

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:** May 26, 2016  
**TO:** Carlotta Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Kyeshia Mapp, Senior Attorney, Office of the General Counsel  
**RE:** Docket Number 150269-WS - Application for limited proceeding water rate increase in Marion, Pasco, and Seminole Counties, by Utilities, Inc. of Florida.

---

Please place the attached correspondence from Laurie Tyree in the correspondence side of the referenced docket file.

KRM/as  
Attachment

Laurie Tyree  
2516 Flintwood Drive  
Holiday, FL 34690  
(727) 937-1917 (H) (813) 294 - 8873  
12 April 2016

Florida Public Service Commission  
Docket No. 120209-WS

Good Evening, my name is Laurie Tyree. I am a 20 year resident of Holiday, FL and a Pasco County high school teacher. I have a handout that I will refer to and hope you take the time later to preview.

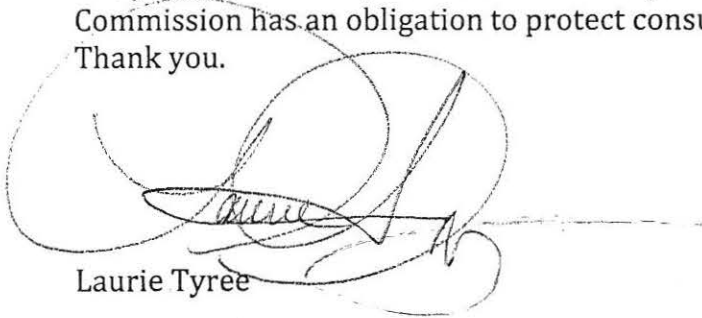
The first attachment is from Rose Hannaford. Rose is unable to be here today because she has a very painful form of cancer. I am therefore speaking on her and mine behalf.

We are shocked that the Florida Public Service Commission is entertaining another water rate increase, and not a small rate increase an increase of 27.5%. In November of 2000 Ms. Rose paid a sewer rate of \$10.98, today we pay a sewer service rate of \$43.08. The numbers are in the attachments provided. I will not waste the Commissions time going through all the numbers, however I feel the need to remind the Commission that water is a monopoly. I have no choice in this supposed free market system I live in. I depend on the Commission to protect my interests.

Utility Inc. has already received price increases. My neighbors nor I are receiving any clear benefits for the price increases we have incurred in the past. Many of us still find it necessary to purchase drinking water from outside sources. Sometimes the smell of the chlorine alone is overwhelming and the color of the water is yellow. As far as service, the neighborhood has had the lift station alarm go off on the weekend, we call the service number and no one comes. We listen to it all weekend and wonder what is going on. Unfortunately this has happened in more then one occasion. And no one has seen any pipe replacement on our road, including my neighbors who have lived there since 1973. Utilities Inc. has not upgraded any of the 43 + year pipes in the neighborhood.

At one point in time Utilities Inc. stated they need a 7% rate of return on their investment. Social Security will not give seniors a 7% payment increase, never mind a 27% payment increase. My savings account provides me a rate of return of less the 1%. And a pay raise this year for teachers, well we were told by the Union today not to get our hopes up! The Commission has an obligation to protect consumers interests. We trust you to do just that.

Thank you.



Laurie Tyree

Attachments (5)

SEWER

3/6/2007

page 2

NOV. 2000.....\$10.98  
JAN. 2006.....\$20.42  
FEB. 2007.....\$23.23 — Now  
REQUESTED....\$28.70

Nov

FROM \$10.98 TO \$28.70 IS AN INCREASE OF 160 % !!!

OVER THE PAST 6 YEARS, HAS YOUR INCOME INCREASED  
BY 160 % ?? I THINK NOT !!

IF YOUR SOLE INCOME IS S/S , IT HAS GONE UP APPROX 24 %.

MY BILL FOR JAN. 2006 WAS.....WATER.....\$12.47 (2000 gal)  
SEWER.....\$20.42  
TOTAL \$32.89

PROPOSED FOR 2007 WOULD BE... WATER.....\$20.54 (2000 gal)  
SEWER.....\$28.70  
TOTAL \$49.24

How many people in the area still have septic systems?

Inadequate earnings - 567 homes in the area are on septic  
reason for the meeting

WATER / SEWER

MEETING 3/6/2007  
page 1

I HAVE ISSUES WITH BOTH THE CURRENT AND PROPOSED RATES.  
I ALSO HAVE ISSUES WITH THE QUALITY OF THE WATER.

14.70  
2.92  
17.62

8.93  
1.77  
10.70

BASED ON A 2000 GAL USAGE OF WATER :

2005 = FLAT RATE	\$8.93 + \$1.77 PER 1000 GAL = \$12.47	10.70	
2006 = flat rate	\$12.18 + \$2.41 per 1000 gal = \$17.00	INTERIM	12.18 2.41
2007 = FLAT RATE	\$14.70 + \$2.92 PER 1000 GAL = \$20.54	17.62	14.59

THAT'S AN OUTRAGEOUS 65 % INCREASE !!!  
ESPECIALLY OUTRAGEOUS CONSIDERING I CAN'T DRINK THE WATER!! I WON'T EVEN BOIL IT FOR TEA OR COFFEE.  
IT COSTS ME ANOTHER \$15.00 A MONTH TO BUY MY ACTUAL DRINKING WATER.

AND WE CAN'T FORGET THE COST OF CLEANING AGENTS TO FIGHT THE CALCIUM, LIME AND RUST DEPOSITS.  
NOR CAN WE FORGET THE FAUCETS AND PIPES REPLACED DUE TO CORROSION FROM THESE DEPOSITS.

34 years

(I THINK )THE ODOR OF THE WATER IS TELLING US OF SERIOUS HEALTH PROBLEMS . SOMETIMES IT SMELLS LIKE CHLORINE, SOMETIMES LIKE A GAS (MAYBE GASOLINE ) AND SOMETIMES LIKE A SEWER.

WHAT ARE THESE ODORS??  
WHAT'S CAUSING THEM ??  
ARE THEY A HEALTH RISK ?? - many long timers have cancer  
HOW MANY CUSTOMERS ARE IN THIS BILLING AREA??

no Shea Mrs

Attachment 2


*Laurie A. Tyree*  
*2516 Flintwood Drive*  
*Holiday, FL 34690*  
*(727) 937-1917 (H) Δ (813) 294-8873 (C)*  
*29 July 2010*

Florida Public Service Commission  
Division of the Commission Clerk and Administrative Services  
2540 Shumand Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Water rate increase

2007, Utilities, Inc. requested a rate increase (reference Docket No.:060253-WS) The commission approved a 7.6 % for the base facility charge (\$8.93 to \$9.61), a **76.27% increase** in the rate per 1000 gallon (1.77 per thousand to 3.12 per thousand) AND a waste water service increase (un-metered) \$13.48 to \$25.23 an **87% increase**. Less then four years later the Florida Public Service Commission is allowing Utilities Inc. to now charge me a **water base charge of \$14.63 (up 48.5%), \$4.64 per 1000 gallons (up 48.7%) and a waste water service charge of \$39.55 (up 56.75%)**. This is **absolute price gouging!** I, as well as my neighbors, cannot accept nor afford these increases. We will be requesting an investigation and audit of Utilities Inc. and the practices of the Florida Public Service Commission.

Sincerely,



Laurie A. Tyree

Cc: M. Fasano  
T. Anderson  
C. Christ  
B. McCullum  
St. Petersburg Times  
Tampa Tribune

Attachment

3

BEFORE THE PUBLIC SERVICE COMMISSION

NOTICE OF CUSTOMER MEETING

TO THE CUSTOMERS OF UTILITIES, INC. OF FLORIDA  
AND  
ALL OTHER INTERESTED PERSONS

July 9, 2013

Re: Docket No. 120209-WS; Application for Increase in Water and Wastewater Rates in Marion, Orange, Pasco, Pinellas and Seminole Counties, Florida by Utilities, Inc. of Florida

NOTICE is hereby given that the Staff of the Florida Public Service Commission will conduct a customer meeting to discuss Utilities, Inc. of Florida's application for a rate increase. The meeting will be held at the following time and place:

6:00 p.m., Wednesday, August 7, 2013  
West Pasco Government Center  
Commission Chambers Board Room  
8731 Citizens Drive  
New Port Richey, FL 34654

All persons who wish to comment are urged to be present at the beginning of the meeting, since the meeting may be adjourned early if no customers are present. One or more of the Commissioners of the Florida Public Service Commission may attend and participate in this meeting. The meeting will begin as scheduled and will continue until all of the customers have been heard.

The purpose of this meeting is to give customers and other interested persons an opportunity to offer comments to Commission Staff regarding the quality of service the Utility provides and to ask questions, and comment on the rates proposed in this docket as well as other issues. Commission Staff will be available to address and coordinate customers' comments and to assist members of the public. A representative from the Utility may also be in attendance. At the beginning of the meeting, procedures will be established for the order of comments. Commission Staff will have sign-up sheets, and customers will be called in the order that they sign up to speak.

Pursuant to provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770 at least 48 hours prior to the meeting. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD) or 1-800-955-8770 (Voice).

Regency Park Branch Library  
9701 Little Road  
New Port Richey, FL 34654

**Hours:**  
Tuesday 10:00 a.m. to 9:00 p.m.  
Wednesday 11:00 a.m. to 6:00 p.m.  
Thursday 11:00 a.m. to 8:00 p.m.  
Friday 11:00 a.m. to 5:00p.m.  
Saturday, 11:00 a.m. to 4:00 p.m.  
Sunday & Monday - Closed

**NOTICE OF INTERIM RATE INCREASE AND  
CURRENT AND PROPOSED RATES AND CHARGES**

On June 25, 2013, the Florida Public Service Commission approved interim water rates for Utilities, Inc. of Florida customers in Pasco County. The interim rates will be effective July 3, 2013. The interim rates will be collected subject to refund, pending the Florida Public Service Commission's final decision regarding final rates. If a refund is ordered, it will include interest based upon Commission determined factors.

The current rates, the Utility's requested interim rates, the Utility's requested final rates and the Commission approved interim rates are set forth below. The final rates are subject to change based on information gathered at the customer meeting, further Staff review, and the final decision by the Commissioners.



Attachment  
#4

Dear Utilities, Inc. of Florida Customer,

We want to make you aware of a request that we filed with the Florida Public Service Commission (PSC) and provide some background regarding our request. As a public utility, we have an obligation to continue to deliver clean, reliable water and wastewater service at the lowest reasonable cost, and we are asking the PSC to allow us to cover our current operating costs and earn a reasonable return on our investment.

Your existing rates are based on costs and capital expenditures through 2011. Since that time, we continue to make investments that affect the quality and reliability of your water and wastewater service. The following is a list of some significant expenditures undertaken and cost increases incurred since our last rate increase that improve the delivery of water and wastewater services to you:

- Water main replacements in Buena Vista
- Hydro tank replacement
- Electrical improvements and generator for the water treatment plants

In total, we spent almost \$2,000,000 in investments to utility plant in service in the UIF service area to insure that we continue to deliver the highest quality product and service to you.

We understand that there is never a good time for a rate increase. The rates we requested of the PSC are based on the actual costs of providing water and wastewater service. Together we share the goal of a safe, dependable supply of safe drinking water at the lowest possible price and consistent with prudent business practices.

Importantly, under the proposed new rates, if approved, a ***gallon of treated water delivered to your faucet would cost around \$0.01*** and the average monthly water residential bill would equal around \$30. In addition, the disposal and treatment of a ***gallon of wastewater would cost approximately \$0.02*** and the average monthly wastewater bill would equal about \$38.

We welcome any feedback from our customers, whether it is about our proposed rates or about our services. You can contact us at (800) 272-1919.

Best regards,  
Patrick Flynn, Regional Director



WASTEWATER SERVICE - PASCO COUNTY

<u>Residential</u> All areas except Buena Vista Manor, Oak Hill Developments and those areas formerly served by Bartelt Enterprises, Inc., d/b/a Wis-Bar Utilities	<u>Rates Prior to Filing</u>	<u>Utility's Requested Interim Rates</u>	<u>Utility's Requested Final Rates</u>	<u>Commission Approved Interim</u>
<u>Base Facility Charge:</u>				
<u>Meter Size</u>				
All meter sizes	\$14.49	N/A	\$15.71	N/A
Consumption Charge (per 1,000 gallons) (Maximum 6,000 gallons)	\$12.31	N/A	\$13.35	
<u>Residential</u> Buena Vista Manor, Oak Hill Developments and those areas formerly served by Bartelt Enterprises, Inc., d/b/a Wis-Bar Utilities	<u>Rates Prior to Filing</u>	<u>Utility's requested Interim Rates</u>	<u>Utility's Requested Final Rates</u>	<u>Commission Approved Interim</u>
<u>Base Facility Charge:</u>				
<u>Meter Size</u>				
All meter sizes	\$11.16	N/A	\$12.10	N/A
Consumption Charge (per 1,000 gallons) (Maximum 6,000 gallons)	\$8.29	N/A	\$8.99	N/A

2000000464 93/4

## SERVICE AVAILABILITY CHARGES

The Utility is not requesting any changes to its service availability charges. Even though not requested to do so, the Commission may review and adjust service availability charges.

## RATE CASE SCHEDULE

In addition to the customer meeting notice described above, other important dates in the rate application are as follows:

<u>Schedule Item</u>	<u>Due Dates</u>
Agenda Conference on Interim Rates	June 25, 2013
Order on Interim Rates	July 15, 2013
Customer Meeting	August 7, 2013
Staff's Proposed Agency Action ("PAA") Recommendation	November 1, 2013
Agenda Conference on PAA Rates	November 14, 2013

## HOW TO CONTACT THE COMMISSION

Any person who wishes to comment or provide information to Commission Staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to this address:

Florida Public Service Commission  
Director, Division of Commission Clerk and Administrative Services  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

A courtesy copy of written comments and complaints may be mailed to the following:

Martin S. Friedman, Esquire  
Sundstrom, Friedman & Fumero, LLP  
766 North Sun Drive, Suite 4030  
Lake Mary, Florida 32746

BEFORE THE PUBLIC SERVICE COMMISSION  
NOTICE OF CUSTOMER MEETING  
TO THE CUSTOMERS OF UTILITIES, INC. OF FLORIDA

Attachment  
#5

AND

ALL OTHER INTERESTED PERSONS

RE: DOCKET NO. 150269-WS

APPLICATION FOR A LIMITED PROCEEDING WATER RATE INCREASE IN  
MARION, PASCO AND SEMINOLE COUNTIES BY UTILITIES, INC. OF FLORIDA

Issued: March 18, 2016

NOTICE is hereby given that the Staff of the Florida Public Service Commission (Commission) will conduct a customer meeting to discuss Utilities, Inc. of Florida's application for a limited proceeding rate increase. The meeting will be held at the following time and place:

Tuesday, April 12, 2016, 9:00 a.m. to 2:00 p.m.  
Summertree Recreation Facility  
12005 Paradise Point Way  
New Port Richey, FL 34654

Tuesday, April 12, 2016, 6:00 p.m.  
West Pasco Government Center  
Commission Chambers Board Room  
8731 Citizens Drive  
New Port Richey, FL 34654

All persons who wish to comment are urged to be present at the beginning of the meeting, since the meeting may be adjourned early if no customers are present. One or more of the Commissioners of the Commission may attend and participate in this meeting. The meeting will begin as scheduled and will continue until all of the customers have been heard.

If a named storm or other disaster requires cancellation of the meeting, Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation of the meeting will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found at the bottom of the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

Pursuant to provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this meeting because of a physical impairment should call the

**SCHEDULE OF PRESENT AND PROPOSED RATES – PASCO COUNTY**

<u>Summertree</u>	Present Rates	Utility Proposed Phase I Rates	Utility Proposed Phase II Rates
<b><u>Residential, and General Service</u></b>			
Base Facility Charge By Meter Size			
5/8" x 3/4"	\$11.19	\$13.63	\$14.24
3/4"	\$16.78	\$20.44	\$21.36
1"	\$27.96	\$34.06	\$35.58
1 1/2"	\$55.91	\$68.11	\$71.16
2"	\$89.45	\$108.97	\$113.84
3"	\$178.91	\$217.95	\$227.70
4"	\$279.55	\$340.55	\$355.78
6"	\$549.02	\$668.83	\$698.74
Charge per 1,000 gallons	\$5.17	\$6.30	\$6.58

<u>Orangewood</u>	Present Rates	Utility Proposed Phase I Rates	Utility Proposed Phase II Rates
<b><u>Residential, and General Service</u></b>			
Base Facility Charge By Meter Size			
5/8" x 3/4"	\$11.81	\$14.39	\$15.03
3/4"	\$17.72	\$21.59	\$22.55
1"	\$29.53	\$35.97	\$37.58
1 1/2"	\$59.03	\$71.91	\$75.13
2"	\$94.45	\$115.06	\$120.21
3"	\$188.90	\$230.12	\$240.41
4"	\$295.17	\$359.58	\$375.66
6"	\$590.33	\$719.15	\$751.31
Charge per 1,000 gallons	\$5.45	\$6.64	\$6.94

*\$3.22*

**HOW TO CONTACT THE COMMISSION**

Any person who wishes to comment or provide information to Commission staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to this address:

Florida Public Service Commission  
 Director, Office of Commission Clerk  
 2540 Shumard Oak Boulevard  
 Tallahassee, Florida 32399-0850

2000007350 1470/5



#6

Utilities Inc of Florida  
Phone: (866) 842-8432  
Collections: (866) 842-8432  
Customer Service: (866) 842-8432  
www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay:
03/27/2016	7731810000	4/18/2016	\$98.09

Name LAURIE TYREE Primary Telephone # (727) 937-1917

Service Address 2516 FLINTWOOD DR, HOLIDAY, FL, 34690

Activity Since Last Bill

Previous Balance	\$101.89
Payments received as of 03/27/2016	\$-102.00
Balance as of 03/27/2016	\$-0.11

Residential Water Service

Residential Water Service	\$11.81
6,170 gallons at \$0.00545 per gallon	\$33.63
Total Residential Water Service	\$45.44

Residential Wastewater Service

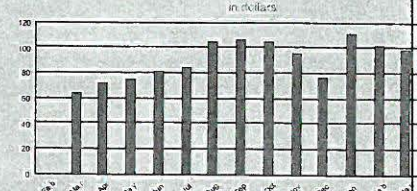
Residential Wastewater Base Charge	\$9.68
Wastewater Maximum Usage up to 6,000 gallons	\$43.08
Total Residential Wastewater Service	\$52.76

Total Amount Due \$98.09

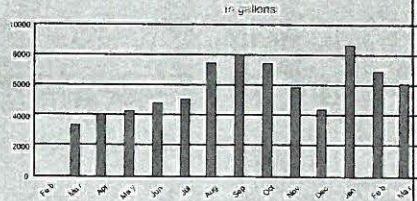
Summary of Service

Meter Reading	Meter #	17250532
Current	899330	03/18/2016
Previous	893160	02/19/2016
Usage	6,170 Gallons	
Number of Days	28	
Average Daily Use	220 Gallons	
Average Daily Cost	\$3.51	

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 Florida

Messages



PO BOX 160609  
Altamonte Springs, FL 32716

77318100000000098097



Account Number: 7731810000

Due Date: 4/18/2016

Please Pay: \$98.09

Amount Paid

Empty box for amount paid

UTI0328A SCH 5-DIGIT 34690  
7000004630 00.0022.0051 4544/1



LAURIE TYREE  
2516 FLINTWOOD DR  
HOLIDAY FL 34690-4038



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



Address correction requested on back