

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: March 14, 2018

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

FROM: Sevini K. Guffey, Public Utility Analyst I, Division of Economics *S.K.G.*

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 document in the above referenced docket. Thank you.

RECEIVED-PPSC
2018 MAR 14 AM 9:13
COMMISSION
CLERK

Sevini Guffey

From: Mike Smallridge <mike@fus1llc.com>
Sent: Thursday, March 08, 2018 12:17 PM
To: Sevini Guffey
Subject: RE: Docket # 20170222-WS

Yes. I believe in order to timely respond to the three days or three business days and to complete the investigation, fix what needs fixing and respond to the customer within fifteen days and of course maintain the log book of complaints for each of my companies for the required 5 year time frame, I would need a full time person who can meet the rule as stated.. Mike

From: Sevini Guffey [<mailto:sguffey@psc.state.fl.us>]
Sent: Wednesday, March 07, 2018 10:40 AM
To: 'mike@fus1llc.com'
Cc: Elisabeth Draper
Subject: FW: Docket # 20170222-WS

Dear Mr. Smallridge:

Below is your response to a data request back in December 2017 related to proposed rule revisions regrading customer complaints.
At the March 1, 2018 rule making workshop, the rule was revised to add the word "business" to read "... no later than three business days".
Please see the attached draft rule language where the latest changes are highlighted in yellow.

With the proposed language, would you/your company need an additional staff person as shown in your response below, to acknowledge customer complaints within three business days and give a response to customer within 15 days.

Please inform me if your response below is applicable or not per the most current version rule revision attached herewith.

Thank you.
Sevini

Sevini K. Guffey
Public Utility Analyst I
Division of Economics
Florida Public Service Commission
Email: sguffey@psc.state.fl.us
Phone: 850.413.6204
Fax: 850.413.6205

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

1 **25-30.355 Complaints.**

2 (1) A utility shall give a customer verbal or written acknowledgement of the utility's
3 receipt of the customer's complaint no later than three business days after it receives the
4 complaint. The utility shall specify in its acknowledgement whether any additional action will
5 be taken on the issue(s) raised by the customer. A utility shall investigate the complaint and
6 give the customer a verbal or written response no later than 15 days after it receives the
7 complaint. make a full and prompt acknowledgement and investigation of all customer
8 complaints and shall respond fully and promptly to all customer requests.

9 (2) ~~For the purpose of this rule~~ The word "complaint" as used in this rule means shall
10 mean an objection made to the utility by a the customer by telephone call, by e-mail, by letter,
11 or on the utility's website form as to the utility's charges, facilities or service; that where the
12 disposal of the complaint requires action by on the part of the utility.

13 (3) Each utility shall have a procedure for receiving and promptly responding to
14 emergency calls 24 hours a day. Examples of emergencies shall include Rreports of water or
15 wastewater main breaks or conditions caused by utility-owned facilities where property
16 damage or personal injury is reasonably foreseeable shall be considered an emergency.
17 ~~Replies to inquiries by the Commission's staff shall be furnished within fifteen (15) days from~~
18 ~~the date of the inquiry and shall be in writing, if requested.~~

19 *Rulemaking Authority 350.127(2), 367.0812(5), 367.121(1) FS. Law Implemented*
20 *367.0812(1), 367.111, 367.121(1) FS. History--New 9-12-74, Formerly 25-10.70, 25-10.070,*
21 *Amended 11-10-86, _____.*

22
23
24
25