

Collin Roehner

From: Ruth McHargue
Sent: Tuesday, January 31, 2017 9:36 AM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 160101
Attachments: E-Form Improper Billing TRACKING NUMBER 122389; E-Form Other Complaint TRACKING NUMBER 122390; E-Form Other Complaint TRACKING NUMBER 122391; E-Form Other Complaint TRACKING NUMBER 122392; E-Form Other Complaint TRACKING NUMBER 122393; E-Form Other Complaint TRACKING NUMBER 122394; E-Form Other Complaint TRACKING NUMBER 122395; E-Form Other Complaint TRACKING NUMBER 122397; E-Form Other Complaint TRACKING NUMBER 122399; E-Form Other Complaint TRACKING NUMBER 122400

Customer correspondence

From: Diane Hood
Sent: Monday, January 30, 2017 3:08 PM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copies on file. DHood

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 2:00 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122400

CUSTOMER INFORMATION

Name: Russell Dunn
Telephone:
Email: ruszdunn63@yahoo.com
Address: 208 Harrogate Place Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Russell Dunn
Account Number: 3032710000
Address: 208 Harrogate Place Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I am writing in strong opposition to the massive unjustified Utilities Inc Sanlando proposed rate increase. Based on my calculations using my 2016 water usage my rates would increase by 100 percent which is absurd. There is no logic and no justification for a rate increase of 100 percent to any consumer. I have never heard of a rate increase proposal of 100 percent for any service in any state where I have lived. A rate increase of 10 percent would be difficult to accept and would certainly justify a huge protest. An increase of 100 percent is not acceptable nor affordable for me. Our Wekiva subdivision community is all middle class and many of us are retired living on a fixed income. How can a rate increase 100 percent even be proposed and then approved?

Utilities Inc stated on page 4 of their mailing to customers they were asking for a 0.4% decrease (\$18,462) for water and a 58.7% increase (\$2,391,091) for wastewater for Seminole County-Sanlando. A 0.4% decrease for water and a 58.7% increase for wastewater does not equal a 100% rate increase. I ask you why do I have to pay almost \$1,000 more or a 100% increase using their proposed new rates? Why did Utilities Inc lie about their rate increase percentages listed above and stated on page 4 for Seminole County-Sanlando?

This massive unjustified rate increase must never be approved because it is outrageous and reeks of corporate greed.

PSC was contacted previously

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 1:12 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122399

CUSTOMER INFORMATION

Name: Chris Exum
Telephone: (407) 718-8568
Email: cexum@cfl.rr.com
Address: 406 Woodstead Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Michelle L Exum
Account Number: 2232400000
Address: 406 Woodstead Circl Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I would like for the PSC to review, and disallow, the entire rate increase that has been proposed by Utilities, Inc. Utilities, Inc. has provided no justification for the outrageous proposed fee increase, and it would appear that profit is their only motive. When we are dealing with something as fundamentally necessary as water, I would suggest that the motive for corporate profits is trumped by the public need.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 12:11 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122397

CUSTOMER INFORMATION

Name: William Smith
Telephone: (407) 467-5322
Email: smity41557@me.com
Address: 170 Bristol PT Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: William Smith
Account Number: 9566010000
Address: 170 Bristol PT Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am very concerned about the information I received in the mail recently in regards to possible rate increases. It did not explain in detail how what Utilities, Inc is proposing would impact my water bill. I would like to know how a private company, such as this, is being held accountable, especially when I have no other option for this service. In the information provided it mentions the amount of work that needs to be done. My question is, why haven't these improvements been done over the past several years that Utilities, Inc. has been providing these services. Furthermore, if what I have been told by neighbors comments is true, "our water bills could double," this is even more troubling. Finally, any additional information that justifies this increase would be greatly appreciated, ideally such items as; what their employees are paid, especially at the senior level, how have they done overall financially over the past several years.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 11:21 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122395

CUSTOMER INFORMATION

Name: Michelle Durham
Telephone: (678) 549-5680
Email: mmfelise@hotmail.com
Address: 124 E Berkshire Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Michelle Durham
Account Number:
Address: 124 E Berkshire Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
The purposed rate hike is nearly double of the current rate. Docket 160101 is the reference number. This is unacceptable.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 11:10 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122394

CUSTOMER INFORMATION

Name: Jeff Sauger
Telephone:
Email: jsauger@yahoo.com
Address: 1215 Duncan CT Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Jeff Sauger
Account Number:
Address: 1215 Duncan CT Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I am contacting you today over my concern to a proposed rate hike Sanlando Utilities is seeking for water and sewerage rates.

For my area, estimates are for increases which would as much as double our monthly bill.

This would be excessive, especially for the many seniors in our area on a fixed income.

I am unable to attend the hearing on February 2 regarding this agenda issue (Docket Number 160101-WS) but would like to be on record as strongly opposing the increase.

Please let me know what else we can do to prevent this increase from occurring.

I may be reached at via email at jsauger@yahoo.com.

Sincerely,
Jeff Sauger

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 10:50 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122393

CUSTOMER INFORMATION

Name: LYNN THAMES
Telephone: (407) 497-6234
Email: lthames@logogram.com
Address: 208 wimbledon circle lake mary FL 32746

BUSINESS INFORMATION

Business Account Name: LYNN THAMES
Account Number: 107361-90830
Address: 208 wimbledon circle lake mary FL 32746

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I AM VERY CONCERNED ABOUT SEMINOLE COUNTY INCREASING OUR WATER RATE BY 100% AND DECREASING OTHER FOLKS. WATER IS NOT SOMETHING YOU CAN STOP USING....IT IS A NECESSITY ITEM THAT I CANNOT LIVE WITHOUT. WHY ARE YOU INCREASING SOME FOLKS AND DECREASING OTHERS? PLEASE SEND ME THE LIST OF THE RATES PER AREA OF WHO YOU HAVE PLANNED ON PAYING MORE AND LESS.

PLEASE STOP THIS!

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 10:43 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122392

CUSTOMER INFORMATION

Name: Ronald Dunfee
Telephone: (407) 766-2705
Email: rmdunfee@gmail.com
Address: 234 Duncan trail longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Veronica Dunfee
Account Number: 1827060901
Address: 234 Duncan trail Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

We are very unhappy about the proposed rate hike in our community!

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 10:22 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122391

CUSTOMER INFORMATION

Name: Louis duTreil
Telephone:
Email:
Address: 115 Colyer Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Louis duTreil
Account Number:
Address: 115 Colyer Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I am filling a complaint like many others to say how unfair the price increase for our water and wastewater is. My family is on a tight income and to double our water bill and see that our area will be paying for the most increase is just absurd. I can understand reasonable increases but to say our water bill will double is just crazy.

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From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 9:19 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122390

CUSTOMER INFORMATION

Name: Nancy Barton
Telephone: (407) 869-7976
Email: SFBarton@cfl.rr.com
Address: 572 Whisperwood DR lmgwood FL 32779

BUSINESS INFORMATION

Business Account Name: Nancy Barton
Account Number:
Address: 572 Whisperwood DR lmgwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Please no more rate increases. It is not warranted and it is not necessary. We are tired of not having a voice and the big companies all get what they want.

Docket 160101

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 9:07 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 122389

CUSTOMER INFORMATION

Name: Jessica Denham
Telephone: (407) 620-5077
Email: mommy2izzy@gmail.com
Address: 120 COLYER DR LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: Jessica Denham
Account Number: 9074310000
Address: 120 COLYER DR LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Adding to Docket 160101

I am adding myself to the docket already in place to dispute the rate increases being proposed by Utilities Inc that will more then double our bill each month.