

**Brandy Butler**

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**From:** Ruth McHargue  
**Sent:** Thursday, October 19, 2017 12:12 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 124725; E-Form Improper Billing TRACKING NUMBER 124728; Major Increase in Water and Wastewater bill; Utililites Inc Rate Increase for Longwood, Fl area

Customer correspondence protesting the approved rate increase.

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**From:** Diane Hood  
**Sent:** Wednesday, October 18, 2017 4:41 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 20160101

Copies on file. DHood

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, October 16, 2017 5:01 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124725

### CUSTOMER INFORMATION

Name: Philip Kopman  
Telephone: (407) 682-1733  
Email: [kopmanpj@aol.com](mailto:kopmanpj@aol.com)  
Address: 842 Riverbend Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Philip Kopman  
Account Number: 8947610000  
Address: 842 Riverbend Blvd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Just received my latest bill from Utilities Inc. to find that my base water charges have gone from \$4.44 a month to \$8.95 per month, a 102% increase and the charge per gallon has gone from .94 a gallon to \$1.52 per gallon per month, an increase of 62%. Rates for wastewater are similarly outrageous from \$1.88 per 1,000 gallons to \$4.05 per 1,000 gallons - an increase of 115%. I find these rates to be unacceptable, especially whenever there is a power outage as we saw during Hurricane Irma, the lift stations lose power and the sewage percolates out onto the side walks and streets.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, October 16, 2017 10:55 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 124728

### CUSTOMER INFORMATION

Name: Dennis King  
Telephone: (407) 682-5844  
Email: [dking89@earthlink.net](mailto:dking89@earthlink.net)  
Address: 508 Birdsong Ct. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Dennis King  
Account Number: 7775300000  
Address: 508 Birdsong Ct. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida  
Details:

I just received the October billing from Utilities, Inc. (AKA Sanlando Utilities) and their water & wastewater rates have nearly DOUBLED! For example: the rate has been: FIRST 6000 GAL @ \$.94/per 1000 gal - then \$1.41 for the next 9,000 gal, remaining @ \$2.35 per 1000 gal. NOW FIRST 3,394 GAL @ \$1.52/per 1000 gal, THEN next 6,788 gal @ \$2.28 per 1000, and the remaining @ \$3.80/per 1000 gal. Similar OUTRAGEOUS INCREASED are also being applied to the Wastewater service rates. DID THE PSC APPROVE THESE RATE HIKES????? AND IF SO, WHO IS THE MORON THAT IS RESPONSIBLE FOR THAT DECISION??????? I've witnessed each and every year- Utilities, Inc. ALWAYS applies for some sort of rate hike.....ARE YOU PEOPLE IN THEIR POCKET?????????????

## Brandy Butler

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**From:** Collisa <collisak@aol.com>  
**Sent:** Wednesday, October 18, 2017 6:56 AM  
**To:** Consumer Contact  
**Subject:** Major Increase in Water and Wastewater bill

Utilities Inc. has almost doubled my water bill from last months \$49 to \$89 for this month when water usage for us has been lower! Many residents in Sweetwater Oaks are expressing the same thing! We haven't even run our sprinkler system since before the hurricanes. This is way more than the average cost of living increase. I'll be lucky if I get a 2% raise this year. I can't afford increases like this! Please look into this matter.

Thank you,  
Collisa Astle

Sent from my iPhone

## Brandy Butler

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**From:** BARBARA BROWN <barb2435@yahoo.com>  
**Sent:** Wednesday, October 18, 2017 8:03 AM  
**To:** Consumer Contact  
**Subject:** Utililites Inc Rate Increase for Longwood, FL area

Dear Members of our PSC:

Well, you certainly have NOT done your due diligence in protecting Florida consumers from massive and outrageous monopoly rate increases.

We all know water in this state is a precious commodity. We also know that the monopolies that deliver it to us are businesses that need to show profits to their investors. We also understand that there are rate increases necessary for them to deliver that profit and maintain their equipment. But there needs to be some sense made of what you have allowed Utilities Inc to perpetrate on their customer base. It is criminal and you are their accomplices.

Our first water/waste bill under the new rate went from what should have been \$55.12 to a whopping \$99.40. THAT'S 80% MORE! I did the math on the new bill using the old rate to get the \$55.12 for the base. We have had our irrigation system shut down for weeks due to the hurricane and over abundance of rain. So can you imagine what the bill will be once the irrigation has to be on again?

I wonder if you people understand? How many of you are experiencing this outrageous increase? How many of you are living on a fixed income or working two jobs to pay household bills? I believe this kind of increase is like USURY and price gouging. And we have been thrown in a pile with other pieces of this company that are the real problem and we are suffering the consequences.

Utilities has quietly bought up small water companies in dire need of new equipment for years. Suddenly they decide to merge them all together and create a massive need that they can spread out to gain the cash needed quickly. That's a great ROI, wouldn't you agree?

Where were you for us? How many of you were actually awake during the hearings and process? You have failed us again. Thanks for nothing.

Barbara Brown  
Longwood, FL