

**Brandy Butler**

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**From:** Brandy Butler on behalf of Records Clerk  
**Sent:** Tuesday, August 01, 2017 11:36 AM  
**To:** 'Kristin David Cawn'  
**Cc:** Consumer Contact  
**Subject:** RE: Utilities, Inc. Florida Docket No. 20160101 rate increase request

Good morning Ms. Cawn,

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,

*Brandy Butler*

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

**From:** Kristin David Cawn [<mailto:kristin.david@gmail.com>]  
**Sent:** Tuesday, August 01, 2017 11:32 AM  
**To:** Records Clerk; Consumer Contact  
**Subject:** Utilities, Inc. Florida Docket No. 20160101 rate increase request

Please accept this as my household's objection to rate increases requested by Utilities, Inc.

In Nov. 2016, my family moved back to our hometown in Seminole County. At that time, the water bill was around \$35 - \$40. We cut back on watering our yard, but even so the rate increased to \$50. Then, at the start of this year, the rate DOUBLED. Throughout 2017 we have been paying around \$100 per month for water. We are a conservation-minded family, and we are careful about our water usage.

Recently, we received a notice about a hearing in which Utilities, Inc. will request an even greater increase. The hearing is inconveniently scheduled for a weekday, hundreds of miles away in Tallahassee. There may be folks who can hire a lobbyist, or take off work and fly or drive to Tallahassee for a hearing, but we are unfortunately not among them.

These rate hikes are unconscionable.

By comparison, in Miami-Dade County, my household paid less than \$100 per YEAR for better-quality water and better service.

If anything, Utilities, Inc.'s water rates should be rolled back. Please deny the requested increase. It would be merely unpleasant for my family but for plenty of other families on fixed incomes it would break the bank.

Thank you,

Kristin Cawn  
Forest City, Seminole County, Florida