

Collin Roehner

From: Ruth McHargue
Sent: Monday, January 23, 2017 1:01 PM
To: Consumer Correspondence
Cc: Janet Brunson; Diane Hood
Subject: FW: To CLK Docket 160101
Attachments: E-Form Other Complaint TRACKING NUMBER 122258; E-Form Other Complaint TRACKING NUMBER 122259; E-Form Other Complaint TRACKING NUMBER 122263; E-Form Other Complaint TRACKING NUMBER 122264; E-Form Other Complaint TRACKING NUMBER 122265; E-Form Other Complaint TRACKING NUMBER 122267; E-Form Other Complaint TRACKING NUMBER 122268; E-Form Other Complaint TRACKING NUMBER 122269; E-Form Other Complaint TRACKING NUMBER 122270

[Customer correspondence](#)

From: Diane Hood
Sent: Monday, January 23, 2017 9:59 AM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copies on file. DHood

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 22, 2017 11:57 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122270

CUSTOMER INFORMATION

Name: Ahmet Ural
Telephone: (407) 869-5229
Email: dural@cfl.rr.com
Address: 423 River Isle Ct LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: Ahmet Ural
Account Number: 7603344287
Address: 423 River Isle Ct LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Proposed rate increase by Utilities Inc is unacceptable in many ways, it will be unaffordable by many residents. Consumers feel trapped in the hands of a MONOPOLY dictating any price for a vital commodity. Totally UNFAIR.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 22, 2017 11:36 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122269

CUSTOMER INFORMATION

Name: Meagan Dull
Telephone: (407) 951-5674
Email: Meagandull@yahoo.com
Address: (4268 hunters point trail Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Meagan Dull
Account Number:
Address: (4268 hunters point trail Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
Utilities Inc rate increase is unfair and unjust. Increase of almost 100% is insane and needs to be addressed immediately.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 22, 2017 11:06 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122268

CUSTOMER INFORMATION

Name: Brandy Hastings
Telephone: (501) 541-1061
Email: bhastings@visitflorida.org
Address: 210 Pembroke Place Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Brandy Hastings
Account Number:
Address: 210 Pembroke Place Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I am writing today because of the proposed rate increase by Utilities Inc. This is not something that myself, or many in our community can afford. There are many retired and senior citizens in our area. Actually, that is what makes up the majority of my street. The way that I understand this, our area is getting a higher rate increase than other areas. That is not fair to us. We do not have a choice in water service for our area, so it is a monopoly-and they are abusing this by hurting our residents and increasing the cash in their pockets. There is a hearing that is scheduled mid-week, but that is hard for many people to attend. Those that work are not able to take off to go to the meeting. They have to work in order to stay afloat. With the proposed rate increase, this will be harder. I would like to urge you to consider not letting this happen. There are so many Seminole county residents who would suffer. Thank you for your time. -A concerned citizen

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 22, 2017 11:03 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122267

CUSTOMER INFORMATION

Name: David Swerdlow
Telephone: (407) 862-2374
Email: swerdlowdavid@gmail.com
Address: 115 E Wyndham Ct Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: David Swerdlow
Account Number: 6021500000
Address: 115 E Wyndham Ct Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I have recently been notified of the proposed rate increases by Utilities, Inc. and I feel they are excessive and unwarranted. I have no objection to a regulated utility making a reasonable profit on THEIR COST of producing the water and the needed improvements to their facility producing the water that I CONSUME. However, I object to subsidizing the cost and improvements needed for other facilities that this parent company owns in this area that are not in any way related to the facility that produces the water I consume. I have been a 35+ year customer of this utility (formerly Sanlando Utilities) and this proposed rate increase is unjustified. Thank you for your consideration.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 22, 2017 9:21 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122265

CUSTOMER INFORMATION

Name: Amy Roderick
Telephone: (313) 808-0263
Email: amy.roderick@gmail.com
Address: 256 Coble Dr. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Amy Roderick
Account Number:
Address: 256 Coble Dr. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Utilities, Inc. states that they are asking for a 7.5% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, our area of Seminole-Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease.

HOWEVER, consulting the Rate Schedule page (page 9):

1. - Residential and General Service - Base Facility Charge by Meter Size
- The proposed increase for a 5/8" x 3/4" meter INCREASES from \$4.49 to \$11.54, which represents an increase of \$7.05 (157% INCREASE)
2. - Charge per 1,000 gallons - Residential
- The proposed increase from \$.95 per 1,000 gallons (for the 1st 6,000 gallons), plus \$1.43 per 1,000 gallons (for 6,001 - 15,000 gallons) to \$1.97 per 1,000 gallons (for the 1st 8,000 gallons).
- Using this info, a hypothetical household currently would pay \$5.70 (6,000 gallons) + \$2.86 (2,000 gallons) for a total of \$8.56 (8,000 gallons) vs. the proposed rates of \$15.76 (8,000 gallons), which represents an increase of \$7.20 (84% INCREASE)
3. - Total for current household, using 8,000 gallons (including Seminole County Tax @ 4%): \$13.57; total for proposed household, using 8,000 gallons (including Seminole County Tax @ 4%): \$28.39
4. - Overall total increase (including Seminole County Tax @ 4%): \$14.82 (109% INCREASE)

This rate increase will most certainly place a financial burden on the Citizens who can least afford it...the elderly who are on fixed incomes and low income families. A 100+% increase is unreasonable...access to AFFORDABLE water, to all Citizens, is crucial.

I implore the Florida Public Service Commission to deny this rate increase.

Sincerely,
Amy Roderick
256 Coble Dr.
Longwood, FL 32779

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, January 21, 2017 10:22 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122264

CUSTOMER INFORMATION

Name: Sandra Palkovic
Telephone: (407) 739-0755
Email: sandy@homesbysandy.net
Address: 206 Churchill Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Sandy Palkovic
Account Number: 3392710000
Address: 206 Churchill Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I've been warned that my water bill will go up in monthly cost, perhaps 100%. The notification that I received from Utilities, Inc. said that they had purchased other independent water companies and that the increase will be needed to pay to bring all up to standards. Not fair. I am not willing to pay for other areas, nor would I ask for others to pay for my water area.

Right now we have manageable water rates and if infrastructure upgrades need to be mad, then they need to look towards local government entities and customers there to pay for it.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, January 21, 2017 9:50 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122263

CUSTOMER INFORMATION

Name: claudia chindamo
Telephone: (407) 492-7739
Email: cchindamo@gmail.com
Address: 200 Meadow Lane Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: claudia chindamo
Account Number: 8871210000
Address: 200 Meadow Lane Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I feel the rate hike is very unfair. I personally cannot afford the increase that you are talking about. It should be done in increments, not all at once. I am unemployed currently and have enough trouble paying my bills as it is. Please reconsider this and make it more fair for the consumers.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, January 21, 2017 12:19 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122259

CUSTOMER INFORMATION

Name: Angela Sander
Telephone: (321) 251-7908
Email:
Address: 320 ValleyDr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Angela Sander
Account Number: 389762855
Address: 320 ValleyDr 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. more than doubles the current rate. This is COMPLETELY unacceptable. Please do not approved the proposed rate increase. Best regards. Peter and Angela Sander

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, January 21, 2017 11:13 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122258

CUSTOMER INFORMATION

Name: Jackie Bochter
Telephone:
Email:
Address: 120 Habersham dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Jackie Bochter
Account Number:
Address: 120 Habersham Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

The proposed rate increase is ridiculous, double the price? Seriously? If the rate must be increased shouldn't it be spread over a time period not just immediately? Having water bill just as expensive as electric is ridiculous and would likely cripple residents in single house holds. This must be evaluated better.