

Collin Roehner

From: Ruth McHargue
Sent: Wednesday, February 01, 2017 5:25 PM
To: Consumer Correspondence
Cc: Janet Brunson; Diane Hood
Subject: FW: To CLK Docket 160101
Attachments: E-Form Other Complaint TRACKING NUMBER 122435; E-Form Other Complaint TRACKING NUMBER 122437; E-Form Other Complaint TRACKING NUMBER 122441; E-Form Other Complaint TRACKING NUMBER 122442; E-Form Other Complaint TRACKING NUMBER 122444; E-Form Other Complaint TRACKING NUMBER 122445; E-Form Other Complaint TRACKING NUMBER 122446

[Customer correspondence](#)

From: Diane Hood
Sent: Wednesday, February 01, 2017 4:18 PM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copies on file. DHood

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, February 01, 2017 4:11 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122446

CUSTOMER INFORMATION

Name: Diane O'Halloran
Telephone: (863) 660-0506
Email: dohall1@aol.com
Address: 397 Winchester Place Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Diane O'Halloran
Account Number:
Address: 397 Winchester Place Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Complaint about the price gouging of Utilities Inc. by the huge increase of water/wastewater price charging to us consumers, more than doubling the rate.

It is not affordable to a senior like me on a fixed income.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, February 01, 2017 2:34 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122445

CUSTOMER INFORMATION

Name: Keith Barton
Telephone: (321) 331-1362
Email: barton1014@gmail.com
Address: 100 Ludlow Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Keith Barton
Account Number: 7505400000
Address: 100 Ludlow Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I have received the proposed rate increases from Utilities Inc, and Sanlando Utilities et all. Reading through the proposal I fail to see justification for I as a consumer to pay for the capital improvements they are proposing. They are a For Profit Utility and as such their investors and/or shareholders should bear the financial burden of said investments. Please do not approve this huge increase which will burden current residents and in addition make our communities less attractive to new residents due to the high costs of needed utilities.

Regards,
Keith A Barton

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, February 01, 2017 1:57 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122444

CUSTOMER INFORMATION

Name: Robert Wilson
Telephone: (407) 571-9228
Email:
Address: 622 Longmeadow Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Robert Wilson
Account Number:
Address: 622 Longmeadow Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I am writing to express my strong opposition to the outrageous proposed rate increase by Utilities, Inc. The proposed rate change would increase our average water bill in Seminole County by more than 100%. Most consumers are either on a fixed income or receive an annual raise of 2-3%, making a 100% plus increase in water bills completely unaffordable. I strongly urge the committee to either deny the rate change requested by Utilities, Inc. or to significantly cut the rate increase back.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, February 01, 2017 12:59 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122442

CUSTOMER INFORMATION

Name: Miriam Starr
Telephone: (407) 389-0301
Email: mstarr13@cfl.rr.com
Address: 208 Weeping Elm Lane Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Miriam Starr
Account Number:
Address: 208 Weeping Elm Lane Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

The proposed increase by Utilities Inc will create a hardship on the residents of the Longwood neighborhoods who are looking at an approximately 200% increase in their water and wastewater bills. While I understand the utilities desire to normalize rates in all of their territories, imposing such an increase in this area impose a hardship to folks on fixed incomes which may lead to having to make a decision on water or food or medication.

If normalization is the goal across the state it needs to be done in very small increases over time so that people can adjust to these change.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, February 01, 2017 12:23 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122441

CUSTOMER INFORMATION

Name: Jason Penn
Telephone: (407) 810-8848
Email: jpluma7@yahoo.com
Address: 216 Springside Road Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Jason Penn
Account Number: 6448222762
Address: 216 Springside Rd Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The current rate hikes requested are exorbitant and should not be approved as they will place immediate hardship on all effected residents. If any increases are approved they should be phased in over time in lesser amounts to allow residents time to modify budgets or look for a lower cost area to move to.

Thank you for your consideration in this matter.

Jason Penn

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 31, 2017 9:01 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122437

CUSTOMER INFORMATION

Name: Deborah Carswell
Telephone: (407) 331-8761
Email: carswed@aol.com
Address: 2 Sleepy Hollow Cove Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Deborah Carswell
Account Number:
Address: 2 Sleepy Hollow Cove Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The proposed rate increase of ovee 150% are totally unacceptable. As a retired former public servent of Florida I will not get a 150% raise on my Social Security nor retirement benefits.

Water is NOT a luxury! Shall I only "flush" once a day? Not wash dishes, shower or do laundry? Tell me!!

This is unfair to seniors,single parents, middle and lower class residents!

I have already cut watering my yard as it should be.When I installed an irrigation system I called the company to request a meter for yard watering but no one ever returned my call.

NO HUGE rate hike!!!!

Sincerely, Deb Carswell

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 31, 2017 7:06 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122435

CUSTOMER INFORMATION

Name: Clarke Arndt
Telephone: (407) 870-3459
Email: ClarkeArndt@gmail.com
Address: 436 twisting line circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Clarke Arndt
Account Number:
Address: 436 twisting line circle Longwood FL 32779

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
Water company rate increase if utility Inc

The PAC allowed a purchase of our local water company that served us well to be purchased by a Canadian company who wants to make huge profits on my back, allowing a 209% rate increase is outrageous , there should be no increase as the water company we had was fine. This rate increase is not in my interest it is only in the Canadian company's profit interest- the PAC should be ashamed of themselves to allow this issue to even occur let alone grass ny rate increase, does everyone think money falls from the sky!!! Do your job and allow no rate increase u