

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Tuesday, January 31, 2017 9:32 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122401; E-Form Other Complaint TRACKING NUMBER 122402; E-Form Other Complaint TRACKING NUMBER 122404; E-Form Other Complaint TRACKING NUMBER 122405; E-Form Other Complaint TRACKING NUMBER 122406

Customer correspondence

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**From:** Diane Hood  
**Sent:** Monday, January 30, 2017 4:33 PM  
**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:** Monday, January 30, 2017 4:21 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122406

### CUSTOMER INFORMATION

Name: Stephen Keszey  
Telephone: (718) 288-1033  
Email: [keszey@hotmail.com](mailto:keszey@hotmail.com)  
Address: 2749 Deer Berry Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Sally Keszey  
Account Number:  
Address: 2749 Deer Berry Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Docket No. 16101-WS, Utilities, Inc. of Florida.

Utilities Inc., our water provider, has proposed a rate increase of approximately 87% over current rates, to take effect this summer. (this is based on an assumed usage of 40,000 gallons/month; at higher usage rates, the increase will be even steeper)... This is absolute price gauging and near criminal behavior.... What are they Mafia-run? Despicable proposal... PLEASE STOP THEM!

Thank you,  
Stephen Keszey

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 4:13 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122405

### CUSTOMER INFORMATION

Name: Mary Gustafson  
Telephone: (407) 461-4900  
Email: [sabal72@aol.com](mailto:sabal72@aol.com)  
Address: 440 Twisting Pine Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Kenneth Gustafson Account Number: 4810500000  
Address: 440 Twisting Pine Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

This increase in water utilities is totally unacceptable. The doubling of price due to San Lando being purchased by an out of state entity is ridiculous. I am absolutely against this increase.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 4:05 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122404

### CUSTOMER INFORMATION

Name: Matthew Strout  
Telephone: (407) 529-4430  
Email: [ltstrout@aol.com](mailto:ltstrout@aol.com)  
Address: 140 Palmetto Ct. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Matthew Strout  
Account Number: 1551400000  
Address: 140 Palmetto Ct. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities, Inc has proposed a rate increase for many counties in its service area. Seminole County has been unfairly targeted with a nearly tripled rate. Compared to the other counties involved it seems our county is taking the hit for the team. I don't understand why such a massive increase. It seems like mismanagement to have not set aside funds over the past years to handle the replacement of pipes. The hearing is on Feb. 2. Please turn it down or demand better distribution of the burden to all the counties involved.

Thank you,

Matthew and Leslie Strout

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 2:16 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122402

### CUSTOMER INFORMATION

Name: John Burnach  
Telephone:  
Email: [jburnach59@gmail.com](mailto:jburnach59@gmail.com)  
Address: 301 S Sweetwater Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: John Burnach  
Account Number: 3000400000  
Address: 301 S. Sweetwater Blvd. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

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 that the other 11 service areas are getting a DECREASED rate on water and wastewater services. Basically, those in Sanlando and the other 5 service areas, will be paying for the rate reductions for these other service areas. As a citizen of Seminole County I am AGAINST this rate increase.

Thank You

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 2:06 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122401

### CUSTOMER INFORMATION

Name: Robin Radvak  
Telephone: (407) 788-6764  
Email: [robinradvak@earthlink.net](mailto:robinradvak@earthlink.net)  
Address: 450 Longmeadow Ln, Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Michael Radvak  
Account Number:  
Address: 450 Longmeadow Ln Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

Very concerned about the proposed rate increase request by Utilities, Inc of Florida for myself and many of our friends and neighbors.

Despite a lot of flowery paperwork and words, the increase that is requested could easily than double the monies paid by account holders. This increase is beyond excessive.

Please help this not to happen. This rate request is not only excessive, but the communities we are talking about are compromised of young families, seniors and everything in between. Doubling the monthly bill will hurt these people tremendously.

Thank you for your time and attention.

Robin Radvak