

Collin Roehner

From: Ruth McHargue
Sent: Friday, February 03, 2017 10:08 AM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 160101
Attachments: E-Form Other Complaint TRACKING NUMBER 122447; E-Form Other Complaint TRACKING NUMBER 122448; E-Form Other Complaint TRACKING NUMBER 122449; E-Form Other Complaint TRACKING NUMBER 122450; E-Form Other Complaint TRACKING NUMBER 122451; E-Form Other Complaint TRACKING NUMBER 122452; E-Form Other Complaint TRACKING NUMBER 122453; E-Form Other Complaint TRACKING NUMBER 122454; E-Form Other Complaint TRACKING NUMBER 122455; Increased rates

Customer correspondence

From: Diane Hood
Sent: Friday, February 03, 2017 8:29 AM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copies on file. DHood

Collin Roehner

From: Patricia Gooden <patgoo3200@gmail.com>
Sent: Thursday, February 02, 2017 10:39 AM
To: Consumer Contact
Subject: Increased rates

First let me say we cannot afford a rate increase -Living on a fixed budget it is difficult enough to make the current payments= We are very frugal with our water use - Perhaps you should look to commercial users to increase rate

Secondly If the PSC is to represent citizens in Fl why are you giving out info to justify the rate increase for Lake Utilities

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, February 02, 2017 10:10 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122455

CUSTOMER INFORMATION

Name: richard macmillan
Telephone: (407) 461-3831
Email: rk.macmillan@gmail.com
Address: 215 weeping elm lane longwood FL 32779

BUSINESS INFORMATION

Business Account Name: richard macmillan Account Number:
Address: 215 weeping elm lane longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I do not believe the rationale to distribute the cost for water over multiple service areas is fair and equitable. Residents of Seminole County should have to bear the burden of upgrading water service in Pasco County. Our water bill has already increased over recent years and this proposal more than doubles our cost. Many residents in my neighborhood are retired and living on a fixed income as well. This increase is an outrage and based upon greed and should be denied.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, February 02, 2017 7:55 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122454

CUSTOMER INFORMATION

Name: Mark Humphreys
Telephone:
Email: mhumphreys@cfl.rr.com
Address: 120 Plametto Court Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Mark Humphreys
Account Number: 8531400000
Address: 120 Plametto Court Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Thank you for taking the time to read this..

Our water and sewer provider, Utilities Inc of Florida-Sanlando is proposing a rate increase that will almost triple the average bill in our communities. Have they a need for new or replacement infrastructure? It seems reckless for them to raise the rate by such a large proportion! Many are complaining on behalf of those residents in our community on fixed incomes, I am commenting for all of our residents who could do without the added financial burden! We do not have a choice when it comes to this water and sewer supplier, they have a monopoly, thankfully we have the Florida Public Service Commission to stand up for us!!

Thank you once again!

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, February 02, 2017 6:37 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122453

CUSTOMER INFORMATION

Name: Michael Stricker
Telephone: (407) 788-1434
Email: info4mjs@yahoo.com
Address: 133 Ridgewood Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Joy A Stricker
Account Number:
Address: 133 Ridgewood Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

The proposed rate increase is outrageous. A 1 year old Wall Street Journal article lists the top 10 most expensive cities in the country for water. They are all in the \$750 to \$825 per year. These include cities in California, West Virginia, Pennsylvania and Michigan. California cities are most noteworthy since they are similar to our area due to need for outdoor watering year round. Some cities are controlled by private companies and some are public but in all cases they are still in the top 10. If one considers that approximately 2/3 of our water bill is for water (not sewer), a doubling in the cost of just water will cause most of our bills to be 30% higher than the highest city in the country.

Furthermore, we've been being gouged on electric bills by listening to the utilities tell us for years that they are going to improve the power distribution systems and yet nothing has been done. I submit for consideration that the same is happening here. The quality of water is horrible and it is causing damage to the pipes in our homes but yet we are responsible for the repair. Utilities Inc is going to collect our money for a long period of time and will make money on it to no benefit of us or will use it for bonuses for their employees and managers as they laugh at us all the way to their banks.

But lastly, there is obviously intentional deceit taking place. Meetings have been rescheduled at the last moment and why else would a meeting be scheduled at 9:30 AM when most residents are at work. They deliberately scheduled this time to hope for a minimal turnout so that they could say people just don't care.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, February 02, 2017 12:35 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122452

CUSTOMER INFORMATION

Name: Merihelen Murphy
Telephone: (407) 788-6084
Email: merihelen@embargmail.com
Address: 228 Berkshire Circle West Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Merihelen Murphy
Account Number: 4348500000
Address: 228 Berkshire Circle West Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The rate increase being asked for by Utilities Inc, Sanlando is outrageously high and will cause a hardship on consumers. Especially the seniors who are on fixed incomes. Many of us have lived in our homes for many years and can not afford this huge increase.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, February 01, 2017 8:53 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122451

CUSTOMER INFORMATION

Name: Melissa Ward-Spauldig
Telephone: (407) 463-0159
Email: missyward@gmail.com
Address: 501 Sweetwater Club Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Beaudon Spaulding Account Number:
Address: 501 Sweetwater Club Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I want to go on record that I am against Utilities, In.'s plan to increase their rates as dramatically as they plan for Seminole County Residents. I am also planning on protesting the state regulators who grant them the ability to do so as it is tantamount to condoning price gouging in a monopoly situation.

PSC was contacted previously

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, February 01, 2017 8:43 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122450

CUSTOMER INFORMATION

Name: Philip Picardat
Telephone: (321) 299-4053
Email: law0967@gmail.com
Address: 216 W Berkshire Circle Apopka FL 32779

BUSINESS INFORMATION

Business Account Name: Philip Picardat
Account Number:
Address: 216 W Berkshire Circle Apopka FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Regarding: Utilities, Inc. of Florida rate increase request Docket No. 160101-WS Utilities, Inc. states that they are asking for a 7.5% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, our area of Seminole-Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease.

HOWEVER, consulting the Rate Schedule page (page 9):

1. - Residential and General Service - Base Facility Charge by Meter Size

- The proposed increase for a 5/8" x 3/4" meter INCREASES from \$4.49 to \$11.54, which represents an increase of \$7.05 (157% INCREASE) 2. - Charge per 1,000 gallons - Residential

- The proposed increase from \$.95 per 1,000 gallons (for the 1st 6,000 gallons), plus \$1.43 per 1,000 gallons (for 6,001 - 15,000 gallons) to \$1.97 per 1,000 gallons (for the 1st 8,000 gallons).

- Using this info, a hypothetical household currently would pay \$5.70 (6,000 gallons) + \$2.86 (2,000 gallons) for a total of \$8.56 (8,000 gallons) vs. the proposed rates of \$15.76 (8,000 gallons), which represents an increase of \$7.20 (84% INCREASE) 3. - Total for current household, using 8,000 gallons (including Seminole County Tax @ 4%): \$13.57; total for proposed household, using 8,000 gallons (including Seminole County Tax @ 4%): \$28.39 4. - Overall total increase (including Seminole County Tax @ 4%): \$14.82 (109% INCREASE) This rate increase will most certainly place a financial burden on the Citizens who can least afford it...the elderly who are on fixed incomes and low income families. A 100+% increase is unreasonable...access to AFFORDABLE water, to all Citizens, is crucial.

I implore the Florida Public Service Commission to deny this rate increase.

Sincerely,

Philip and Lisa Picardat

Unincorporated Seminole County

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, February 01, 2017 8:24 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122449

CUSTOMER INFORMATION

Name: Brian DeCosmo
Telephone: (407) 782-2425
Email: Bdecosmo@cfl.rr.com
Address: 491 Radebaugh Court Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Brian DeCosmo
Account Number:
Address: 401 Radebaugh Court Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Florida Public Service Commission
Director, Office of Communications Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Regarding: Utilities, Inc. of Florida rate increase request Docket No. 160101-WS Utilities, Inc. states that they are asking for a 7.5% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, our area of Seminole-Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease.

HOWEVER, consulting the Rate Schedule page (page 9):

1. - Residential and General Service - Base Facility Charge by Meter Size
- The proposed increase for a 5/8" x 3/4" meter INCREASES from \$4.49 to \$11.54, which represents an increase of \$7.05 (157% INCREASE) 2. - Charge per 1,000 gallons - Residential
- The proposed increase from \$.95 per 1,000 gallons (for the 1st 6,000 gallons), plus \$1.43 per 1,000 gallons (for 6,001 - 15,000 gallons) to \$1.97 per 1,000 gallons (for the 1st 8,000 gallons).
- Using this info, a hypothetical household currently would pay \$5.70 (6,000 gallons) + \$2.86 (2,000 gallons) for a total of \$8.56 (8,000 gallons) vs. the proposed rates of \$15.76 (8,000 gallons), which represents an increase of \$7.20 (84% INCREASE) 3. - Total for current household, using 8,000 gallons (including Seminole County Tax @ 4%): \$13.57; total for proposed household, using 8,000 gallons (including Seminole County Tax @ 4%): \$28.39 4. - Overall total increase (including Seminole County Tax @ 4%): \$14.82 (109% INCREASE) This rate increase will most certainly place a financial burden on the Citizens who can least afford it...the elderly who are on fixed incomes and low income families. A 100+% increase is unreasonable...access to AFFORDABLE water, to all Citizens, is crucial.

I implore the Florida Public Service Commission to deny this rate increase.

Brian DeCosmo
Unincorporated Seminole County

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, February 01, 2017 7:54 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122448

CUSTOMER INFORMATION

Name: Carrie Bell
Telephone:
Email:
Address: 307 Stonebridge Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Carrie Bell
Account Number:
Address: 307 Stonebridge Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

The company is about to raise our water and wastewater rates by almost 100%. I can understand a gradual raise, but some individuals have not budgeted for this hike. It could lead to multiple neighbors shutting off sprinklers, letting their lawns and landscaping go which would in turn make our now beautiful neighborhood of Sweetwater Oaks not as beautiful or appealing to live any longer.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, February 01, 2017 7:12 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122447

CUSTOMER INFORMATION

Name: Aaron Schuck
Telephone:
Email:
Address: 1400 Tracy Dee Way Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Aaron Schuck
Account Number: 7082700591
Address: 1400 Tracy Dee Way Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I would like to file a formal complaint in opposition to the proposed water rate increases as submitted to the council by Utilities Inc. I am vehemently against these rate increases that range up to 109% on several grounds. First and foremost, I believe the proposed rate increases are exorbitant beyond any reasonable standard no matter what explanation or attempted justification the utility provider wishes to use as a basis for the proposed rate hikes. Secondly, under no circumstances whatsoever should it be deemed reasonable or just to have the residents of Seminole County bear a disproportionate rate increase as compared to all other counties within the state that Utilities, Inc. services. The letter (notice) sent out by Utilities, Inc. with the proposed rate increases listed clearly shows, should the proposed rate hikes come to fruition, that the residents of Seminole County will overwhelmingly bear the biggest burden of all.

Furthermore, when one reads the letter, it is obvious that it is written at a level and in a manner, that is undoubtedly designed, at best, to confuse, and at worst, mislead the layman. I fear that the proposed rate increases as conveyed via the aforementioned letter are, in tandem, a predatory practice employed by Utilities, Inc. as a scare tactic to purposely deceive the residents of Seminole County by threatening to increase the water rates to the exorbitant and inflated amounts as purposed, only to then agree/propose to marginally increase rates at a price point the consumer will accept when, in fact, the marginal rate hikes were the true rate increases desired and subsequently obtained by Utilities, Inc. all along. If you're going to rob me, just tell me; don't rob me, lie to me, and act like you're doing me a favor all in the same breath.

Sincerely,

Aaron Schuck