

Neal Steiger
2123 Sabal Palm Drive
Lakeland, FL 33810

30 January 2021

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Re: Utilities, Inc.

DEK #: 20200139

I respectfully request that the PSC not only deny Utilities, Inc's multiple rate increase requests, but consider alternatives to a mismanaged utilities company continually overcharging and underserving customers. I am writing this letter because for some reason customers are no longer allowed to be present at rate increase hearings.

We have lived in Cypress Lakes now for thirteen years. Since that time, we have seen our water and sewer rates climb, way out proportion to other costs of living. At the same time, we have continued to have poor quality service.

Now the company, experiencing problems elsewhere throughout the country, has requested an even larger increase in rates. Our increase is designed to help pay for mismanagement of services in other communities, one of which is under court order. This is a great hardship, not only to us, but to the hundreds of other residents of our community who are also on fixed incomes.

If any other service provider had done this, we would have changed providers long before. Unfortunately, when a company is in fact a monopoly, we lack alternatives. My wife and I hope that somewhere along the line, the PSC can find a way to remedy this unsustainable and unconscionable pattern. Please hear our plea and let Utilities, Inc. understand that my wife and I are not pawns in some impersonal corporate chess game; we are senior citizens desperately trying to live our lives within our limited means.


Please fix this.

Sincerely,

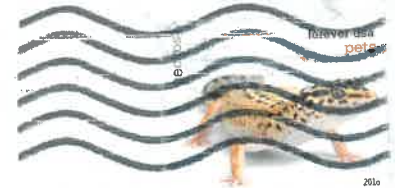


Neal Steiger
cc. Bob Halleen
Gwen Snook

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CLERK


Mr. Neal Steiger
2123 Sabal Palm Dr
Lakeland, FL 33810

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FLORIDA PUBLIC SERVICE COMMISSION
OFFICE OF COMMISSION CLERK
2540 SHUMARD OAKS BLVD
TALLAHASSEE FL 32399-0850
RE: UTILITIES INC.

32399-085099

