read in a timely manner. The utility does not need or request customer permission as the meter is in the utility easement and the utility is responsible for easement maintenance.

7. Gerald Dennis

a. Has the Utility been in contact with Mr. Dennis since the customer meeting? If so, what action, if any, has been taken?

Company response: NO

b. What is the Utility's response to the concerns raised by Mr. Dennis regarding customer service (billing issues)?

Company response: I have reviewed this account and can find no irregularities. Please see copy of letter sent to customer offering to send bill via email. Bills are sent to the mailing address provided by the customer.

General Questions

9. Are all customer calls answered and handled in-house by Heather Hills? If not, please explain how the calls are answered and handled.

Company Response: Yes all calls are handled in house during regular business hours. If the utilities customer service representatives are helping other customers, the caller can leave a voice mail. After hours calls are for emergency calls only. The answering service has instructions to tell callers that non emergency calls taken after hours, the customer should call the utility office during regular business hours. In the West Lakeland Docket, the Commission approved an additional customer service representative to better serve the growing number of customers system wide.

10. Please explain the Utility's procedure for processing customer calls (e.g. how are calls answered, logged, resolved).

Company Response: Any callers who leave a voice mail are called back the same day or the next day if customer calls after hours and leaves a voicemail.

11. How are customer calls answered and handled outside of the Utility's normal business hours?

Company Response: The utility has an afterhours answering service to handle after hour emergency calls only, as the answering service staff does not work for the utility and is not trained to answer questions concerning utility operations, functions and billing questions.

It should be noted that this utility has a higher than normal amount of snowbirds and sometimes customers come back to Florida and do not let us know to change the mailing address. Then when billing time comes around we send the bill to the address on file and it gets re-routed back to Florida by the post office.

As part of an on-going effort to keep up with customer information, the utility publishes a newsletter printed on the back side of the customer bill reminding customers to call or email us if there is an address change. Additionally, once per year, the utility mails a yellow index sized card and asks the customers to fill it out and return the card if there is any change in the contact information.

On behalf of the utility,

Michael Smallridge

A handwritten signature in blue ink, appearing to read "Michael Smallridge", is written over the printed name.

Customer History

Diane & Larry Hug
 01240 #69 Ridenour Rd
 Edgerton, OH 43517

Meter ID / Account Nbr: J16

Service Adr: 108 48th Ave. Terr. W.

Service Type: RESIDENTIAL

Type	Date	Memo	Start	End	Usage	Est	Amount	Other Charges	Amount	Taxes	Late Fee	Period Total	Balance
I	6/16/2017	CREDIT				<input type="checkbox"/>	(\$300.00)		\$0.00	\$0.00	\$0.00		
									\$0.00	\$0.00		(\$300.00)	(\$300.00)
I	7/1/2017	UtilBill	118500	125990	7490	<input type="checkbox"/>	\$50.77		\$0.00	\$0.00	\$0.00		
								Sewer	\$35.86	\$0.00		\$86.63	(\$213.37)
I	10/2/2017	UtilBill	125990	134229	8239	<input checked="" type="checkbox"/>	\$54.12	Billing error 3/21 to	\$52.50	\$0.00	\$0.00		
									\$0.00	\$0.00			
								Sewer	\$96.03	\$0.00		\$202.65	(\$10.72)
I	1/2/2018	UtilBill	134229	134580	351	<input type="checkbox"/>	\$28.96		\$0.00	\$0.00	\$0.00		
									\$0.00	\$0.00			
								Sewer	\$39.31	\$0.00		\$68.27	\$57.55
P	1/29/2018	CK3040				<input type="checkbox"/>	(\$250.00)		\$0.00	\$0.00	\$0.00		
									\$0.00	\$0.00		(\$250.00)	(\$192.45)
I	4/2/2018	UtilBill	134580	143070	8490	<input type="checkbox"/>	\$54.92	SEWER BASE RAT	\$36.79	\$0.00	\$5.00		
									\$0.00	\$0.00			
								SEWER USAGE	\$61.04	\$0.00		\$157.75	(\$34.70)
P	4/19/2018	CK5259				<input type="checkbox"/>	(\$200.00)		\$0.00	\$0.00	\$0.00		
									\$0.00	\$0.00		(\$200.00)	(\$234.70)
I	7/2/2018	UtilBill	143070	145500	2430	<input type="checkbox"/>	\$35.59	SEWER BASE RAT	\$36.79	\$0.00	\$0.00		
									\$0.00	\$0.00			
								SEWER USAGE	\$17.47	\$0.00		\$89.85	(\$144.85)

Diane & Larry Hug
 01240 #69 Ridenour Rd
 Edgerton, OH 43517

Meter ID / Account Nbr: J16

Service Adr: 108 48th Ave. Terr. W.

Service Type: RESIDENTIAL

Type	Date	Memo	Start	End	Usage	Est	Amount	Other Charges	Amount	Taxes	Late Fee Period Total	Balance
I	10/1/2018	UtilBill	145500	145500	0	<input type="checkbox"/>	\$27.84	SEWER BASE RAT	\$36.79	\$0.00	\$0.00	
								SEWER USAGE	\$0.00	\$0.00	\$64.63	(\$80.22)
I	1/2/2019	UtilBill	145500	150990	5490	<input type="checkbox"/>	\$45.35	SEWER BASE RAT	\$36.79	\$0.00	\$0.00	
								SEWER USAGE	\$0.00	\$0.00	\$121.61	\$41.39
P	1/18/2019	ck 5386				<input type="checkbox"/>	(\$341.39)		\$0.00	\$0.00	\$0.00	
									\$0.00	\$0.00	(\$341.39)	(\$300.00)
I	4/1/2019	UtilBill	150990	159140	8150	<input type="checkbox"/>	\$55.74	Sewer Base Rate	\$36.93	\$0.00	\$0.00	
								SEWER USAGE	\$0.00	\$0.00	\$155.26	(\$144.74)
I	7/1/2019	UtilBill	159140	161150	2010	<input type="checkbox"/>	\$35.27	Sewer Base Rate	\$37.17	\$0.00	\$0.00	
								SEWER USAGE	\$0.00	\$0.00	\$87.98	(\$56.76)
I	10/1/2019	UtilBill	161150	161150	0	<input type="checkbox"/>	\$28.36	Sewer Base Rate	\$37.17	\$0.00	\$0.00	
								SEWER USAGE	\$0.00	\$0.00	\$65.53	\$8.77
P	10/21/2019	ck 3102				<input type="checkbox"/>	(\$80.00)		\$0.00	\$0.00	\$0.00	
									\$0.00	\$0.00	(\$80.00)	(\$71.23)
I	10/23/2019	Credit per M. S				<input type="checkbox"/>	\$0.00	Credit per M. S	\$0.00	\$0.00	\$0.00	
									(\$0.75)	\$0.00	(\$0.75)	(\$71.98)
									\$0.00	\$0.00	(\$0.75)	(\$71.98)
											Customer Balance	(\$71.98)

Poor payment History.

12/3/19

Gerald Dennis

P.O. Box 474

Markle, In. 46770

Re: Heather Hills Customer meeting comments.

Dear Mr. Dennis:

It was reported to me from the Florida Public Service Commission customer meeting; you made a comment concerning receipt of your water & sewer bill.

We send the bill to the address provided by the customers. If the address we have on file is incorrect in anyway, please provide the corrected address to the utility office. Also, I wanted to let you know we are happy to provide your bill via email at no cost to you. If you would like your bill sent via email, please provide the desired email address. Otherwise, please consult with your local mail carrier or the post master at your local post office. In the past, I have heard of people who have experienced receiving other people's mail by mistake from the post office.

Please feel free to call the utility office at 863-904-5574 or via email records@fus1llc.com

On behalf of the utility,

A handwritten signature in black ink, appearing to read "Michael Smallridge". The signature is fluid and cursive, with a long horizontal stroke at the end.

Michael Smallridge