

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:** August 11, 2016

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

**FROM:** Amber M. Norris, Public Utilities Supervisor, Division of Accounting & Finance *Am*

**RE:** Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.

---

Please place the following letters in the correspondence side of the above-referenced docket file.

RECEIVED-FPSC  
2016 AUG 11 AM 10:34  
COMMISSION  
CLERK

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Richard A. Marr  
11608 Foxworth Ln  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Marr:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long, sweeping horizontal line extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Frank L. Gugliuzza  
12022 Tournament View Ave  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Gugliuzza:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

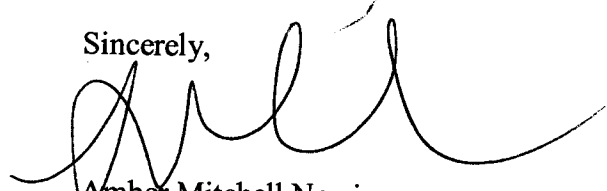
PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Eileen Ball  
11423 Merganser Way  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Ball:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

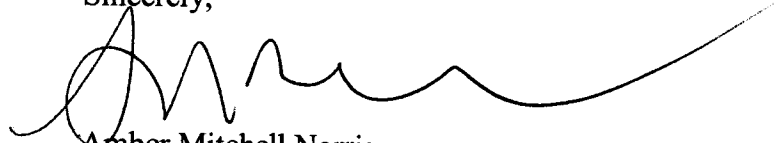
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Dennise & Dominic Valentino  
11635 Foxworth Ln  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. and Mr. Valentino:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

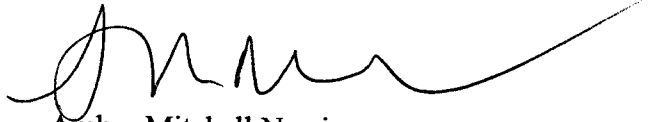
We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards,  
Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Yvon Rivard  
11220 Mersanger Way  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Rivard:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

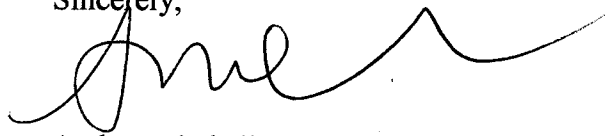
PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber', with a long, sweeping horizontal line extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Swards,  
Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Pascal Aplotta  
11737 Bayonet Ln  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Aplotta:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

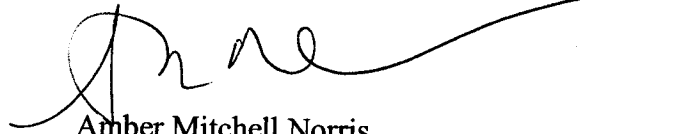
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long, sweeping horizontal line extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Violet M. Weeks  
11438 Bloomington Ct  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Weeks:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

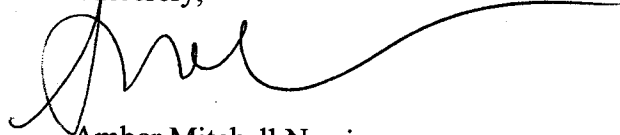
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Nancy L. Hankins  
11511 Bloomington Ct  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Hankins:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

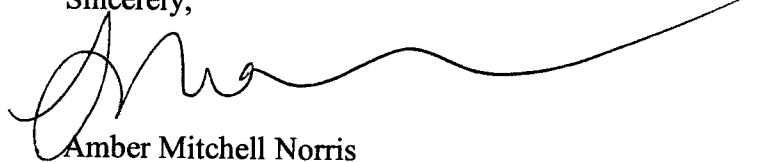
We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long, sweeping horizontal line extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Jeanette Erickson  
12042 Boynton Ln  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Erickson:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer


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

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,



Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Charles A. Poppelreiter  
11821 Bonyton Ln  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Poppelreiter:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,



Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Shiraz Ismail  
11219 Kiskadee Cir  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Ismail:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

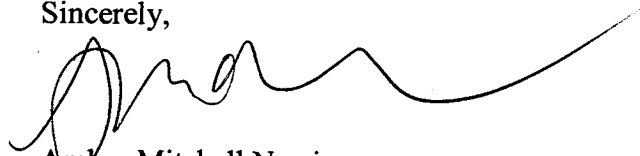
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', written over a horizontal line.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Swards,  
Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Eleanor & David L. Curtis  
11624 Aspenwood Dr  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. and Mr. Curtis:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

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

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)



Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Irving F. Belbin  
11612 Scotch Pine Dr  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Belbin:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards,  
Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Robert Trout  
11421 Bloomington Ct  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Trout:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

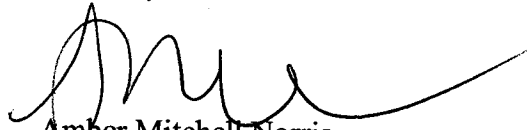
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Susan Dunfee  
11511 Yellow Birch Ct  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Dunfee:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name

Page 2

July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Judith Graham  
12040 Tournament View Ave  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Graham:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,



Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Anne C. Laboda  
11408 Golf Round Dr  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Laboda:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

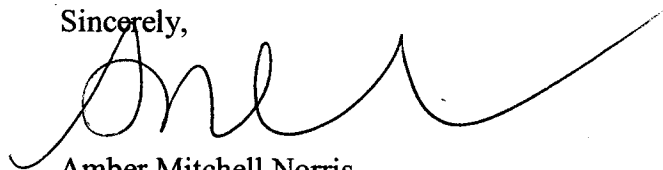
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', written in a cursive style.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Lee Webster  
11322 Clear Oak Cir  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Webster:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

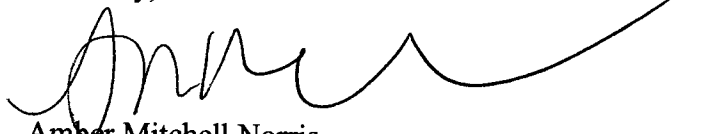
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long, sweeping underline that extends to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Rita Cox  
11611 Pampas Dr  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Cox:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

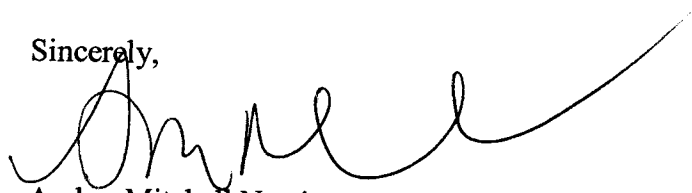
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long, sweeping flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Swards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Cheryl Poppelreiter  
11823 Boynton Ln  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Poppelreiter:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long, sweeping flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Peter P. Garbacki  
11601 Aspenwood Dr  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Garbacki:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

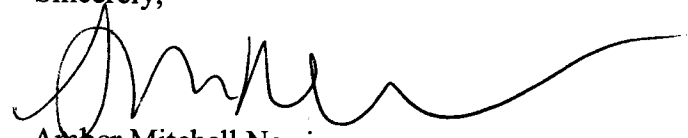
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long, sweeping horizontal line extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

- cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Swards, Andrews, Archer, Frank, Mick)
- Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)
- Division of Economics (Daniel, Hudson, Bruce, Johnson)
- Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Denise Quiroga  
11336 Cherry Way Ln  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Quiroga:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Juanita E. Vancik  
12123 Loblolly Pine Dr  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Vancik:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

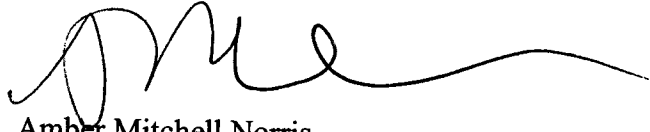
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards,  
Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Roberta J. Brockmann  
12129 Loblolly Pine Dr  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Brockmann:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



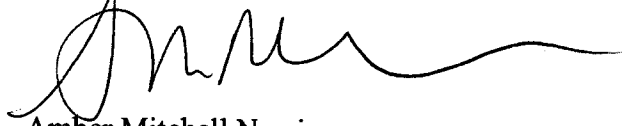
Name

Page 2

July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Robert & Lee Robida  
11210 Mersanger Way  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Robida:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

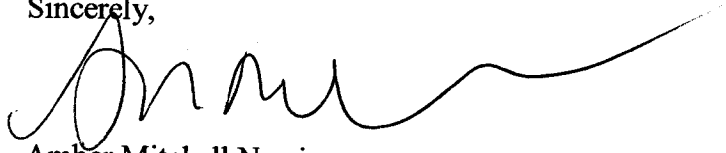
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long, sweeping horizontal line extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards,  
Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Judith E. Brinton  
11635 White Ash Dr  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Brinton:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Fern Green  
11634 White Ash Dr  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Green:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

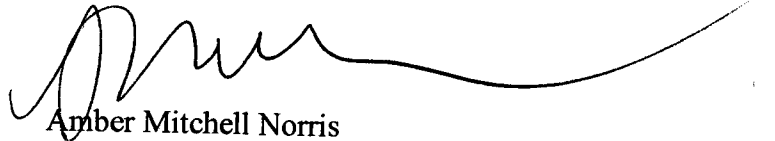
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long, sweeping horizontal line extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Deanna S. Warrick  
11308 Clear Oak Cir  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Warrick:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,



Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Ralph O. Kessler  
11523 Holly Ann Dr  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Kessler:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,



Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Donald Hefner  
11551 Holly Ann Dr  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Hefner:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long, sweeping horizontal line extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Swards,  
Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Robert Hughes  
11214 Kiskadee Cir  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Hughes:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Erika P. Milligan  
12114 Loblolly Pine Dr  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Milligan:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, consisting of a large, stylized 'A' followed by a series of loops and a long horizontal line extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Joseph F. Caputo  
11432 Merganser Way  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Caputo:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

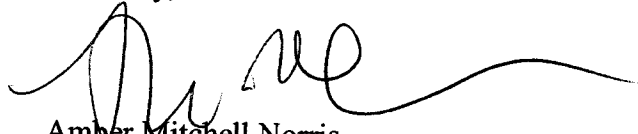
Name

Page 2

July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Merle W. Blank  
11508 Bloomington Ct  
New Port Richey 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mrs. Blank:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Name  
Page 2  
July 25, 2016

If you have any additional questions, or require further assistance, please call me at (850) 413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', written in a cursive style.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Norris, Fletcher, Sowards,  
Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Barbara Bakker  
11828 Wax Myrtle Ct  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Bakker:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Barbara Bakker  
Page 2  
August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long, sweeping horizontal line extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Beverly Gehring  
11649 Holly Ann Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Gehring:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

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

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)



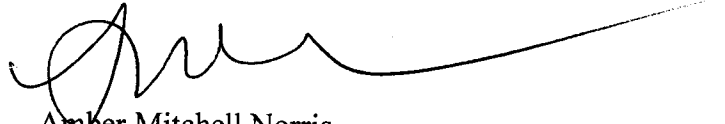
Beverly Gehring

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Beverly Le Henaff  
11600 Cocowood Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Henaff:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Beverly Le Henaff

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Bonnie and Ray Caraway  
11953 Loblolly Pine Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. and Ms. Caraway:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Bonnie and Ray Caraway

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Carol A. Maniscalco  
12111 Loblolly Pine Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Maniscalco:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Carol A. Maniscalco

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Carolyn R. Kovarik  
11829 Bayonet Ln  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Kovarik:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



Carolyn R. Kovarik

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'AMN', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Celeste Millen  
11704 Rose Tree Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Millen:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

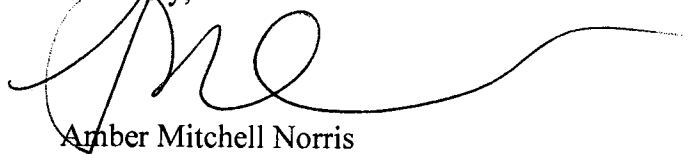
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Celeste Millen  
Page 2  
August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'AMN', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Charles Black  
11345 Windstar Ct  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Black:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

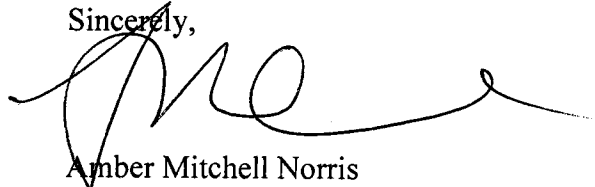
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Charles Black  
Page 2  
August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'AMN', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Christine and Allan Hunter  
11318 Golf Round Dr  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. and Ms. Hunter:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Christine & Allan Hunter

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal line extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Deborah D. Goyer  
11830 Boynton Ln  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Goyer:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



Deborah D. Goyer

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'AMN', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Gary E. Williams  
11610 Golden Ram Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Williams:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

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

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

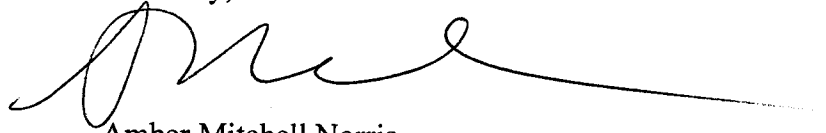
Gary E. Williams

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Gene C. Klarman  
11318 Clear Oak Circle  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Klarman:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

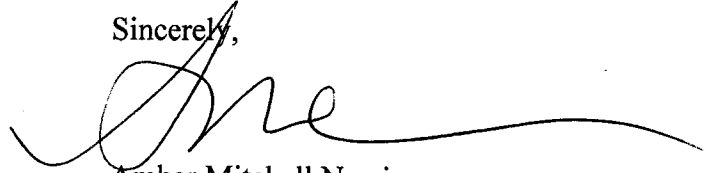
Gene C. Klarman

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Henry F. Williams  
11945 Lobololly Pine Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Williams:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Henry F. Williams

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

JoAnn and Edward Kruk  
11451 Merganser Way  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. and Ms. Kruk:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



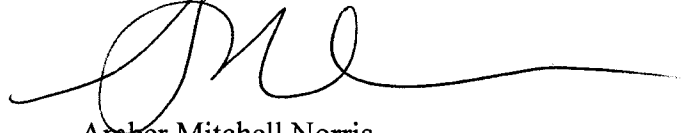
JoAnn and Edward Kruk

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'AMN', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Joseph A. Grasso  
11820 Loblolly Pine Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Grasso:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

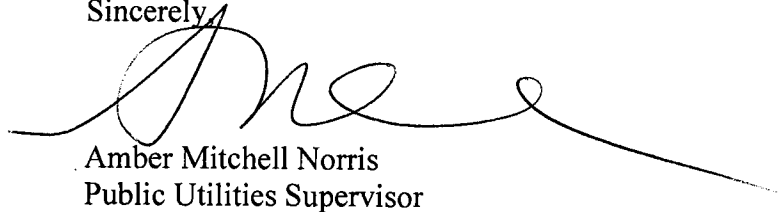
Thomas S. Gambino

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'AMN', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Judith & Richard Pascale  
11234 Kiskadee Cir  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. and Ms. Pascale:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

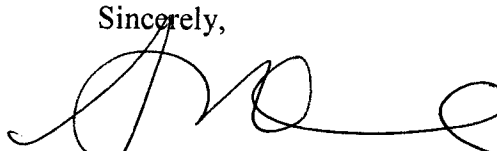
Judith & Richard Pascale

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Ken Leslie  
11202 Paradise Pointe Way  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Leslie:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

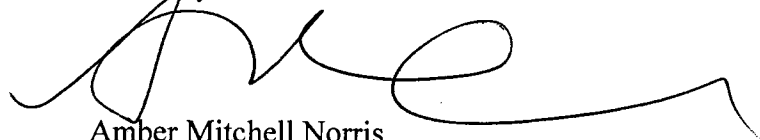
Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Ken Leslie  
Page 2  
August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Linda A. Smith  
11036 Paradise Pointe Way  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Smith:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

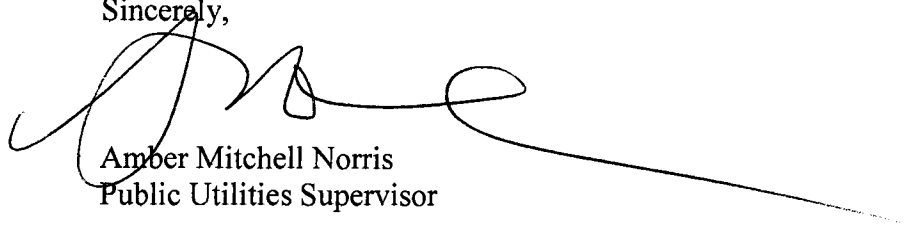
We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



Linda A. Smith  
Page 2  
August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Lovera A. Ebersole  
11525 Pear Tree Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Ebersole:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

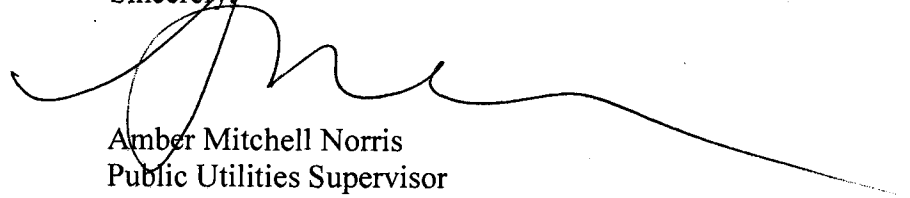
Lovera A. Ebersole

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Marion Martin  
12053 Loblolly Pine Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Martin:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Marion Martin  
Page 2  
August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Marsy Laurie  
11648 Boynton Ln  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Laurie:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

---

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

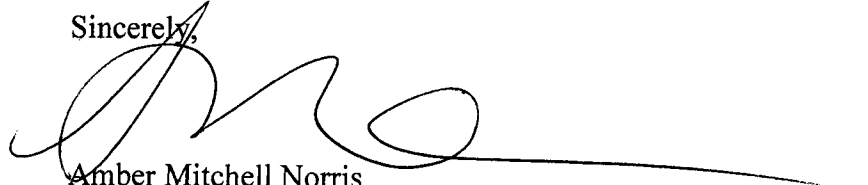
PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Marsy Laurie  
Page 2  
August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Mary A. Gardner  
11529 Rose Tree Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Gardner:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



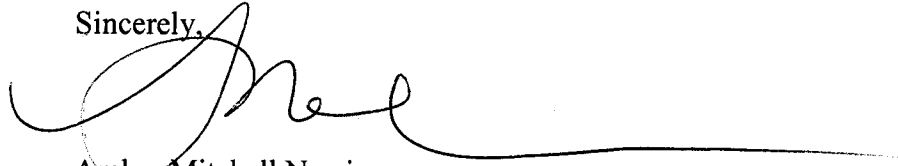
Mary A. Gardner

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Mary Ann Sheakoski  
11254 Mollymawk Ct  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Sheakoski:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

Mary Ann Sheakoski

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'AMN', with a long horizontal line extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Maryann A. Liture  
11812 Wax Myrtle Ct  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Liture:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

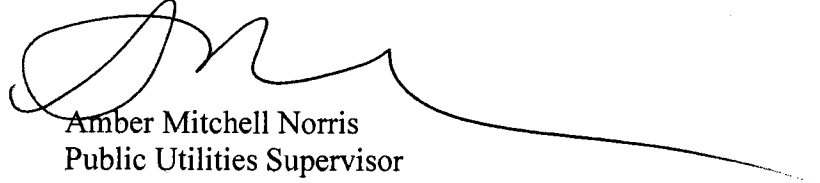
Maryann A. Liture

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Mildred E. Wilkins  
11533 Rose Tree Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Wilkins:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

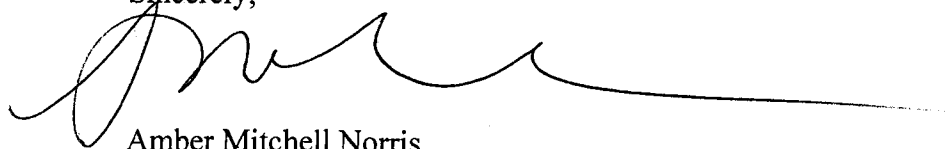
Mildred E. Wilkins

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Patricia Peery  
11800 Ivywood Pl  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Peery:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

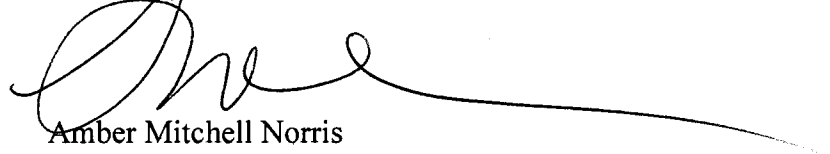
We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



Patricia Peery  
Page 2  
August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Peter J. Lucatuorto  
12012 Boynton Lane  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Lucatuorto:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

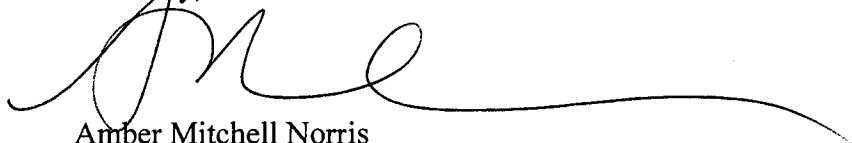
Peter J. Lucatuorto

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'AMN', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Prudence R. Pesce  
11616 Aspenwood Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Pesce:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

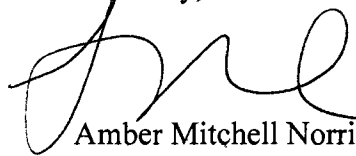
Prudence R. Pesce

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,



Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Richard Waddell  
11520 Holly Ann Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Waddell:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

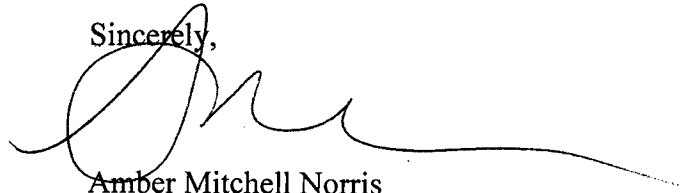
Richard Waddell

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Sally Van Slambrouck  
11941 Loblolly Pine Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Slambrouck:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



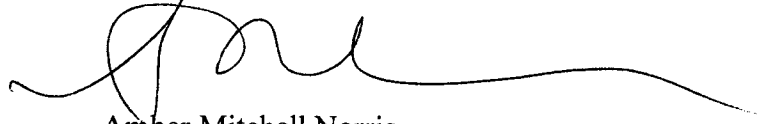
Sally Van Slambrouck

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Santa and Alfonso Fleri  
12126 Tournament View Ave  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. and Ms. Fleri:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

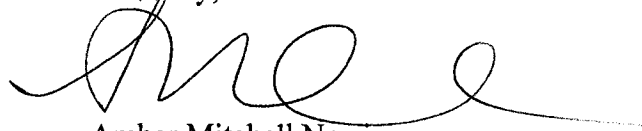
Santa and Alfonso Fleri

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'AMN', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Sarah F. Antunez  
11304 Mollymawk Court  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Ms. Antunez:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

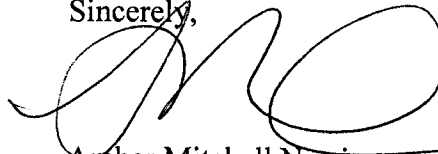
Sarah F. Antunez

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'AMN', with a long horizontal line extending to the right from the end of the signature.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Thomas S. Gambino  
11408 Clear Oak Cir  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Gambino:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.

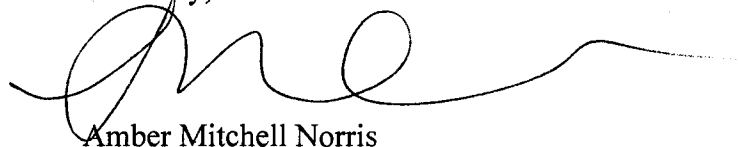
Thomas S. Gambino

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)

COMMISSIONERS:  
JULIE I. BROWN, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
RONALD A. BRISÉ  
JIMMY PATRONIS

STATE OF FLORIDA



DIVISION OF  
ACCOUNTING AND FINANCE  
ANDREW L. MAUREY  
DIRECTOR  
(850) 413-6900

## Public Service Commission

August 10, 2016

Walter Shoemaker  
11634 Holly Ann Drive  
New Port Richey, FL 34654

**Re: Docket No. 160101-WS - Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.**

Dear Mr. Shoemaker:

Thank you for your letter expressing your concerns about the rate increase petition filed by Utilities, Inc. of Florida (UIF or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

On April 28, 2016, UIF submitted a letter regarding its intention to submit an application for general rate relief. The Utility has elected to utilize the general process to proceed directly to a formal hearing which is governed by rules similar to those used by courts. The Utility intends to submit the minimum filing requirements on or before September 30, 2016. Once UIF files its application, technical and customer hearing dates will be established.

Many factors affect the rate adjustment or cost of providing water and wastewater service. These factors can include: the size and age of the utility system; the number of customers; and the geographic spread of the service area. Additional components for UIF include replacement of water mains and other plant equipment, relocation of water mains and valves, the modification of a service vehicle, and development of a mapping service as well as other components specific to individual systems.

Rates are increased to allow a utility the opportunity to recover its reasonable and prudent costs for providing service and a reasonable rate of return on its investment in facilities necessary to provide such services.

We appreciate your letter and understand your concerns regarding the proposed rate increase. The Commission also understands that these are difficult economic times for so many people. I hope the above information is helpful.



Walter Shoemaker

Page 2

August 10, 2016

If you have any additional questions, or require further assistance, please call me at 850-413-6984 or email me at [amber.norris@psc.state.fl.us](mailto:amber.norris@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Amber Mitchell Norris', with a long horizontal flourish extending to the right.

Amber Mitchell Norris  
Public Utilities Supervisor

cc: Division of Accounting and Finance (Bulecza-Banks, Fletcher, Sowards, Andrews, Archer, Frank, Mick)  
Division of Engineering (King, Ellis, Graves, Buys, Knoblauch, Lee, Matthews)  
Division of Economics (Daniel, Hudson, Bruce, Johnson)  
Office of Commission Clerk (Docket No. 160101-WS)