

Collin Roehner

From: Ruth McHargue
Sent: Tuesday, January 10, 2017 12:02 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 160101
Attachments: E-Form Other Complaint TRACKING NUMBER 122112; E-Form Other Complaint TRACKING NUMBER 122114; E-Form Other Complaint TRACKING NUMBER 122115; E-Form Other Complaint TRACKING NUMBER 122116; E-Form Other Complaint TRACKING NUMBER 122117; E-Form Other Complaint TRACKING NUMBER 122118; E-Form Other Complaint TRACKING NUMBER 122119; E-Form Other Complaint TRACKING NUMBER 122120; E-Form Other Complaint TRACKING NUMBER 122121; E-Form Other Complaint TRACKING NUMBER 122122

Customer correspondence

From: Diane Hood
Sent: Tuesday, January 10, 2017 9:41 AM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copies on file. DHood

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 09, 2017 8:28 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122112

CUSTOMER INFORMATION

Name: Jeanine Ellis
Telephone: (407) 772-2093
Email: gjt5389@aol.com
Address: 203 Cottesmore Circle West Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Jeanine Ellis
Account Number: 8456600000
Address: 203 Cottesmore Circle West Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

To Whom it May Concern,

Today we received in the mail, a notice from our water company that they are putting in a request to raise the rates for our water. We do not have a lot to complain about with our water company Utilities, Inc. of Florida except for the fact that they have made many requests for rate increases. We have lived in our home for 20 years and prior to this new company had very reasonable rates. Our water bill has either tripled or quadrupled since Utilities, Inc. of Florida has taken over. We do understand that rates do need to be adjusted from time to time but we feel that Utilities, Inc. of Florida is now trying to raise our water rates beyond a reasonable amount and we would like to ask that their request for a rate increase not be approved.

Thank you for the opportunity to express our opinion on this increase request, Greg and Jeanine Ellis

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 09, 2017 8:52 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122115

CUSTOMER INFORMATION

Name: Jason Howard
Telephone: (321) 689-5539
Email: jasonhoward1971@live.com
Address: 102 HICKORY DR LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: Jason Howard
Account Number: 0053774716
Address: 102 HICKORY DR LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I received the proposal for the requested rate increase from Utilities Inc., and I am stunned by the price increase proposed. The amount of increase proposed for Seminole County is 5 times the amount of the next highest county and the total amount is almost as high as all the other county increases combined. In short, this plan will literally double the water and sewer costs on my residential home. I urge you to reject this proposal for a more equitable resolution.

Docket No, 160101-WS Utilities Inc. of Florida

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 09, 2017 9:05 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122117

CUSTOMER INFORMATION

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

BUSINESS INFORMATION

Business Account Name: Utilities inc
Account Number:
Address: 127 Holderness Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am AGAINST the rate increase for seminole county. The increase to our county is more than all counties combined! No rate increase!

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 09, 2017 9:58 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122119

CUSTOMER INFORMATION

Name: Michelle Allegra
Telephone:
Email:
Address: 211 Thistlewood Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Michelle Allegra Account Number:
Address: 211 Thistlewood Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
I do not agree with the rate increase.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 09, 2017 10:10 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122121

CUSTOMER INFORMATION

Name: Janey Whitney
Telephone:
Email:
Address: 1474 Hidden Ridge Cove Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Janey Whitney
Account Number:
Address: 1474 Hidden Ridge Cove Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Proposed rate increase for my neighborhood is RIDICULOUS and should NOT be allowed!!!! It should be illegal to even propose such an increase! The amount for increase for Seminole county doesn't even compare to the other counties. Do not allow this increase to happen!

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 09, 2017 8:47 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122114

CUSTOMER INFORMATION

Name: Paul Golub
Telephone: (407) 375-9896
Email: Paulgolub@aol.com
Address: 104 Butternut Ln Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Paul Golub
Account Number:
Address: 104 Butternut Ln Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Our area is more than doubling in cost according to our last letter. Why must we bear the cost burden more than other areas?? The greed in doubling our bill is bold and outstanding. We pay \$50 for two people and now they are proposing double!! None of our salaries go up yet the rates go up and up with no justification. I'm disgusted and don't understand. I can't afford this and it's unjustified.

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From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 09, 2017 9:03 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122116

CUSTOMER INFORMATION

Name: Annmarie Sheppard
Telephone: (408) 539-4292
Email: Asheppard4141@gmail.com
Address: 104 Ludlow Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Annmarie Sheppard Account Number: 7421501772
Address: 104 Ludlow Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utility rate increase is absurd! This would more than double the residents bills. You cannot hit people with this huge amount all at once. Compared to other counties Seminole County will absorb more increase than 8 counties combined! I cannot attend the meeting on Feb. 2 as I will be at work earning money to pay for this bill. There needs to be a meeting in the evening when the majority of your homeowners could attend.

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From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 09, 2017 9:14 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122118

CUSTOMER INFORMATION

Name: Theresa Lemonier
Telephone: (407) 310-9466
Email: Theresa_boo@yahoo.com
Address: 401 Smokerise Blvd Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Theresa Lemonier
Account Number:
Address: 401 Smokerise Blvd Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Charlotte County- \$326,377
Highlands County- \$32,671
Lake County- \$780,835
Lee County-\$64,787
Marion County - \$72,733
Orange County- \$258,990
Pasco County- \$570,886
Pinellas County- \$750,684
Polk County- \$95,968
Seminole County- \$4,065,495

Regarding Docket No, 160101-WS Utilities Inc. of Florida; I would like to express my outrage and such a ridiculous amount for a rate hike. The letter that was mailed to me said good news....you might not get such a big rate hike in the future. I have a water main that has been broken and repaired three times on my street...they aren't doing the job now why should we pay them more! I am budgeted to the hilt and don't appreciate an 85 percent rate hike.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 09, 2017 10:07 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122120

CUSTOMER INFORMATION

Name: Martha Brana
Telephone: (321) 295-6670
Email: writingjunkie2010@gmail.com
Address: 121 Harrogate court longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Martha Brana
Account Number: 2054943725
Address: 121 Harrogate court longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am complaining about the proposed rate hikes. I live in a rented house of Harrogate Court with two other members of my family. We barely cook or take baths trying to ake sure our water bill does not go high and we are already paying over \$50/month. We do not want a water increase. If necessary to increase it, why does it have to be so high all at once? You will be making your bill equivalent to paying for a cable or paying for a security system. It is ridiculous. People are having a hard enough time making a living wage out here trying to pay rent. It doesn't help with the water bill joining the ranks of other big companies to step and crush the little man. It is also unfortunate that the day you hold your meeting to complain on a weekday when no one is available to fight it. That is not fair and just makes the so called "proposal" something that is definitely going to happen. That is all.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 09, 2017 10:21 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122122

CUSTOMER INFORMATION

Name: Kimberly Adams
Telephone:
Email: Kimjadams27@gmail.com
Address: 120 hidden oak drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Kimberly Adams
Account Number:
Address: 120 hidden oak drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I just saw the new proposed fees that you wish to implement. I think it's ridiculous that we will have to pay double the amount for water and sewer. Find other ways to other than charging us the consumer double the amount for water. We have an abundant amount here in FL, I'm sure you all can think of something better. I would definitely appreciate other ways to accomplish what ever it is that you're planning on using our money on. I highly vote against paying double my bill per month. Thank you for considering my opinion.