

Brandy Butler

From: Office of Commissioner Brown
Sent: Thursday, December 07, 2017 4:15 PM
To: Commissioner Correspondence
Subject: FW: Complaint against Florida Public Service Commission
Attachments: PSC Complaint.pdf

Good Afternoon,

Please place the following email and attachment in Docket Correspondence, Consumers and their Representatives, in Docket No. 20160101-WS. Thank you.

From: Frank [<mailto:xcreek@comcast.net>]
Sent: Thursday, December 07, 2017 4:07 PM
To: Office of Commissioner Brown; Office of Commissioner Polmann; Office Of Commissioner Graham; Office of Commissioner Brisé; Office Of Commissioner Clark
Cc: Rick.scott@eog.myflorida.com
Subject: Complaint against Florida Public Service Commission

To: Directors of the Florida Public Service Commission (PSC) **Date:** 12/7/2017
CC: The Honorable Rick Scott

From: Frank Maranto, President, Cross Creek of Fort Myers Community Association
RE: Flat Rate Assumptions for Sewage Treatment

I note with a great deal of dissatisfaction that despite the name of Public Service Commission, in my view, you have to date demonstrated a total and incomprehensible lack of service to the segment of your public that I represent.

I filed Complaint TRACKING NUMBER: 124246 with the PSC on September 18th because I could not agree that our community was receiving fair prices. I also contacted the office of our county commissioner, Mr. Pendergrass and the Florida Office of Public Counsel via Mr. Saylor; both have been sympathetic and far more supportive than the PSC. On September 25th, I received an email from Ruth McHargue, a Regulatory Consultant, that my correspondence was **“added to UIF Docket file, 20160101”**. Ms. McHargue suggested that I review the documentation concerning Docket 20160101, which I did. On September 27th, I made a public records request for any additional documentation, in particular anything that could possibly support the conclusion that 5,000 gallons per month was a reasonable assumption in establishing a flat rate for our community. In response, Ms. Stauffer, a PSC Clerk, sent me links to the historical information relating to the Docket. On September 27th, I wrote and explained to the Directors of the PSC about our unfortunate situation and on October 1st, I informed the office of the Governor Mr. Scott. On October 2nd, I received an email from Ms. Fleming,

Chief Advisor to Chairman Brown of the PSC that **“The Commission Clerk has placed a copy of your email in Docket Correspondence”**.

After nearly 3 months of waiting, I feel that the only thing that the PSC has done is to ignore our concerns and simply bury the issues by adding the correspondences to the docket. I have been totally unable to provide any satisfactory information to the 905 residences representing approximately 1500 customers of the PSC on why their utility rates were increased this year by over 71%. I would like to request that some knowledgeable representative of the PSC explain this to our community and I would be pleased to schedule and organize such a meeting at his or her convenience.

Frank Maranto, President
Cross Creek Condominium Association, Inc
239 785-4750
xcreek@comcast.net