

Sandra Soto

From: Sandra Soto on behalf of Records Clerk
Sent: Thursday, July 27, 2017 8:13 AM
To: 'Gail Russakov'
Cc: Consumer Contact
Subject: RE: Utilities,Inc. Florida Docket No. 20160101 rate increase request

Good morning Ms. Russakov,

We will be placing your comments below in consumer correspondence in Docket No. 20160101 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Sandra Soto
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
ssoto@psc.state.fl.us
(850) 413-6010

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

From: Gail Russakov [<mailto:gailrussakov@me.com>]
Sent: Wednesday, July 26, 2017 8:44 PM
To: Records Clerk; Consumer Contact
Subject: Utilities,Inc. Florida Docket No. 20160101 rate increase request

As I stated in my previous letter this rate increase at this high rate will cause many people hardship. Just discovered that this increase is about to be approved, why ?

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.

Gail Russakov
306 Cambridge Dr.
Longwood FL 32779