

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 4, 2020

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Emily Knoblauch, Engineering Specialist II, Division of Engineering *Ek*

RE: Docket No. 20190113-WS - Application for staff-assisted rate case in Manatee County by Heather Hills Utilities, LLC.

Please file the attached email communications between staff and Michael Smallridge, in the above mentioned docket file.

Thank you.

EK/jp

Attachment

Joann Parsons

Subject: FW: 20190113-WS (Heather Hills) - Follow-up Questions

From: Mike Smallridge [<mailto:mike@fus1llc.com>]
Sent: Tuesday, January 28, 2020 10:08 AM
To: Emily Knoblauch
Subject: RE: 20190113-WS (Heather Hills) - Follow-up Questions

Emily, we are currently seeking a full time person. Because this person would handle money and credit cards I am very careful who we pick and the background checks take a while once we find a potential person.

From: Emily Knoblauch [<mailto:eknoblau@psc.state.fl.us>]
Sent: Monday, January 27, 2020 9:51 AM
To: 'Mike Smallridge'
Subject: RE: 20190113-WS (Heather Hills) - Follow-up Questions

Good morning, Mr. Smallridge,

I wanted to follow-up regarding the customer billing position that you indicated was moved from a part-time to a full-time position. In our phone conversation, you mentioned that the position was vacant at the time. Just to verify, is that position still vacant? Or has the position been filled?

Thank you for your consideration,

Emily Knoblauch
Engineering Specialist
Division of Engineering
Florida Public Service Commission
Phone: (850) 413-6632
eknoblau@psc.state.fl.us

From: Mike Smallridge [<mailto:mike@fus1llc.com>]
Sent: Thursday, January 02, 2020 11:25 AM
To: Emily Knoblauch
Subject: RE: 20190113-WS (Heather Hills) - Follow-up Questions

Emily, in my response to staff data request for Heather Hills, I misspoke concerning the new customer service position, In a previous docket I had asked for a part time customer service person which was approved. In the West Lakeland Docket, I had asked that the part time person position be made to a full time position. What I meant to say in the response to staff question in the Heather Hills was the addition of the full time person would address the Heather Hills customer comments concerning having to leave voicemails. I apologize for the confusion I caused staff.

Mike Smallridge

From: Emily Knoblauch [<mailto:eknoblau@psc.state.fl.us>]
Sent: Thursday, January 02, 2020 11:00 AM
To: 'Mike Smallridge'

Cc: Melinda Watts
Subject: RE: 20190113-WS (Heather Hills) - Follow-up Questions

Good morning, Mr. Smallridge,

Thank you for the clarification. Regarding the requested new customer service position, we have a few follow-up questions.

1. Will the requested customer service position be full-time?
2. Will the requested customer service position be allocated to all systems?
3. What will be the responsibilities of the requested customer service position?
4. How will this additional customer service position allow Florida Utility Services 1, LLC to be more responsive to its customers' concerns, particularly to emergency repair events?
5. What changes in customer care policy and procedure has Florida Utility Services 1, LLC implemented to improve its efforts to address customer satisfaction?

Best regards,

Emily Knoblauch
Engineering Specialist
Division of Engineering
Florida Public Service Commission
Phone: (850) 413-6632
eknoblau@psc.state.fl.us

From: Mike Smallridge [<mailto:mike@fus1llc.com>]
Sent: Tuesday, December 17, 2019 12:07 PM
To: Emily Knoblauch
Subject: RE: 20190113-WS (Heather Hills) - Follow-up Questions

Yes, that was my mistake. In the west Lakeland docket there was a new tech position approved, hence the need for the service van. Given the feedback and growing number of total customers of all my systems, I would ask in this docket for a new customer service position. Mike

From: Emily Knoblauch [<mailto:eknoblau@psc.state.fl.us>]
Sent: Monday, December 16, 2019 12:48 PM
To: 'Mike Smallridge'
Cc: Melinda Watts
Subject: 20190113-WS (Heather Hills) - Follow-up Questions

Good afternoon, Mr. Smallridge,

In response to staff's customer meeting letter, question 9, the Utility stated "[i]n the West Lakeland Docket, the Commission approved an additional customer service representative to better serve the growing number of customers system wide." However, it does not appear that an additional customer service representative was approved in the West Lakeland Docket.

In response to an audit staff document request (see attached), the following were listed as employees of Florida Utility Services 1, LLC. Are these employees and positions still correct? Or are there any updates to this information?

Employee	Position
Marianne McDonald	Accountant (CFO)
Ericka Dominguez	Office Manager & Billing Supervisor

Jacqueline McCallister	Customer Service Representative
Jackie Love	Operations Supervisor
Antonio Camarillo	Maintenance Technician
Eugenio Morris	Maintenance Technician
Daniel Ellis	Non-Allocated Maintenance (Lake Yale only)

Best regards,

Emily Knoblauch
Engineering Specialist
Division of Engineering
Florida Public Service Commission
Phone: (850) 413-6632
eknoblau@psc.state.fl.us