

Antonia Hover

From: Angie Calhoun
Sent: Monday, June 18, 2018 8:46 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: Complaint on Utilities Inc.; E-Form Other Complaint TRACKING NUMBER 126825; E-Form Other Complaint TRACKING NUMBER 126827; E-Form Other Complaint TRACKING NUMBER 126830; E-Form Improper Billing TRACKING NUMBER 126831; E-Form Other Complaint TRACKING NUMBER 126833; E-Form Other Complaint TRACKING NUMBER 126834; E-Form Improper Billing TRACKING NUMBER 126838; E-Form Other Complaint TRACKING NUMBER 126840

[Correspondence for docket 20160101.](#)

From: Diane Hood
Sent: Monday, June 18, 2018 8:41 AM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Antonia Hover

From: Brian Gibson <bg03095@icloud.com>
Sent: Friday, June 15, 2018 4:31 PM
To: Consumer Contact
Subject: Complaint on Utilities Inc.

The rates in Seminole County are getting higher then my electric bills. Please do not approve any more rate increases. We are higher then any other county. This should not happen and needs to be changed. Please have my complaint documented.

I would like to know if their is an investigation into to this.

Thank you,
Brian Gibson

Tha
Sent from my iPhone

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Friday, June 15, 2018 5:06 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126827

CUSTOMER INFORMATION

Name: Raul Fernandez
Telephone: (407) 970-9591
Email: likem22@hotmail.com
Address: 1542 Grace Lake Cir Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Raul Fernandez
Account Number: 3815532039
Address: 1542 Grace Lake Cir Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I'm complaining because this company has been increasing the prices several times. I'm paying 4 times more than in another house I have in a city located in the same state. I hope this complain gets listen and an action is taken.

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Friday, June 15, 2018 4:51 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126825

CUSTOMER INFORMATION

Name: Peggt Spradley
Telephone: (407) 774-1409
Email: ppsteach@aol.com
Address: 2534 long iron ct Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Peggt Spradley
Account Number:
Address: 2534 long iron ct Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:

Please deny the rate increase for Utilities Incorporated that was filed at the end of April 2018.

Approximately 4 years ago when I lived only two miles away from my current residence, my water bill was between \$35 and \$45 a month. With the recent increase in the last year-and-a-half from Utilities Incorporated, my water bill has gone up to over \$200 per month.

I expected the increase to go up slightly but never \$200 per month.

Please review this outrageous amount that consumers are being required to pay for water and reduce it. Having your water bill quadruple in price is not acceptable and needs your immediate attention.

Thank you very much and once again please deny any rate increases in water from Utilities Incorporated and resend the previous rate increase so that it would be not so high for consumers in Florida. I think a water bill should be approx \$35-\$50 per month based on usage-- not \$200+ per month!!

Thank you for your immediate attention to this matter.

Peggy Spradley

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Friday, June 15, 2018 6:23 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 126831

CUSTOMER INFORMATION

Name: Amanda Bronson
Telephone:
Email:
Address: 1344 N Marcy Dr Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Amanda Bronson
Account Number:
Address: 1344 N Marcy Dr Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida
Details:
Continual increases for our water bill need to stop.

PSC was contacted previously

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Friday, June 15, 2018 6:02 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126830

CUSTOMER INFORMATION

Name: Gregory Baraniak
Telephone: (407) 310-6161
Email: rescuedragon@gmail.com
Address: 101 Lisar Lane Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Gregory Baraniak
Account Number:
Address: 101 Lisar Lane Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

We just had a rate change that was approved by the PSC, that DOUBLED my water and wastewater bill. I do not want the rate to increase again. Utilities INC filed to increase rates again and I do not think this is necessary after the previous rate change.

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, June 16, 2018 8:36 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126833

CUSTOMER INFORMATION

Name: Sandra Swiatkiewicz
Telephone:
Email:
Address: 127 Holderness Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Sandra Swiatkiewicz Account Number:
Address: 127 Holderness Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities inc. is suggesting yet ANOTHER rate increase. When they increased last year my rate went up 3xs as much as it originally was. Something needs to be done to stop this. There needs to be a limitation. Hard working people cannot keep up with constant increases. I am a single mom of 3 kids. Increases in rates for water and electric will force me out of my home eventually. Please stop the rate increases within such short periods of time!

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, June 17, 2018 12:36 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126840

CUSTOMER INFORMATION

Name: Sharon Anderson
Telephone: (407) 339-1658
Email: balisong2@gmail.com
Address: 106 Windmill Way Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Sharon Anderson
Account Number: 8259487271
Address: 106 Windmill Way Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:

What on earth are you people trying to do to us?? And when are these increases going to STOP?? We are a husband and a wife living on retirement, trying to stay in our home in one of the neighborhoods HIT BY YOUR THIRD INCREASE. We barely use water. We are not a greedy corporation using water, but feel you are a greedy corporation that continues to unfairly increase our rates. YOU DOUBLED OUR RATES. THEN YOU INCREASED THEM AGAIN. AND NOW YOU ARE INCREASING THEM AGAIN. Our retirement checks do not increase in keeping with the cost of living. The small increase we got this year was immediately taken by Medicare, every last nickel of it. STOP hitting these individuals with these increases. They are UNFAIR.

My water HAS NOT IMPROVED since your increase in January. My water tastes terrible and does not even smell good. My clothes stink after I wash them. This is RIDICULOUS.

PSC was contacted previously

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, June 16, 2018 5:48 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 126838

CUSTOMER INFORMATION

Name: Eva Ledesma
Telephone: (407) 547-6149
Email: evavledesma@hotmail.com
Address: 1043 Edmiston place Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Eva Ledesma
Account Number: 2749730328
Address: 1043 Edmiston place Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

The amount we are paying every month is outrageous, we are using less and less water. We turned off the sprinkle system during the rain season and still we are receiving very high bills. We called Utilities trying to understand and magically the next bill was normal. But after that, again, we came back to the ridiculously high bills. Now we receive a notification of an increase on the tariffs. What's going on? Someone needs to stop this abusing.

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, June 17, 2018 1:17 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126841

CUSTOMER INFORMATION

Name: Amanda Greif
Telephone: (765) 210-5835
Email: amanda.d.greif@gmail.com
Address: 101 E Berkshire Cir, Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Amanda Greif
Account Number:
Address: 101 E Berkshire Cir, Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am filing a complaint to oppose yet another requested increase to the cost of this utility.

PSC was contacted previously