

**Collin Roehner**

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**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Wednesday, February 01, 2017 3:46 PM  
**To:** 'Missy MacKenzie'  
**Subject:** RE: Doc #160101-WS

Good afternoon Ms. George,

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

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**From:** Missy MacKenzie [<mailto:missymackenzie@hotmail.com>]  
**Sent:** Wednesday, February 01, 2017 3:40 PM  
**To:** Records Clerk  
**Subject:** Doc #160101-WS

I am writing you to express the disbelief that I and many of my neighbors within your district feel regarding the upcoming utility rate increase proposed by Utilities, Inc. in the Seminole County/Longwood area. We have all read what little information is available on the exact reasons for this rate increase, this drastic and immediate water bill increase will have a huge adverse impact on your constituents.

While we understand that rate increases are typically needed for capital improvements and maintenance of our water system, we fail to understand why such a large sum is needed by Utilities, Inc. from our neighborhood. The fact that Utilities, Inc. wants to set a 'statewide rate' for the previously individual utility companies (Sanlando Utilities in our case) means that our extra dollars we will be paying for capital improvements across the state. The notion that your constituents in Longwood will be paying double (or more) for our water in order to pay for upgrades in some other county is unacceptable...much the same way that paying more in Seminole County to fund new schools in Pinellas County (or any other county) would be.

We have all reviewed the available financial data for Utilities, Inc. on the Florida Public Service Commission website. In the 2015 financials, it shows that Utilities, Inc. has an approved Return on Equity (e.g., profit margin) of 10.69%. Therefore, it seems that our water utility has a guaranteed margin built into the system, and then wishes to charge us for capital improvements from which we will never benefit (we have never been provided with an itemized list of capital improvements in the Sandlando area which will be funded by our increase).

Water is a basic need, and we are served by a monopoly. Your constituents are left with no options, other than to have our elected representatives take up our fight. Please fight for us at the public hearing on February 2 in Altamonte Springs, and behind the scenes! We very much need your help and backing on this issue.

Sincerely

Melissa George