

Collin Roehner

From: Angie Calhoun
Sent: Friday, February 10, 2017 4:06 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 160101
Attachments: FW PSC Contact Form; E-Form Improper Billing TRACKING NUMBER 122499; FW PSC Contact Form

Consumer correspondence

From: Diane Hood
Sent: Friday, February 10, 2017 4:04 PM
To: Angie Calhoun
Subject: To CLK Docket 160101

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Friday, February 10, 2017 1:06 PM
To: Consumer Contact
Subject: E-Form Repairs TRACKING NUMBER: 122503

CUSTOMER INFORMATION

Name: Kirby Clarke
Telephone: (863) 303-4608
Email: 13kirbyclarke13@gmail.com
Address: 1252 Blue Jay Rd Wauchula FL 33873

BUSINESS INFORMATION

Business Account Name: Kirby Clarke
Account Number: H26
Address: 1252 Blue Jay Rd Wauchula FL 33873

Water County Selected: Hardee

COMPLAINT INFORMATION

Complaint: Repairs against Charlie Creek Utilities, LLC

Details:

proposed significant increase was not accompanied by plan to get pipes up to current code presently pipes are thin walled PVC which are not allowed by today's standards This causes an inordinate amount of breakages water outages sand and PVC debris in the lines any help from this commission in this matter would be greatly appreciated. Sincerely

Kirby Clarke

Copies on file. DHood

Collin Roehner

From: Benjamin Legaspi
Sent: Friday, February 10, 2017 9:15 AM
To: Consumer Contact
Subject: FW: PSC Contact Form

-----Original Message-----

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Thursday, February 09, 2017 7:19 PM
To: Webmaster
Subject: PSC Contact Form

Contact from a Web user

Contact Information:
Name: Arthur Schmitt
Company:
Primary Phone:
Secondary Phone:
Email: art4755@verizon.net

Response requested? No
CC Sent? No

Comments:
Docket No. 160101
Outraged at yet again another rate increase by Utilities Inc for Summertree residents!!!

Collin Roehner

From: Benjamin Legaspi
Sent: Thursday, February 09, 2017 4:54 PM
To: Consumer Contact
Subject: FW: PSC Contact Form

-----Original Message-----

From: contact@psc.state.fl.us [<mailto:contact@psc.state.fl.us>]
Sent: Thursday, February 09, 2017 2:35 PM
To: Webmaster
Cc: jtmcgrade@gmail.com
Subject: PSC Contact Form

Contact from a Web user

Contact Information:

Name: Thomas McGrade
Company: Utilities inc
Primary Phone: (727) 857-0737
Secondary Phone: (727) 807-0907
Email: jtmcgrade@gmail.com

Response requested? Yes
CC Sent? Yes

Comments:

Concerns:

- 1: permanent safe water.
- 2: price increase is outrageous

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, February 09, 2017 4:35 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 122499

CUSTOMER INFORMATION

Name: CARL RIECHERS
Telephone: (407) 760-0546
Email: criechers@cfl.rr.com
Address: 205 W RIDGEWOOD CT LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: CARL RIECHERS
Account Number: 9649600000
Address: 205 W RIDGEWOOD CT LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Utilities, inc. is planning a HUGE rate increase for our area, 50% more than we are currently paying. This is outrageous especially for people on fixed incomes. Our bill is currently about \$65-90 per month and the are only two of us in our house. This rate increase will mean we will pay \$120-180/month for just average water useage. When we water our lawns in the summer, it will be 50% higher that that!! That is ludicrous. Making it even more unjust is they are lowering some peoples bills in other parts of the state, while doubling ours. If they need a rate increase, make it fair by raising everyone's rate a small amount all over the state, instead of raising our rates here in Seminole county drastically, when the rate increase in not justified. Since they have taken over from Sanlando Utilities, they have done no major improvements to any of our water system and we still don't have any re-claimed water in our area. I understand that they need rate increases over time, but not dramatic, unfair rate increases like this!!

I implore you to stop this huge rate increase that will dramatically affect people in our area of Seminole county.