

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Monday, January 30, 2017 12:20 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122339; E-Form Other Complaint TRACKING NUMBER 122340; E-Form Other Complaint TRACKING NUMBER 122341; Rate Increase; E-Form Other Complaint TRACKING NUMBER 122344; E-Form Other Complaint TRACKING NUMBER 122345; E-Form Other Complaint TRACKING NUMBER 122349; E-Form Other Complaint TRACKING NUMBER 122350; E-Form Other Complaint TRACKING NUMBER 122351; E-Form Other Complaint TRACKING NUMBER 122352

[Customer correspondence](#)

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**From:** Diane Hood  
**Sent:** Monday, January 30, 2017 9:25 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:** Saturday, January 28, 2017 1:00 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122352

### CUSTOMER INFORMATION

Name: Kristina Jusino  
Telephone:  
Email: [jusino@cfl.rr.com](mailto:jusino@cfl.rr.com)  
Address: 336 forest park cir Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Kristina Jusino  
Account Number:  
Address: 336 forest park cir Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

The proposed rate increase is absurd. It will more than double my current bill. Additionally, my community just received notices a few months ago that we had to install, at our own expense, a reclaimed water return shut off. The letter also threatened to shut off our water if we did not have it complete within 30 days. Outrageous! We have been bullied by this barrage of expenses so that the companies could consolidate their profits. This is unacceptable. I cannot afford this unreasonable increase. I am a single parent & public employee. There is absolutely no way I can afford this increase. Perhaps, they should have invested more wisely to afford "necessary" upgrades. We are about to be the next "Flint, MI".

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 12:35 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122351

### CUSTOMER INFORMATION

Name: anita nuetzmann  
Telephone:  
Email: [anuetzmann@cfl.rr.com](mailto:anuetzmann@cfl.rr.com)  
Address: 2146 Woodbridge Road LONGWOOD FL 32779

### BUSINESS INFORMATION

Business Account Name: anita nuetzmann  
Account Number: 7478400000  
Address: 2146 Woodbridge Road LONGWOOD FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities Inc. is requesting a rate increase for our water service. I understand this would double our monthly water/sewer bill. I find this outrageous. This increase should not be approved.

Sincerely,  
Anita Nuetzmann

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 11:49 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122350

### CUSTOMER INFORMATION

Name: scott schueler  
Telephone: (312) 200-3096  
Email: [scooter143@bellsouth.net](mailto:scooter143@bellsouth.net)  
Address: 3804 watercrest dr longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: scott schueler  
Account Number:  
Address: 3804 watercrest dr longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities Inc customers who are still not aware of the proposed rate increases and/or who have not received any notifications from the company! We are disturbed at the idea of the doubling of our water bill and want the complaint to be public.

concerned,

Scott Schueler and Amy Shilling

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 11:10 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122349

### CUSTOMER INFORMATION

Name: Mary OMarra  
Telephone: (407) 788-3875  
Email: [meomarr@netscape.net](mailto:meomarr@netscape.net)  
Address: 108 Cambridge Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Mary OMarra  
Account Number: 2412410000  
Address: 108 Cambridge Drive Longwood FL 32779

Water County Selected: Orange

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Docket #160101

I wish to join my community and voice my complaint on the proposed rate increases and that I am opposed to any increases to my water/wastewater bills.

Thank You,

Mary OMarra

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 8:45 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122345

### CUSTOMER INFORMATION

Name: Cody May  
Telephone: (407) 682-1166  
Email: [cody@codymay.com](mailto:cody@codymay.com)  
Address: 669 Smokerise Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Cody May  
Account Number: 7651341014  
Address: 669 Smokerise Blvd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Objection to the proposed rate increase from Utilities Inc.

I have a family of 6 and currently pay \$175/month for water and wastewater - variance over the last several months is \$130-180. The proposed rate increase would possibly double if not more than double our water bill. It would force me to look at digging a well for irrigation (unknown environmental effect in Wekiva basin), discontinuing irrigation (affect property value and curb appeal), or move to another location (possibly outside of Florida). I can't afford to pay more for water, frankly I was really hoping and expecting for decreases to a more reasonable rate level.

Looking at the proposal the increase hits Seminole residents on Utilities Inc the hardest and worst. There has been a history of rate increase requests, and this one is absurd and extreme. I feel the current water rates are much too high especially as compared to the cost for other utilities in the area (municipalities and private companies).

Having seen a pipe burst under the street a several times on Smokerise Blvd, and knowing the Utilities company has dug it up and made several repairs (never permanent, as it bursts and ruptures water up through the street surface again soon thereafter) I question the local management and operational teams whether they are effective and fiscally responsible in their work and efforts. The little exposure I've had to Utilities Inc based on their field work in this area makes me question their effectiveness in operations and management.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 8:44 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122344

### CUSTOMER INFORMATION

Name: Fernando Acuna  
Telephone: (407) 960-7157  
Email: [Jrflash4@aol.com](mailto:Jrflash4@aol.com)  
Address: 250 Queensberry Ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Fernando Acuna  
Account Number: 3458007067  
Address: 250 Queensberry Ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Proposed rate increase ate increase is insane! Allowing such a huge rate increase would open the door for other utilities to request the same with the i "if they can why can't we" attitude. I think someone other than utilities inc. needs to review the request and see if all their figures are correct or inflated. The percentage of increase has to be illegal. Please stop this madness. When is the abuse of the American people going to stop! I would request that an audit be conducted against utilities inc to prove that in fact an increase of this magnitude is necessary.

## Collin Roehner

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**From:** Juanita <fanceyshmancey@yahoo.com>  
**Sent:** Saturday, January 28, 2017 8:10 AM  
**To:** Consumer Contact  
**Subject:** Rate Increase

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 7.5% 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,  
Juanita Martin  
Unincorporated Seminole County



## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, January 27, 2017 9:49 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122341

### CUSTOMER INFORMATION

Name: Gill Erwin  
Telephone: (407) 788-8058  
Email: [muc@embargmail.com](mailto:muc@embargmail.com)  
Address: 113 Habersham Dr. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Gill Erwin  
Account Number: 0519810000  
Address: 113 Habersham Dr. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
ref: DOCKET 160101

As a resident of the Wekiva Hunt Club community in Seminole County, I am upset about the proposed rate hikes by Utilities, Inc to essentially double our rates for water and wastewater services. I can appreciate the importance of having a clean, safe water source, but I do not feel that doubling our rates is justified or appropriate in this case. Using the reasoning that standardizing rates across all Utilities, Inc properties makes administration easier for them, or that we are somehow "pre-paying" for possible, future upgrades to our facilities, does not sound reasonable or give me any assurance that they have managed their business well. I can't think of any other utility that has been allowed to double their rates, particularly not overnight. This reminds me of Florida Power's attempts to charge their customers for future nuclear power plant construction that never happened, with much litigation afterwards to refund their customers when the grandiose plans never materialized. I would only request that our rates be in line with other water utilities in the area, which the proposed rates won't be. If, on the other hand, we knew that proposed rate hikes were part of a larger plan to remove wells and septic tanks around our precious freshwater springs, I would more whole-heartedly support a rate hike; however, I don't believe that is the case here. Thanks for your consideration.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, January 27, 2017 5:18 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122340

### CUSTOMER INFORMATION

Name: Robert Fazzone  
Telephone: (407) 790-7421  
Email: [bob.fazzone@gmail.com](mailto:bob.fazzone@gmail.com)  
Address: 712 Fox Valley Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Robert Fazzone  
Account Number: 4165080064  
Address: 712 Fox Valley Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I'm writing to complain about the huge rate increase that Utilities Inc. is requesting from the Florida Public Service Commission.

- 1) If approved, the base charge for wastewater (sewage) will increase from \$15.19 to \$25.47. The per 1,000 gallon charge will jump from \$1.89 to \$4.91.
- 2) For water, the base charge will increase from \$4.49 to \$11.54 and the per 1,000 gallon charge will increase from \$0.95 to \$1.97.
- 3) For those using reclaim irrigation, the base price will jump from \$4.70 to \$7.64 with the charge per 1,000 gallons tripling from \$0.47 to \$1.45 per 1,000 gallons.

I would expect my Utilities Inc. bill, along with everyone else in my area on Utilities Inc., to basically double.

Of the proposed revenue increases, \$2,372,629 comes from our service area (called Sanlando). So our little area will absorb more in costs increases than Charlotte, Highlands, Lee, Marion, Orange, Pasco, Pinellas, and Polk county COMBINED!!!!

In comparing each of Utilities Inc. of Florida's 17 service areas. It turns out that our area is 1 of only 6 service areas that are getting a rate increase for water and wastewater. However, what is really interesting is, the other 11 service areas are getting a DECREASED rate on water and wastewater services. Basically, those in the Sanlando and other 5 service areas, will be paying for the rate reductions for these other service areas.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, January 27, 2017 5:06 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122339

### CUSTOMER INFORMATION

Name: Rita Mclaughlin  
Telephone:  
Email:  
Address: 149 Gilf Club Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Rita Mclaughlin  
Account Number:  
Address: 149 Gilf Club Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

I am writing to register my complaint that Utilities Inc is proposing a significant rate increase. Some residents are on fixed income and cannot magically make an extra \$50-\$100 appear every month. Gradually increasing rates year over year is much more palatable.

Please investigate this so that residents are treated fairly. We have no other water options where I live, so I'm at the mercy of this company.

Thank you for your time and consideration.