

**Nickalus Holmes**

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**From:** Nickalus Holmes on behalf of Records Clerk  
**Sent:** Friday, July 28, 2017 10:43 AM  
**To:** 'Susan Willard'  
**Cc:** Consumer Contact  
**Subject:** RE: Utilities, Inc. Florida Docket No. 20160101 rate increase request

Good Morning Ms. Willard,

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,

**Nickalus Holmes**

Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850  
[nholmes@psc.state.fl.us](mailto:nholmes@psc.state.fl.us)  
850-413-6760

**From:** Susan Willard [<mailto:willardsusan@gmail.com>]  
**Sent:** Friday, July 28, 2017 9:14 AM  
**To:** Records Clerk; Consumer Contact  
**Subject:** Utilities, Inc. Florida Docket No. 20160101 rate increase request

All members of the PSC and Staff:

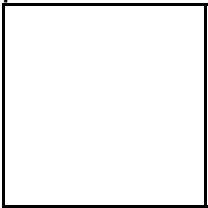
Please consider the following:

- 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.



Susan Willard  
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