

**Sandra Soto**

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**From:** Hong Wang  
**Sent:** Thursday, July 27, 2017 3:14 PM  
**To:** Sandra Soto  
**Subject:** FW: Utilities, Inc. Florida Docket No. 20160101 rate increase request  
**Attachments:** image.png

**From:** Tom Ballinger <[TBalling@PSC.STATE.FL.US](mailto:TBalling@PSC.STATE.FL.US)>  
**Date:** July 27, 2017 at 1:40:32 PM EDT  
**To:** Carlotta Stauffer <[CStauffe@PSC.STATE.FL.US](mailto:CStauffe@PSC.STATE.FL.US)>  
**Subject:** Fwd: Utilities, Inc. Florida Docket No. 20160101 rate increase request

Please place in the correspondence side of the docket. Thanks.

Sent from my iPad

Begin forwarded message:

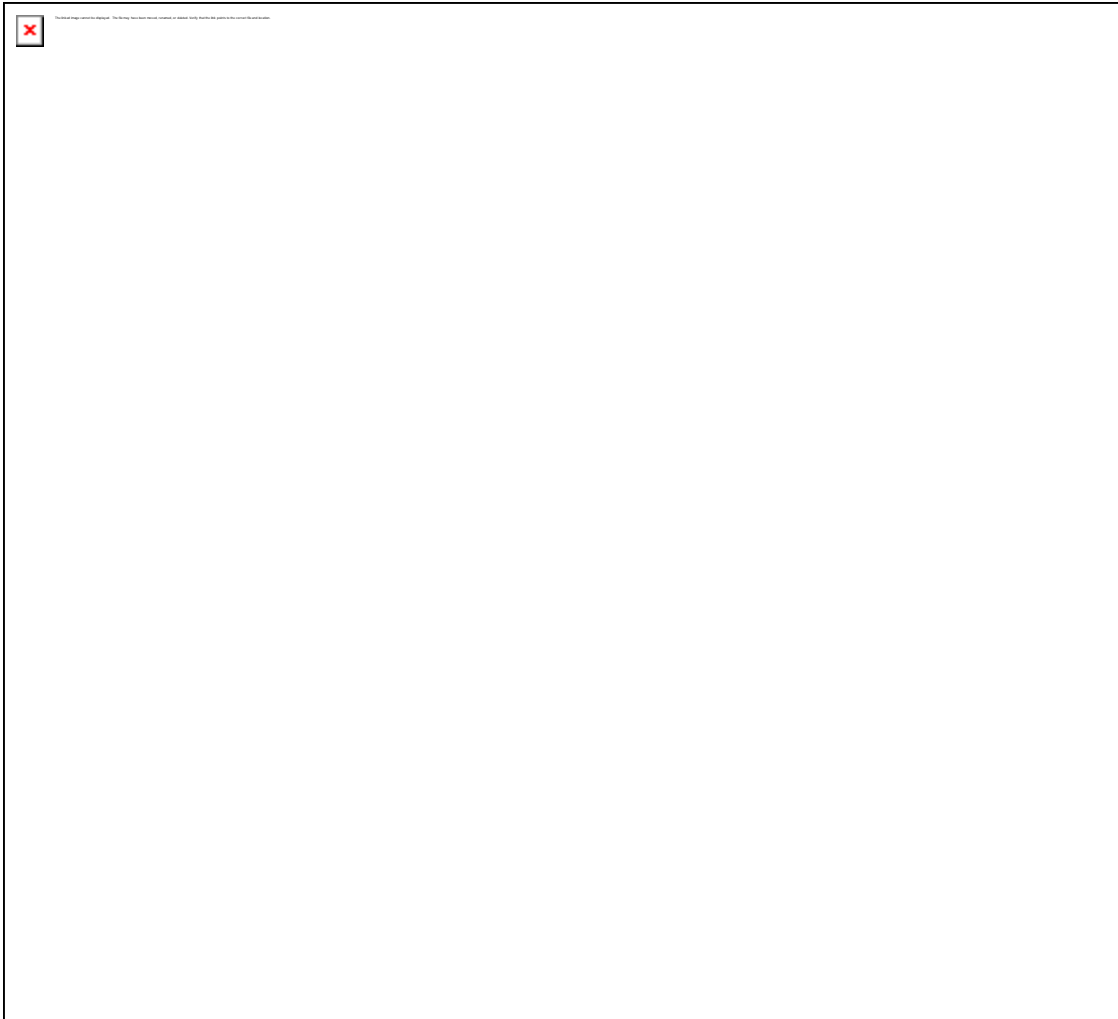
**From:** Karl Willard <[kpwillard@gmail.com](mailto:kpwillard@gmail.com)>  
**Date:** July 27, 2017 at 10:58:55 AM EDT  
**To:** <[CFO.Patronis@myfloridacfo.com](mailto:CFO.Patronis@myfloridacfo.com)>, <[tballing@psc.state.fl.us](mailto:tballing@psc.state.fl.us)>  
**Cc:** "Constantine, Lee" <[lconstantine@seminolecountyfl.gov](mailto:lconstantine@seminolecountyfl.gov)>  
**Subject:** Fwd: Utilities, Inc. Florida Docket No. 20160101 rate increase request

Mr. Patronis & Mr. Ballinger:

Please review my email, sent today, immediately below the image of the PSC Document,

It appears members of your team (Staff, names listed in Memorandum below) have authored utility rate recommendations to the PSC that I find to be **outrageously unreasonable**.

I am requesting a timely response from your office regarding your position concerning your Staff's recommendations and if you can implement a more reasonable rate increase phase-in can to be recommended before the PSC meeting on **August 3**.



Karl Willard  
325 Coble Drive  
Longwood, FL 32779  
[407-620-1177](tel:407-620-1177)

----- Forwarded message -----

From: **Karl Willard** <[kpwillard@gmail.com](mailto:kpwillard@gmail.com)>

Date: Thu, Jul 27, 2017 at 9:58 AM

Subject: Utilities, Inc. Florida Docket No. 20160101 rate increase request

To: [CLERK@psc.state.fl.us](mailto:CLERK@psc.state.fl.us), [Contact@psc.state.fl.us](mailto:Contact@psc.state.fl.us)

All members of the PSC and Staff:

**Who does the PSC work for, the Utilities or the  
Consumer/Taxpayer?**

**Who does the Staff work for, the Utilities or the  
Consumer/Taxpayer?**

**1) Staff Recommendation and PSC Approval of a 128.65% UIF or a 58.81% Sanlando one-time (not phased) rate increase to the Consumer/Taxpayer is unfair on any basis or any level.**  
**2) If necessary a reasonable and equitable increase TO ALL of Utilities Inc. systems should be phased in over 5 to 10 years.**

If this new consolidated rate increase recommended by Staff (astounding as that is) is approved, Seminole County residents will have the burden of paying \$3,858,438 million of the \$5,512,904 rate increase. That means, out of the 16 systems in Utilities, Inc. portfolio, Seminole County's 3 systems would be paying 70% of the increase. Therefore, we would be **subsidizing** the other systems in the State. To me, this proves that the staff is not complying with the State statute that requires a rate must be reasonable and not unfairly discriminatory.

I am not a high-average water consumer, my last month Utilities Inc. bill was \$38.11. If the recommend by Staff (wow that sounds irritating doesn't it) is approved my water bill will be approximately \$87.13!!! Wow, that is a increase burden no homeowner should have to bear, especially impactful to fixed income homeowners including those in retirement. The recommendation if approved is simply **OUTRAGEOUS**. No other for-profit "business" could get away with a rate increase like this one. The only option to avoid this disgraceful and shocking increase is to sell our homes and relocate which would cost far more than the increase. A rate increase such as this is just plain unfair. If Utilities, Inc didn't plan properly or maintain the water systems over their tenure and now is a johnny-come-lately with an unreasonable rate increase, **then at the very least and in the interest of fairness, such a large increase should be phased in over at least 5 or more reasonably 10 years.**

Please do not allow this outrageous one-time rate increase to proceed as proposed. If necessary a reasonable and equitable increase TO ALL of Utilities Inc. systems should be phased in over 5 to 10 years.

Karl Willard  
325 Coble Drive  
Longwood, FL 32779  
[407-620-1177](tel:407-620-1177)

State of Florida



## Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

**DATE:** July 21, 2017

**TO:** Office of Commission Clerk (Stauffer)

**FROM:** Division of Accounting and Finance (Norris, Andrews, D. Buys, Frank, Galloway, Mick, Richards, Sowards) *9/27 DB BOJ CARLA*  
Division of Economics (Bruce, Friedrich, Hudson, Johnson) *SH MF CAJ*  
Division of Engineering (P. Buys, Ellis, Graves, King, Knoblauch, Lee) *RA TB EK PDB*  
Office of the General Counsel (Trierweiler, Janjic, Mapp, Taylor) *WZ7 JSC PDB WTS*

**RE:** Docket No. 160101-WS – Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by Utilities, Inc. of Florida.

**AGENDA:** 08/03/17 – Special Agenda – Post Hearing Decision, Participation Limited to Commissioners and Staff

**COMMISSIONERS ASSIGNED:** All Commissioners

**PREHEARING OFFICER:** Brisé

**CRITICAL DATES:** Statutory 8-month clock extended to August 3, 2017

**SPECIAL INSTRUCTIONS:** None