

**Collin Roehner**

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**From:** Janet Brunson  
**Sent:** Friday, February 03, 2017 9:59 AM  
**To:** 'missymackenzie@hotmail.com'  
**Cc:** Consumer Correspondence  
**Subject:** Docket No. 160101-WS - Utilities Inc. of Florida Rate Increase

Dear Ms. MacKenzie:

Thank you for contacting the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269 and 160101) for consideration.

PSC customer service hearings were held in January and February 2017, throughout UIF's service territory for Commissioners to hear directly from customers about UIF's rate request and service. UIF will provide its customers with a hearing notice, including hearing dates, times, and locations. In addition to all correspondence provided to the PSC, customer comments made during those hearings will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

The PSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, PSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the PSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101.

Sincerely,

Bev DeMello  
Assistant Director

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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