

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Wednesday, January 25, 2017 10:32 AM  
**To:** Consumer Correspondence  
**Cc:** Cindy Muir; Bev DeMello; Janet Brunson; Diane Hood  
**Subject:** Docket 160101

Customer correspondence and response

-----Original Message-----

From: Ruth McHargue  
Sent: Wednesday, January 25, 2017 10:30 AM  
To: 'russtdunn63@yahoo.com'  
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 122262

Dear Mr. Dunn,

Thank you for your e-mail to the Florida Public Service Commission (PSC), about Utility Inc. of Florida (UIF). I am placing it in the docket's correspondence for Commissioners and staff to review.

Please note that administrative noticing requirements were properly followed. According to Rule 25-22.0407(6)(a), Florida Administrative Code, the utility shall provide written notice of the date, time, location, and purpose of the service hearing "no less than 14 days and no more than 30 days prior to the date of each service hearing." PSC staff approved UIF's customer notices, and they were distributed by UIF as required by rule.

Service hearings are an integral part of the PSC's transparent rate-setting process, and the Commissioners want and need customer input to make decisions in the public interest. In scheduling service hearings, the PSC evaluates the location of the customers served by the utility, identifies the best central location, and then searches for appropriate meeting facilities. As would be expected, some customers prefer morning hearings, while others prefer evening hearings. The PSC attempts to schedule hearings, such as the eight hearing for the current UIF case, either in the morning or early evening to best accommodate customers and ensure ample time for customer testimony.

Thank you again for your e-mail. If you cannot attend a UIF service hearing, you can submit comments to [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us), or call the PSC's toll-free number, 1-800-342-3552. Updated case information is available by going to the PSC's website, [www.FloridaPSC.com](http://www.FloridaPSC.com), clicking on the Clerk's Office tab, and then entering the docket number, 160101.

Sincerely,  
Ruth McHargue  
Regulatory Program Consultant  
Bureau of Consumer Assistance  
Florida Public Service Commission  
1-800-342-3552  
[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

CUSTOMER INFORMATION

Name: Russell Dunn

Telephone: (407) 869-4775

Email: [ruszdunn63@yahoo.com](mailto:ruszdunn63@yahoo.com)

Address: 208 Harrogate Place Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Russell Dunn

Account Number: 3032710000

Address: 208 Harrogate Place Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Why did John Hoy tell a totally misleading story in his message he mailed on January 3, 2017 that I received on January 9, 2017? We did not even have 30 days notice before the hearing scheduled for February 2, 2017. Why? What are the rules for notice? John Hoy stated..."Please note that the commission will hold public hearings on this proposal throughout the state which will provide the opportunity for customer feedback. Notification of these hearings will be provided to you in advance of the hearing date as specified by the PSC." What notice is specified by the PSC? Actually the meeting dates and times were included in John Hoy's mailing I received on January 9, 2017. My point is this was intentional misleading information so people would not worry and would wait for another mailing with the meeting dates and times. I am going on record that this notice did not meet the PSC statutory requirements. We are extremely upset that our meeting time is 9:30 a.m. which does not meet our requirements. Only an evening meeting time is acceptable for our area.