

Ashley Quick

From: Ellen Plendl
Sent: Tuesday, April 05, 2016 8:12 AM
To: Consumer Correspondence
Subject: Docket 150269-WS
Attachments: Robida Lee; lee-robida-response.pdf

See attached customer correspondence and PSC reply for correspondence side of Docket 150269-WS.

Ashley Quick

From: Bunce, Scott (Bill Nelson) <Scott_Bunce@billnelson.senate.gov>
Sent: Monday, April 04, 2016 4:15 PM
To: Ellen Plendl
Cc: Randy Roland
Subject: Robida Lee
Attachments: Lee, Robida.pdf

Good Afternoon-

Please find attached correspondence from Ms. Lee regarding her complaints against Utilities Inc. Your review and direct response to Ms. Lee's concerns would be greatly appreciated.

Thanks,

Scott Bunce
Constituent Advocate

U.S. Senator Bill Nelson
225 East Robinson Street, Suite 410
Orlando, Florida 32801
(407) 872-7164 direct
(407) 872-7165 fax

Connect with Bill:





Constituent

Robida, Lee

Phone: 727-247-6795 Cell
Email: leerobida@gmail.com
ID:

11210 Merganser Way
New Port Richey, FL 34654
Pasco County

Promoted From Correspondence

rec'd 3-23-16

Web/Mail/Message

Could someone please call me, so that we can get some assistance on our water issue. We have been in the news about the secondary quality of our drinking water and our water rates, for well over 20 years. The company, Utilities Inc, is our provider, and the same issues that we are having here in Pasco County, Florida, is happening across the USA, in La. & N.C. Utilities Inc., is owned by Corix of Canada, and we feel we are not being treated fair, as well as this is happening also in La. and North Caroline. If you look up Utilities Inc/ Corix/ Summertree Water issues/ you can pre research our issues.

Thank You
Lee Robida

Item (A) Video story from BayNews 9 made on 3/13/16

http://www.baynews9.com/content/news/baynews9/news/article.html/content/news/articles/bn9/2016/3/8/pasco_subdivision_fi.html

Item (B) My Facebook post on the current facts, on FPSC Rate Docket 150269-WS

Does anyone else have this company for a utility? Can you believe that they are asking to recoup the loss of \$186,000.00 dollars, when the HOA's go and cut water usage by 46% and install their own wells and irrigation systems, (saving Florida's natural resources: Water) with that cost coming out of the home owners pockets. That Utilities Inc and Corix has the gall to ask the Florida Public Service Commission the right to recover these losses, under Florida's Laws. This is what you get when you have a Monopoly allowed to run loose without proper government regulations. This same company is having issues in North Caroline, Louisiana. Now may be the time for a Nationwide Federal Class Action Suit, against Utilities Inc and for our Congress to tell Corix, you are not going to continue to treat American's like this. We are a 55+ senior retirement community, with some of our residents, who are living on a very strict FIXED INCOME, having to flush their toilets only once a day, in order to save on water.

Utilities Inc., latest rate increase request (docket 150269-WS) if approved by the FPSC, would have the residents here paying the following:

Base Facility Charge by meter size (5/8"-3/4") present rate \$11.19. UTILITY PROPOSED PHASE II Rate \$ 14.24/ month.

Charge per 1,000 gallons of Fresh Water (??) present rate \$5.17/per thousand UTILITY PROPOSED PHASE II Rate \$ 6.58.

We would also pay a RWS (resident water service) for Sewer which present rate is at \$12.57

And on top of that fee, We would also pay a rate of \$10.68/ per Thousand gallons of sewer, which as you can see is based on the fresh water usage.

Utilities Inc., DOES NOT EVEN PROCCES or TREAT the sewer, but instead pipes it to the county to treat and they Pay a much more reduce rate.

(BFC and RWS is one in the same charge, just listed different on our bills.)

Thank You.

COMMISSIONERS:
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ART GRAHAM
RONALD A. BRISÉ
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

April 5, 2016

Mr. Lee Robida
11210 Merganser Way
New Port Richey, FL 34654

RE: FPSC Inquiry Number 1209298C

Dear Mr. Robida:

Senator Nelson's office forwarded a copy of your correspondence regarding Utilities, Inc. of Florida to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to assist you.

You expressed a concern about Utilities, Inc. of Florida's application for limited proceeding water rate increase in Pasco County. We will add your comments to the correspondence side of Docket No. 150269-WS regarding the application.

You also expressed a concern about water quality. The FPSC's authority does not extend to water quality. You may contact the Florida Department of Environmental Protection to file your inquiry about water quality, by using the following information:

**Florida Department of Environmental Protection
Office of Citizen Services
3900 Commonwealth Blvd. MS49
Tallahassee, FL 32399**

**Telephone: 850-245-2118
Facsimile: 850-245-2128**

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Mr. Lee Robida

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If you have any questions or concerns please contact Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in blue ink that reads "Randy Roland". The signature is written in a cursive style with a large, stylized "R" and "L".

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep