

**Brandy Butler**

---

**From:** Records Clerk  
**Sent:** Friday, June 30, 2017 9:55 AM  
**To:** 'Gail Russakov'  
**Cc:** Consumer Contact  
**Subject:** RE: Utilities Inc. Rate Increase

Good Morning,

We will be placing your comments below in consumer correspondence in Docket No. 160101 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Brandy Butler  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-7123

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

From: Gail Russakov [<mailto:gailrussakov@me.com>]  
Sent: Thursday, June 29, 2017 6:19 PM  
To: Records Clerk  
Subject: Utilities Inc. Rate Increase

PSC Meeting Aug 3, 2017

I live in the Wekiva area that has water provided by Utilities Inc. I have lived in this house for 30 years and remember when I had quality water that did not require me to filter it before I used it for drinking or cooking. Since Utilities has taken over at times I can smell the chemicals they put into the water when taking a shower. I attended the local meeting and listened to how bad the pipes are in our area. I am not sure what they have been doing to improve the situation since they purchased the water rights. Since service has never improved since they took over the company I do not understand why our area should have our rates increased by over 100 percent. Please do not approve this rate increase as it will become a hardship for many people living in this area.

Thank You,

Gail Russakov  
306 Cambridge Dr.  
Longwood, FL 32779

## Brandy Butler

---

**From:** Ruth McHargue  
**Sent:** Friday, June 30, 2017 9:35 AM  
**To:** Records Clerk  
**Cc:** Hong Wang  
**Subject:** RE: Utilities Inc. Rate Increase

Docket 160101

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

From: Records Clerk  
Sent: Friday, June 30, 2017 8:16 AM  
To: Ruth McHargue  
Subject: FW: Utilities Inc. Rate Increase

Good Morning,

Please see the e-mail below. Please let us know whether this needs to be entered in CMS as consumer correspondence, and what docket it should be placed in.

Thank you.

Brandy Butler  
Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-7123

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

From: Gail Russakov [<mailto:gailrussakov@me.com>]  
Sent: Thursday, June 29, 2017 6:19 PM  
To: Records Clerk  
Subject: Utilities Inc. Rate Increase

PSC Meeting Aug 3, 2017

I live in the Wekiva area that has water provided by Utilities Inc. I have lived in this house for 30 years and remember when I had quality water that did not require me to filter it before I used it for drinking or cooking. Since Utilities has taken over at times I can smell the chemicals they put into the water when taking a shower. I attended the local meeting and listened to how bad the pipes are in our area. I am not sure what they have been doing to improve the situation since they purchased the water rights. Since service has never improved since they took over the company I do not understand why our area should have our rates increased by over 100 percent. Please do not approve this rate increase as it will become a hardship for many people living in this area.

Thank You,

Gail Russakov  
306 Cambridge Dr.

Longwood, FL 32779