

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee Florida 32399-0870  
Docket No. 150102-SU, Utilities Inc. of Sandalhaven

Sirs:

Enclosed I have copies of bills for Sept. and Oct. The base rate has changed from \$29.34 to \$48.19. The rate/ 1000 Gal . has changed from \$6.59 to \$12.63. My bill from Sept. to Oct. has gone from \$35.93 to \$99.45. I called Utilities Inc. and asked what was going on. I told him I thought that an interim base rate was set at \$34.60 and the interim rate/1000/gal. \$7.77. His response was "you think you know more than me" and then hung up on me. This was the information we received from the company. The local input meeting is Oct. 24<sup>th</sup> and I will be out of state. I will give this information to an attendee but want the commission to understand with what we are dealing. I have an auto-pay account and have no idea what to do.

My understanding is that our sewage is now going to Englewood Water District (EWD) as of Oct. 1. Sandalhaven is now only a pipeline company and no longer will need employees to run a treatment plant. These rates are so out of line with any of our other utilities that are only two blocks away. We are already hocked up to EWD. My understanding is, this was forced by the EPA. By giving them outrageous increases there is no incentive for them to sell the remaining infrastructure to someone who is capable of operating it at a normal rate. Either EWD or Charlotte County Utilities are already there. We will be paying outrageous rates forever. Once given, these rates will never go down to a reasonable level. Due to the monopoly utilities have, your commission is our only recourse. I hope you can do the job you were appointed to do.

Janice McHenry

Member, Shamrock Shores Homeowners Association  
9065 Evelyn Rd  
Englewood FL 34224



RECEIVED-FPSC

15 SEP 24 AM 10: 54

COMMISSION  
CLERK



Utilities Inc of Sandalhaven  
 Customer Service: (800) 272-1919  
 Collections: (800) 272-1919  
 Phone: (800) 272-1919  
 www.uewater.com

Bill Date	Account Number	Due Date	Please Pay:
08/11/2015	9941610000	9/2/2015	\$35.93

Name **JANICE M MCHENRY** Primary Telephone # **(941) 697-6164**

Service Address **9065 EVELYN RD, ENGLEWOOD, FL, 34224**

**Activity Since Last Bill**

Previous Balance \$49.11  
 Payments received as of 08/11/2015 \$-49.11  
 Balance as of 08/11/2015 \$0.00

**Wastewater Residential Service**

Wastewater Base Charge \$29.34  
 1,000 gallons at \$6.59 per 1,000 gallons \$6.59  
 Total Wastewater Residential Service \$35.93  
 Total Amount Due \$35.93



**Summary of Service**

Meter Reading Meter # 03111804  
 Current 594 07/24/2015  
 Previous 593 06/28/2015 E  
 Usage 1 Units  
 Number of Days: 26  
 Average Daily Use: 38 Gallons  
 Average Daily Cost: \$1.38

**Billing History**  
 in dollars

**Consumption History**  
 in gallons

The payment for this bill is due upon receipt.

Rate Schedules are available upon request. Make check payable to: Utilities Inc of Sandalhaven

**Messages**



PO BOX 160609  
 Altamonte Springs, FL 32716

994161000000000035936



Account Number: 9941610000

Due Date: 9/2/2015

Please Pay: \$35.93

Amount Paid



UT10812A SCH 5-DIGIT 34223  
 7000007893 00.0034.0272 7399/1



JANICE M MCHENRY  
 9065 EVELYN RD  
 ENGLEWOOD FL 34224-8869



Utilities Inc of Sandalhaven  
 PO Box 11025  
 Lewiston ME 04243-9476





Utilities Inc of Sandalhaven  
 Phone: (800) 272-1919  
 Collections: (800) 272-1919  
 Customer Service: (800) 272-1919  
 www.uewater.com

Bill Date	Account Number	Due Date	Please Pay:
09/10/2015	9941610000	10/2/2015	\$99.45

Name **JANICE M MCHENRY** Primary Telephone # (941) 697-6164

Service Address 9065 EVELYN RD, ENGLEWOOD, FL, 34224

**Activity Since Last Bill**

Previous Balance \$35.93  
 Payments received as of 09/10/2015 -\$35.93  
 Balance as of 09/10/2015 \$0.00

**Wastewater Residential Service**

Wastewater Base Charge \$4.19  
 571 gallons at \$6.59 per 1,000 gallons \$3.76  
 Total Wastewater Residential Service \$7.95

**Wastewater Residential Service**

Wastewater Base Charge \$48.19  
 3,429 gallons at \$12.63 per 1,000 gallons \$43.31  
 Total Wastewater Residential Service \$91.50

**Total Amount Due \$99.45**

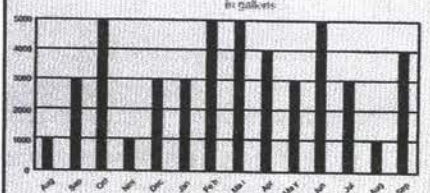
**Summary of Service**

Meter Reading Meter # 03111804  
 Current 598 08/21/2015  
 Previous 594 07/24/2015  
 Usage 4 Units  
 Number of Days: 28  
 Average Daily Use: 143 Gallons  
 Average Daily Cost: \$3.55

**Billing History**



**Consumption History**



The payment for this bill is due upon receipt.

Rate Schedules are available upon request. Make check payable to: Utilities Inc of Sandalhaven

Messages



PO BOX 160609  
 Altamonte Springs, FL 32716

994161000000000099458



Account Number: 9941610000

Due Date: 10/2/2015

Please Pay: \$99.45

Amount Paid

**AUTOPAY**

UTI0911B AUTO SCH 5-DIGIT 34223  
 7000002443 00.0011.0150 2416/1



JANICE M MCHENRY  
 9065 EVELYN RD  
 ENGLEWOOD FL 34224-8869



Utilities Inc of Sandalhaven  
 PO Box 11025  
 Lewiston ME 04243-9476



Request No. 1192981C

Name MCHENRY ,JANICE MS

Business: \_\_\_\_\_



FLORIDA PUBLIC SERVICE COMMISSION  
CONSUMER REQUEST  
2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FL. 32399-850  
850-413-6100

PLEASE RETURN THIS FORM  
WITH REPORT OF ACTION TO:

DIANE HOOD

# Public Service Commission

Name <u>MCHENRY ,JANICE MS</u>	Company <u>UTILITIES, INC. OF</u>	Request No. <u>1192981C</u>
Business Name _____	Company Code <u>SU959</u>	By <u>DH</u> Time <u>10:44</u> Date <u>09/24/2015</u>
Address <u>9065 EVELYN RD</u>	County <u>Sarasota</u>	Consumer's Telephone # _____
_____	Can be Reached _____	Type <u>PR-68</u> Phone <u>MAIL</u>
City/Zip <u>Englewood</u> <u>34224-</u>	Outreach _____	Date <u>09/24/2015</u>
Account Number _____	E-Mail Address _____	Public Official <u>N</u>

9/24/2015 Correspondence forwarded to docket file. Also filed for improper billing, see 1192968W. DHood