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CORRESPONDENCE
AUG 29, 2016
DOCUMENT NO. 07072-16

Florida Public Service Commission
Director, Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Docket No. 160030-WS, Ni Florida, LLC

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2016 AUG 29 AM 9:41
COMMISSION
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We would really like to know why Ni Florida thinks they have a right and excuse to raise their water rates almost 40%? We believe it is because of their dishonest greediness. A rate increase? Perhaps. Close to a 40% increase? Ridiculous! We live in Tamiami Village and attended a meeting on July 28th 2016. We were extremely disappointed in just about every aspect of the meeting concerning Ni Florida!

First of all, did your company mail comment sheets to all the residents who are part-time residents not able to attend the meeting yet pay for the water? That means about 70% of the residents would probably like to make written comments.

Second. The meeting was very poorly handled. Extremely poorly handled! It was originally scheduled for 5:00 PM. There were two representatives in attendance that showed up around six PM. No commissioners attended. The two "idiots" that showed up were very rude and gave no information to us that was worth anything. It was like politics - words came out, but nothing worth anything was said. I'm still not sure why they want such an increase in rates. They certainly didn't say anything to convince us of any raise in rates. They wanted our comments. Well, how can we give comments without fully understanding Ni Florida's ideas? What ever happened to question and answer type of meeting which should have occurred in this type of situation? The meeting was a joke.

It Did Not Provide Us With Any Significant or Adequate Information. Thus The Comment Sheets. We Are Still Wondering Why You Think You Deserve or Need an Almost 40% Increase? Per The Meeting, You Certainly Did Not Convince Us. Besides Being Rude, The Meeting Was Not Handled at All Well.

Third. There Have Been Several Times In The Past And Present When Our Meters Have Not Been Read Correctly. We Would Receive A Bill That We Knew Was Not Correct. We Would Go Outside And Check The Meter Ourselves. It Was Not Even Close To What Ni Florida Recorded. How Can You Charge Us For Water Not Even Used? O.K. Call The Company - We'll Adjust It On The Next Statement. How Many Times Has This Happened? Since We Now Check Our Meter More Closely, We Have Discovered Three Times In The Last Year and a half That The Meter Was Read Incorrectly. What Else Is Happening? Are The Meters Being Tampered With? It Certainly Makes Us Wonder.

Fourth. We Still Have To Buy Bottled Water For Drinking. That Costs Us Between Twenty and Thirty Dollars Per Month. We Do Not Trust The Water Quality and Because of Many "Water Boil" Notices, We Do Not Want To Drink The Water. Therefore, We Have To Budget Our Dollars To Include Going To The Store For Bottled Water. We Have Learned To Budget And

Budget Again Just For Cost of Living Expenses.
But, We Do It. Maybe Ni Florida Should
Learn Some Budgeting Practices Before
Asking For Such An Outrageous Increase That
We Truly Don't Believe Is Deserved.

We Are Still Waiting For Answers As To Why Such
An Increase Is Needed! Since The So Called
Customer Meeting Didn't Give Us Any Piece or
Clue of Information, We'd Like To Know Why
Our Rates Have Increased Thus Far! Since There
Really Was No Discussion From Ni Florida, We
Are Wondering Why They Think They Deserve A
Rate Raise At All, Especially The Amount They
Are Asking. Absolutely Ridiculous!

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