

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Monday, January 23, 2017 12:04 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122287; E-Form Other Complaint TRACKING NUMBER 122288

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**From:** Diane Hood  
**Sent:** Monday, January 23, 2017 11:49 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

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## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 3:22 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122288

### CUSTOMER INFORMATION

Name: Christine Hanley  
Telephone: (407) 862-1598  
Email: [agilab2@yahoo.com](mailto:agilab2@yahoo.com)  
Address: 3237 AUTUMNWOOD TRL Apopka (Seminole County) FL 32703

### BUSINESS INFORMATION

Business Account Name: Christine Hanley  
Account Number: 84649-49226  
Address: 3237 AUTUMNWOOD TRL Apopka (Seminole County) FL 32703

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

As a senior with limited income, I am writing to complain and request review by PSC to deny the proposed water/sewer rate increase. This request by Utilities, Inc. presents as a blatant abuse by a monopoly. Why can't Sanlando take the more sensible route and apply for a Bond and spread the cost over 5-10 years? I cannot afford to pay double what I am paying today. I work and am not able to take off without pay to attend the hearing on February 2nd. DENYING THIS ACTION IS CRITICAL. The massive rate increase proposed is grossly unfair. Our rates are to be doubled while other areas currently pay much less and their proposed increase is much smaller. This is simply not fair. To consolidate rates across the state as proposed by Utilities Inc. must be done over at least 10 years at a minimum. Imposing such a high increase, while they gain substantial revenues, is a heavy burdens on the homeowners who already deal with higher rates from other utilities and taxes. Please deny Utilities, Inc. of Florida's increase proposal. Thank you.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 3:03 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122287

### CUSTOMER INFORMATION

Name: Christine Hanley  
Telephone: (407) 862-1598  
Email: [agilab2@yahoo.com](mailto:agilab2@yahoo.com)  
Address: 3237 AUTUMNWOOD TRL Apopka (Seminole County) FL 32703

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As A Senior with limited income, I am writing to complain and request review by PSC to deny the proposed water/sewer rate increase. This request by Utilities, Inc. presents as a blatant abuse by a Monopoly. Why can't Sanlando take the more sensible route and apply for a Bond and spread the cost over 5-10 years. I cannot afford to pay double what I am paying today. I work and cannot take off to attend the hearing on February 2nd. DENYING THIS ACTION IS CRITICAL. The massive rate increase proposed is grossly unfair. To double our local rates while other areas not only pay much less but their proposed increase is much smaller. This is simply not fair. To consolidate rates across the state as proposed by Utilities Inc. must be done over at least 10 years at a minimum. Increasing their revenues while imposing such a high increase is a heavy burdens on the homeowners who already deal with higher rates from other utilities and taxes.