

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Thursday, January 12, 2017 12:03 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Cindy Muir; Diane Hood  
**Subject:** FW: Docket 160101 - Utilities Inc. of Florida  
**Attachments:** Customer Complaint UIF - Larsen (2).docx

[Response to customer correspondence for docket 160101](#)

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**From:** Ruth McHargue  
**Sent:** Friday, January 06, 2017 1:36 PM  
**To:** 'adriane\_larsen@yahoo.com'  
**Subject:** Docket 160101 - Utilities Inc. of Florida

Thank you for contacting the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida's (UIF) rate petition. We appreciate your correspondence and it has been included in the UIF Docket file (160101) for consideration.

UIF is requesting a consolidated rate for all of its systems. The rates you are questioning are the stand-alone rates for your respective system and are only for illustrative purposes. The attached rate tables reflect UIF's proposed final water and wastewater rates for the Trailwood community mentioned in your email. We are in the preliminary stage in processing UIF's request for a rate increase.

PSC customer service hearings will be held in January and February 2017, throughout UIF's service territory for Commissioners to hear directly from customers about UIF's rate request and service. UIF will provide its customers with a hearing notice, including hearing dates, times, and locations. In addition to all correspondence provided to the PSC, customer comments made during those hearings will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

The PSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, PSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the PSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101.

Sincerely,  
Ruth McHargue  
Regulatory Program Consultant  
Bureau of Consumer Assistance  
Florida Public Service Commission  
1-800-342-3552  
[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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From: Adriane Larsen [[mailto:adriane\\_larsen@yahoo.com](mailto:adriane_larsen@yahoo.com)]  
Sent: Monday, December 26, 2016 3:35 PM  
To: Consumer Contact  
Cc: [mfriedman@ff-attorneys.com](mailto:mfriedman@ff-attorneys.com)  
Subject: Utilities Inc. of FL / docket #16-0101-WS

FL Public Service Commission  
Director; Office of Commission Clerk  
Tallahassee, FL 32399

To Whom It May Concern,

This email comes in response to a notice received at my home regarding a proposed 250+ % water usage rate hike affecting our residential water and sewer rates. According to the literature, this proposed increase in costs would affect the residential housing area of Trailwood, (Seminole County, FL), and is apparently proposed by **Utilities Inc. of Florida**.

*\*Please confirm* if the proposed rate increase, from **\$8.31 to \$22.03** per 1000 gallons, is correct.\*

Please advise of the **basis** for such an extraordinary proposed rate increase. Short of a water state-of-emergency, I cannot imagine why such a dramatic increase from \$8.31 to \$22.03 would be proposed, justified or approved. Logically, a reasonable rise in operating costs is expected. I am sure the majority would consider a nearly 300% increase as far from reasonable and customary.

*As a concerned resident of Seminole County Florida, I respectfully ask that you confirm the authenticity of this proposed increase and if authentic, the necessity-basis for the increase. Lastly, what is the targeted date for implementing this proposed increase.*

Thank you in advance for your time and attention.

Respectfully,

**Adriane Larsen**  
Paralegal / Civil Litigation

and

**Darrin Larsen**  
634 Moss Drive  
Altamonte Springs, FL 32714

**SEMINOLE COUNTY – WATER SERVICE**

	<b>Rates Prior to Filing</b>	<b>Utility Requested Interim</b>	<b>Commission Approved Interim</b>	<b>Utility Requested Final</b>
<b><u>Residential and General Service</u></b>				
Base Facility Charge by Meter Size				
5/8" X 3/4"	\$8.46	\$10.30	\$9.87	\$11.54
3/4"	N/A	N/A	N/A	\$17.31
1"	\$21.15	\$25.73	\$24.68	\$28.84
1-1/2"	\$42.30	\$51.46	\$49.35	\$57.69
2"	\$67.68	\$82.33	\$78.96	\$92.30
3"	\$135.36	\$164.69	\$157.92	\$184.59
4"	\$211.50	\$257.31	\$246.75	\$288.43
6"	\$423.00	\$514.63	\$493.50	\$576.86
8"	N/A	N/A	N/A	\$922.97
10"	N/A	N/A	N/A	\$1,672.89
Charge per 1,000 gallons - Residential				
0 – 8,000 gallons	\$3.76	\$4.58	\$4.39	\$1.97
8,001 – 16,000 gallons	\$6.57	\$8.00	\$7.66	\$2.95
Over 16,000 gallons	\$8.45	\$10.29	\$9.86	\$3.93
Charge per 1,000 gallons - General Service				
	\$4.41	\$5.37	\$5.15	\$2.98

**SEMINOLE COUNTY – WASTEWATER SERVICE**

	<b>Utility Current Rates</b>	<b>Utility Requested Final</b>
<b><u>Residential</u></b>		
Base Facility Charge - All Meter Sizes	\$13.09	\$25.47
Charge per 1,000 Gallons 8,000 gallon cap	\$8.11	\$4.91
<b><u>General Service</u></b>		
Base Facility Charge by Meter Size		
5/8" X 3/4"	\$13.09	\$25.47
3/4"	\$32.72	\$38.21
1"	\$65.46	\$63.68
1-1/2"	\$104.74	\$127.37
2"	\$209.48	\$203.79
3"	\$327.31	\$407.57
4"	\$654.61	\$636.83
6"	N/A	\$1,273.66
8"	N/A	\$2,037.86
10"	N/A	\$3,693.62
Charge per 1,000 Gallons	\$9.74	\$5.65