

**Collin Roehner**

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**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Wednesday, February 01, 2017 3:33 PM  
**To:** 'JM Woodward'  
**Subject:** RE: FPSC Docket # 160101-WS - Deny water rate increase/consolidation for Utilities Inc. of Florida

Good afternoon Ms. Woodward,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

**From:** JM Woodward [<mailto:rockeysheltie@gmail.com>]  
**Sent:** Wednesday, February 01, 2017 3:13 PM  
**To:** Records Clerk  
**Cc:** Judy Woodward  
**Subject:** FPSC Docket # 160101-WS - Deny water rate increase/consolidation for Utilities Inc. of Florida

To the Director, Office of Commission Clerk,

Please find attached my letter and exhibits referencing Docket 160101-WS and urging you to Deny the request by Utilities Inc. of Florida to increase water rates and do a statewide rate consolidation.

Respectfully,  
Judy M. Woodward  
1218 Sunshine Tree Blvd.  
Longwood, Florida 32779  
Customer of the Seminole-Sanlando water district

February 1, 2017

Judy M. Woodward  
1218 Sunshine Tree Blvd.  
Longwood, Fl. 32779  
Seminole County  
[rockeysheltie@gmail.com](mailto:rockeysheltie@gmail.com)

Florida Public Service Commission  
Director, Office of Commission Clerk  
2540 Shumard Oak Blvd.  
Tallahassee, Fl. 32399-0870  
[clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us)

Re: Docket No. 160101-WS, Utilities, Inc. of Florida

To the Director of the Florida Public Service Commission,

**I am writing to ask that you DENY this astronomical Utilities Inc. of Florida water rate increase request.** This increase would make our bills skyrocket ranging from 131% for 5,000 gallons to 71% for 70,000 gallons in the Seminole-Sanlando water district. This would place an unbearable hardship on all of these customers.

I have been a resident at the same address and a customer of Sanlando Utilities/Utilities Inc. for 30 years. **This utility has done nothing but request astronomical rate increases over the past 10 years and it must stop now!** How can residents be expected to keep swallowing these huge increases? **Their first increase of over 100% was back in 2007.** The total rate increases over the last 30 years for this Utility (using average cost per gallon) have been **between 367% and 467%** based on my bills and usage (**with only 27% to 33% of that occurring in my first 20 years here from 1986 to 2006!**). If this increase were to be approved that percentage would increase to **between 738% and 870%** over the past 30 years. **This is absurd, insane, and ludicrous!** See attached exhibits B, C and D for documentation substantiating these percentages.

**Furthermore, the consolidation into a "uniform rate structure" across all of their utility holdings in the state must be DENIED.** We in Seminole-Sanlando should not be expected to pick up the tab for utility districts in other areas of the state. You cannot pour us all into one barrel. The factors surrounding our water supplies, treatment, and delivery are not all the same. **Based on my research, I would like to list some of the factors I found that can directly contribute to and justify the "disparity" of water utility rates depending on the area we live in:**

- o Source of Water and Quality of Water
- o Treatment Requirements of Water
- o Type of Infrastructure Used and Replacement Cost
- o Density of the Population Served
- o Improvements Required to Meet Regulatory Requirements
- o Decreased Water Consumption (Appliances, Irrigation, Conservation Efforts)
- o Mandatory Water Usage Restrictions
- o Efficiency of Management and Technology to Achieve Lowest Possible Cost
- o Acquisition Upgrade Costs

**And let me throw in, why not give customers who must irrigate regularly the option to choose between the "Residential" and the "General Service" rates (which would cost less for many people)?**

I am including the following historical water rate information based on my bills and usage. You will find my supporting bills in attached Exhibits B, C and D. ***My calculated percentages and amounts are accurate to the best of my knowledge and understanding.***

**See EXHIBIT B (the first astronomical rate increase I incurred 10 years ago)**

<u>Bill Date</u>	<u>Gallon Usage</u>	<u>Cost</u>	Since June 2007	<u>Avg Cost per Gallon</u>	Since June 2007
			<u>Incr TO-DATE based on Actual Cost</u>		<u>Incr TO-DATE based on Avg Cost/Gallon</u>
June 2007	72,440	37.42		.000517	
July 2007	44,530	48.46	29.50%	.001088	110.44%
June 2008	73,380	80.57	115.31%	.001098	112.37%

**See EXHIBIT C (10 year increments based on approximately 35,000 gallons)**

Bill Date	Gallon Usage	Cost	Since July 1986 Incr TO-DATE based on Actual Cost	Avg Cost per Gallon	Since July 1986 Incr TO-DATE based on Avg Cost/Gallon
July 1986	38,420	16.93		.000441	
Sep 1996	35,730	18.34	8.32%	.000513	16.32%
Nov 2006	33,110	19.52	15.29%	.000590	33.78%
Sep 2016	32,170	66.30	291.61%	.002061	367.34%
Sep 2016 with Proposed Rates	32,170	119.01	602.95%	.003699	738.77%

**Note – using the “General Service” rate, this “proposed cost” would be 99.69 (not 119.01)**

**See EXHIBIT D (10 year increments based on approximately 70,000 gallons)**

Bill Date	Gallon Usage	Cost	Since June 1988 Incr TO-DATE based on Actual Cost	Avg Cost per Gallon	Since June 1988 Incr TO-DATE based on Avg Cost/Gallon
June 1988	68,270	27.55		.000404	
May 1996	65,290	29.86	8.38%	.000457	13.11%
Sep 2006	70,330	36.23	31.50%	.000515	27.47%
July 2016	75,420	172.88	527.51%	.002292	467.32%
July 2016 with Proposed Rates	75,420	295.79	973.64%	.003922	870.76%

**Note – using the “General Service” rate, this “proposed cost” would be 233.74 (not 295.79)**

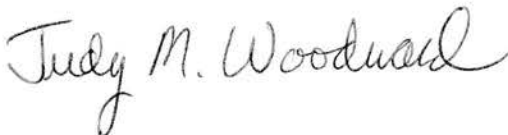
**Additional Notes**

Example in FPSC Bulletin, Jan. 2017: 5,000 gal. current cost = 9.24, using proposed rate = 21.39  
(**131.49% increase**)  
My most recent bill, Dec. 28, 2016: 42,770 gal. current cost = 92.42, using proposed rate = 162.34  
( **75.65% increase**)  
A Comparison on 70,000 Gal.: 70,000 gal. current cost = 159.54, using proposed rate = 273.64  
( **71.51% increase**)

**THERE IS NO WAY TO PUT A “FIXED INCREASE” PERCENTAGE ON THESE “TIERED” INCREASES. USAGE DRIVES IT ALL !!!**

**NOTE – all of the amounts are calculated to include the 4% Seminole County Tax**

Respectfully,



Judy M. Woodward

Attachments: Exhibits B, C and D

CC Office of Gov. Rick Scott – [Rick.scott@eog.myflorida.com](mailto:Rick.scott@eog.myflorida.com)  
Office of Public Counsel – [woods.monica@leg.state.fl.us](mailto:woods.monica@leg.state.fl.us)  
State Representative Scott Plakon – [scott.plakon@myfloridahouse.gov](mailto:scott.plakon@myfloridahouse.gov)  
State Senator David Simmons – [simmons.david.web@flsenate.gov](mailto:simmons.david.web@flsenate.gov)  
PSC Office of Consumer Assistance and Outreach – [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Remittance Address:  
 SANLANDO UTILITIES CORP  
 PO BOX 160609  
 ALTAMONTE SPG FL 32716-0609

For Service or Billing Inquiries Call:  
 407-869-1919  
 To Pay By Credit or Debit Card, Call 1-877-527-7852.  
 A Convenience Fee Will Be Charged.

Account Information		Description of Charges	
Account #	00680 410330 1	PRIOR BALANCE	\$0.00
Service Addr.	1218 SUNSHINE TREE BLVD	WATER	\$35.98
Bill Date	06/06/07 Due Date 06/26/07	SEMINOLE COUNTY TAX	\$1.44
Prior Read	04/26/07 6597580		
Current Read	05/29/07 6670020		
Usage	72440		
# of days this period	33		
Average daily usage	2195		
Average daily water cost	\$1.09		
Average daily sewer cost	\$0.00		
Last Payment	05/22/07 \$23.57		

0005765  
**EXHIBIT B**

THIS BILL IS DUE UPON RECEIPT. PAYMENT IS REQUIRED BY THE DUE DATE. Please Pay \$37.42

\*\*\*\* PLEASE VISIT OUR WEBSITE AT [www.uiwater.com](http://www.uiwater.com) \*\*\*\*

Remittance Address:  
 SANLANDO UTILITIES CORP  
 PO BOX 160609  
 ALTAMONTE SPG FL 32716-0609

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 407-869-1919  
 To Pay By Credit or Debit Card, Call 1-877-527-7852.  
 A Convenience Fee Will Be Charged.

Account Information		Description of Charges	
Account #	00680 410330 1	PRIOR BALANCE	\$0.00
Service Addr.	1218 SUNSHINE TREE BLVD	WATER	\$46.60
Bill Date	07/10/07 Due Date 07/30/07	SEMINOLE COUNTY TAX	\$1.86
Prior Read	05/29/07 6670020		
Current Read	06/27/07 6714550		
Usage	44530		
# of days this period	29		
Average daily usage	1536		
Average daily water cost	\$1.61		
Average daily sewer cost	\$0.00		
Last Payment	06/13/07 \$37.42		

THIS BILL IS DUE UPON RECEIPT. PAYMENT IS REQUIRED BY THE DUE DATE. Please Pay \$48.46



Sanlando Utilities Corp  
 Customer Service: (800) 272-1919  
 Collections: (800) 272-1919  
 Phone: (800) 272-1919  
[www.uiwater.com](http://www.uiwater.com)

Bill Date	Account Number	Due Date	Please Pay
06/04/2008	6658010000	6/24/2008	\$ 80.57

Name JUDY M WOODWARD Primary Telephone # (407) 682-5602  
 Service Address 1218 SUNSHINE TREE BLVD, LONGWOOD, FL, 32779

Activity Since Last Bill

Previous Balance	\$0.00
Payments received as of 06/04/2008	\$0.00
Balance as of 06/04/2008	\$0.00

Residential Water Service

Water Base Charge	\$4.25
10,000 gallons at \$0.54 per 1,000 gallons up to 10,000 gallons	\$5.40
Remaining 63,380 gallons at \$1.07 per 1,000 gallons	\$67.82
Seminole County Tax @ 4%	\$3.10
<b>Total Residential Water Service</b>	<b>\$80.57</b>

Summary of Service	
Meter Reading	Meter # 097426660
Current	7110680 05/21/2008
Previous	7037300 04/23/2008
Usage	73,380 Gallons
Number of Days:	28
Average Daily Use:	2,621 Gallons
Average Daily Cost:	\$ 2.88

Billing History	
90	
80	
70	
60	
50	
40	
30	
20	
10	
0	

SERVICE ADDRESS				SERVICE NUMBER
18 SUNSHINE TREE BL				D1033003
RVCE	CURRENT READING*	PREVIOUS READING*	CONSUMPTION	AMOUNT
TER	995	957	38420	16.93
PLEASE OBSERVE DELINQUENCY DATE.				
METER READ	PAYMENT IS DELINQUENT AFTER		AMOUNT DUE	
7/18/86	8/17/86		16.93	

SERVICE ADDRESS				SERVICE NUMBER
1218 SUNSHINE TREE BL				D1033003
SERVICE	CURRENT READING*	PREVIOUS READING*	CONSUMPTION	AMOUNT
COUNTY TAX				0.71
WATER	8033	7997	35730	17.63
FOR YOUR CONVENIENCE, A 24 HOUR DROP IS AVAILABLE.				
METER READ	PAYMENT IS DELINQUENT AFTER		AMOUNT DUE	
9/19/96	10/17/96		18.34	

\* READING SHOWS NEAREST THOUSAND GALLONS

**EXHIBIT C**

**Customer Service Information Please Retain for Your Records**  
 Remittance Address: SANLANDO UTILITIES CORP  
 PO BOX 160609  
 ALTAMONTE SPG FL 32716-0609  
 For Service or Billing Inquiries Call: 407-869-1919  
 To Pay By Credit or Debit Card, Call 1-877-527-7852.  
 A Convenience Fee Will Be Charged.

Account Information		Description of Charges	
Account #	00680 410330 1	PRIOR BALANCE	\$0.00
Service Addr.	1218 SUNSHINE TREE BLVD	WATER	\$18.77
Bill Date	11/06/06 Due Date 11/26/06	SEMINOLE COUNTY TAX	\$0.75
Prior Read	09/28/06 6339040		
Current Read	10/24/06 6372150		
Usage	33110		
# of days this period	26		
Average daily usage	1273		
Average daily water cost	\$0.72		
Average daily sewer cost	\$0.00		
Last Payment	10/23/06 \$29.66		
THIS BILL IS DUE UPON RECEIPT. PAYMENT IS REQUIRED BY THE DUE DATE.		Please Pay	\$19.52
PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER			



**Utilities Inc of Florida-Sanlando**  
 Customer Service: (866) 842-8432  
 Collections: (866) 842-8432  
 Emergency Phone: (866) 842-8432  
 www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
09/29/2016	6658010000	10/21/2016	\$66.30

**Summary of Service**

Meter Reading Meter # 11650509  
 Current 1729270 09/22/2016  
 Previous 1697100 08/22/2016  
 Usage 32,170 Gallons  
 Number of Days: 31  
 Average Daily Use: 1,037.74 Gallons  
 Average Daily Cost: \$2.14  
 Register Constant: 1

**Billing History**  
in dollars

**Consumption History**  
in gallons

Name JUDY M WOODWARD Primary Phone # (407) 682-5602  
 Service Address 1218 SUNSHINE TREE BLVD, LONGWOOD, FL, 32779

**Activity Since Last Bill**

- Previous Balance \$61.28
- Payments received as of 09/29/2016 -\$61.28
- Balance as of 09/29/2016 \$0.00

**Residential Water Service**

- Water Base Charge \$4.49
- First 6,000 gallons at \$0.95 per 1,000 gallons \$5.70
- Next 9,000 gallons at \$1.43 per 1,000 gallons \$12.87
- Remaining 17,170 gallons at \$2.37 per 1,000 gallons \$40.69
- Seminole County Tax @ 4% \$2.55
- Total Residential Water Service \$66.30
- Total Amount Due \$66.30**

SERVICE ADDRESS				SERVICE NUMBER
1218 SUNSHINE TREE BL				D1033003
SERVICE	CURRENT READING*	PREVIOUS READING*	CONSUMPTION	AMOUNT
JNTY TAX				1.15
SEWER	7835	7770	65290	28.71
CITY OFFICE MAY PUT LABEL ON BILL PLEASE PRINT & AMT DUE PEEL LABEL CAREFULLY				
METER READ		PAYMENT IS DELINQUENT AFTER		AMOUNT DUE
5/13/96		6/17/96		29.86

SERVICE ADDRESS				SERVICE NUMBER
1218 SUNSHINE TREE BL				D1033003
SERVICE	CURRENT READING*	PREVIOUS READING*	CONSUMPTION	AMOUNT
WATER	1694	1626	68270	27.55
ASK FOR OUR REPORT ON HOME WATER TREATMENT DEVICES.				
METER READ		PAYMENT IS DELINQUENT AFTER		AMOUNT DUE
6/13/88		7/17/88		27.55

**EXHIBIT D**

**Customer Service Information Please Retain for Your Records**  
 Remittance Address: SANLANDO UTILITIES CORP  
 PO BOX 160609  
 ALTAMONTE SPG FL 32716-0609  
 For Service or Billing Inquiries Call: 407-869-1919  
 To Pay By Credit or Debit Card, Call 1-877-527-7852.  
 A Convenience Fee Will Be Charged.

Account Information		Description of Charges	
Account #	00680 410330 1	PRIOR BALANCE	\$0.00
Service Addr.	1218 SUNSHINE TREE BLVD	WATER	\$34.84
Bill Date	09/07/06 Due Date 09/27/06	SEMINOLE COUNTY TAX	\$1.39
Prior Read	07/27/06 6213210		
Current Read	08/28/06 6283540		
Usage	70330		
# of days this period	32		
Average daily usage	2198		
Average daily water cost	\$1.09		
Average daily sewer cost	\$0.00		
Last Payment	08/17/06 \$29.28		

THIS BILL IS DUE UPON RECEIPT. PAYMENT IS REQUIRED BY THE DUE DATE. Please Pay **\$36.23**

PLEASE PROVIDE YOUR SERVICE ADDRESS PHONE NUMBER ON THE NEXT REMITTANCE FORM

Bill Date	Account Number	Due Date	Please Pay
07/31/2016	6658010000	08/22/2016	\$172.88

Name JUDY M WOODWARD Primary Phone # (407) 682-5602  
 Service Address 1218 SUNSHINE TREE BLVD, LONGWOOD, FL, 32779

Activity Since Last Bill	Amount
Previous Balance	\$63.50
Payments received as of 07/31/2016	-\$63.50
Balance as of 07/31/2016	\$0.00
<b>Residential Water Service</b>	
Water Base Charge	\$0.13
First 171 gallons at \$0.95 per 1,000 gallons	\$0.16
Next 258 gallons at \$1.42 per 1,000 gallons	\$0.37
Remaining 1,726 gallons at \$2.36 per 1,000 gallons	\$4.07
Seminole County Tax @ 4%	\$0.19
Total Residential Water Service	\$4.92
<b>Residential Sewer Service</b>	
Water Base Charge	\$4.36
First 5,829 gallons at \$0.95 per 1,000 gallons	\$5.54
Next 8,742 gallons at \$1.43 per 1,000 gallons	\$12.50
Remaining 58,694 gallons at \$2.37 per 1,000 gallons	\$139.10
Seminole County Tax @ 4%	\$6.46
Total Residential Sewer Service	\$167.96
<b>Total Amount Due</b>	<b>\$172.88</b>

**Summary of Service**

Meter Reading Meter # 11660509  
 Current 1666970 07/27/2016  
 Previous 1591550 06/22/2016  
 Usage 75,420 Gallons  
 Number of Days: 35  
 Average Daily Use: 2,154.86 Gallons  
 Average Daily Cost: \$4.94  
 Register Constant: 1

**Billing History**  
in dollars

**Consumption History**  
in gallons