

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Monday, January 23, 2017 12:06 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122271; E-Form Other Complaint TRACKING NUMBER 122272; E-Form Other Complaint TRACKING NUMBER 122273; E-Form Other Complaint TRACKING NUMBER 122275; E-Form Other Complaint TRACKING NUMBER 122276; E-Form Other Complaint TRACKING NUMBER 122277; E-Form Other Complaint TRACKING NUMBER 122279; E-Form Other Complaint TRACKING NUMBER 122282; E-Form Other Complaint TRACKING NUMBER 122283; E-Form Other Complaint TRACKING NUMBER 122284

[Customer correspondence](#)

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**From:** Diane Hood  
**Sent:** Monday, January 23, 2017 11:14 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 2:29 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122284

### CUSTOMER INFORMATION

Name: Michael Lusk  
Telephone: (407) 618-4735  
Email: [wait4all@yahoo.com](mailto:wait4all@yahoo.com)  
Address: 107 Kilkenny Ct. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Michael Lusk  
Account Number: 0861300000  
Address: 107 Kilkenny Ct. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

our water bills have increased many times over the 23 years we have lived here. i see utilities inc. employees driving with 1 person in their co. vehicles & leaving the vehicle running while working outside the vehicle. i have spent over 30 minuets talking with 1 of utilities techs on a visit to our home, showing no concern about time. utilities inc needs to look inside their co. & clean up waste, not increase water bills.  
thank you

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 2:09 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122283

### CUSTOMER INFORMATION

Name: richard Wayne  
Telephone: (407) 739-6401  
Email: [rwayne002@cfl.rr.com](mailto:rwayne002@cfl.rr.com)  
Address: 914 Bearded Oaks Terrace longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: richard Wayne  
Account Number: 6809300000  
Address: 914 Bearded Oaks Terrace longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

I was just made aware of the proposed increases to my water & sewage usage bill and I feel your dept should block such frivolous and greedy attempts to raise our rates by as much as 100%. To allow such increases raises questions of official misconduct and regulators being coerced and politically motivated by Utilities, Inc. Suggest your dept carefully scrutinize their proposal and allow for modest and justifiable increases at most. To allow the proposed increases should be reason for investigation of the deciding commision by the legal authorities.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 1:56 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122282

### CUSTOMER INFORMATION

Name: Donna Irvin  
Telephone: (407) 682-7898  
Email: [dirvin1190@gmail.com](mailto:dirvin1190@gmail.com)  
Address: 31242 Brantley Branch Road Eustis FL 32736

### BUSINESS INFORMATION

Business Account Name: Arvis Irvin  
Account Number: 5261410000  
Address: 118 Cambridge Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Florida Public Service Commission  
Director, Office of Communications Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

Regarding: Utilities, Inc. of Florida rate increase request Docket No. 160101-WS

Utilities, Inc. states that they are asking for a 7.75% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, in my area Seminole County Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease, but the wastewater cost would increase 58.7 %.

Taking the attached schedule of rates in this proposal would likely increase resident's water bills 50-100%. This is ludicrous, for a water utility increase! Residents can't afford this kind of increase, and per the schedule costs for residential wastewater service Base facility charge would almost double, from \$15.19 to \$25.47 general service for 1000 gallons goes from \$2.27 to \$5.65, flat rate \$26.22 increase to \$44.58.

There is nothing in this rate increase that is affordable to residents, clean safe water and reasonable fees are not what this is about, this is for increasing the company profit margin. Residents on fixed incomes can not afford this increase.

Please listen to the customers and do not support this large of an increase for water and wastewater services!

Sincerely,  
Donna Irvin

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 1:33 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122279

### CUSTOMER INFORMATION

Name: Gail Russakov  
Telephone: (407) 774-5737  
Email: [gailrussakov@mac.com](mailto:gailrussakov@mac.com)  
Address: 306 Cambridge Dr. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Gail Russakov  
Account Number: 3359510000  
Address: 306 Cambridge Dr. Longwood FL 32779

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Received a notice concerning a future increase in my water service from Utilities Inc. If I am doing the math my bill could more then double. Since I have lived in this house for about 30 years and am a senior citizen this raise seems very high. Maybe a twenty percent raise is due. Since they have taken over the water service many times the water has an order due to chemicals they add. Never had that problem with the previous company. I see no reason to have such a large increase.

Thank You,

Gail Russakov

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 1:21 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122277

### CUSTOMER INFORMATION

Name: Barry Steinhart  
Telephone: (407) 831-4200  
Email: [barry.steinhart@gmail.com](mailto:barry.steinhart@gmail.com)  
Address: 392 Newton Place Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Barry Steinhart  
Account Number:  
Address: 392 Newton Place Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

The proposed rate increase by Utilities Inc is unconscionable. There is no way they can substantiate an increase of over 100%. Consumers shouldn't be stuck paying the full load of their expenses to bring their systems up to standard. They should have been upgrading and maintaining systems continually over time. The owners and shareholders need to contribute substantially to their financial need.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 1:16 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122276

### CUSTOMER INFORMATION

Name: Rachel boghos  
Telephone: (321) 315-9746  
Email: [rachellayne@gmail.com](mailto:rachellayne@gmail.com)  
Address: 3525 Shirley dr Apopka FL 32703

### BUSINESS INFORMATION

Business Account Name: Rachel boghos  
Account Number:  
Address: 3525 Shirley dr Apopka FL 32703

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I do not think it is fair that water rates will be increasing so much. I cannot afford for my water bill to double and I know that most people in my surrounding neighborhoods cannot either. Please rethink what you are trying to do to our community, it is completely unfair.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 1:08 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122275

### CUSTOMER INFORMATION

Name: Bethany Wilson  
Telephone: (203) 536-7977  
Email: [Beth1471@gmail.com](mailto:Beth1471@gmail.com)  
Address: 113 Cove Lake Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Bethany Wilson  
Account Number: 9334494605  
Address: 113 Cove Lake Dr 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 hike from Utilities Inc. I think this would be disastrous and unfair to the community. Please reconsider!!!



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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 12:53 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122273

### CUSTOMER INFORMATION

Name: Linna VanNette  
Telephone: (407) 862-6855  
Email: [vannette01@gmail.com](mailto:vannette01@gmail.com)  
Address: 141 Duncan Trail Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Linna VanNette  
Account Number:  
Address: 141 Duncan Trail Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

The proposed rate increase by Utilities, Inc. is of great concern. I am already shocked each month by the amount of the bill I receive and I am a retiree living alone so I can only imagine how much families who use more water must be each month. In other words, this rate increase represents a financial hardship.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 12:18 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122272

### CUSTOMER INFORMATION

Name: neal ekengren  
Telephone: (407) 492-7896  
Email: [nekengren@gmail.com](mailto:nekengren@gmail.com)  
Address: 317 n fox chase pt longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: neal ekengren  
Account Number: 9345010000  
Address: 317 n fox chase pt longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
rate increase notice of 150% is a dereliction of duty to the public.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 22, 2017 12:14 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122271

### CUSTOMER INFORMATION

Name: Susan Goldberg  
Telephone:  
Email: [Susan\\_0902@yahoo.com](mailto:Susan_0902@yahoo.com)  
Address: 210 west Cumberland Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Susan Goldberg  
Account Number:  
Address: 210 west Cumberland Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I cannot cannot believe that the water commission is considering a rate hike of this magnitude. It will make water bills unaffordable for most people, especially those on a fixed income. Please deny this request.

Thank you