

Brandy Butler

From: Brandy Butler on behalf of Records Clerk
Sent: Thursday, August 03, 2017 10:17 AM
To: 'RJ Cotton'
Cc: Consumer Contact
Subject: RE: Utilities Inc Rate Increase

Good morning Mr. Colton,

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: RJ Cotton [<mailto:rjc@terraty.org>]
Sent: Wednesday, August 02, 2017 11:49 AM
To: Records Clerk
Subject: Utilities Inc Rate Increase

To Whom it May Concern,

I strongly advise against the Utilities Rate Increase until the company can prove that previous rate increases have increased the quality of service provided to Florida customers. The service UI provides is lackluster and antiquated. UI has one of the highest complaint records with the PSC. This company cares only about increased revenue and has no interest in providing Florida with better service. I strongly urge you to deny their request.

Recently, during a UI sponsored project my broadband line was cut 5 times within 6 days, with the last day resulting in a 4 day outage as Spectrum was not called for the interruption by the UI contractors (which they are required to do so). I lost 5 days of work and revenue myself to which UI contractors stated, "not my problem."

Deny their request until UI can provide quality service to its Florida customers.

--
RJ Colton
Director
Terraty.Org

It takes up to 1800 gallons of water to produce one pair of jeans. Please donate to your used clothing to day so we can help reduce the environmental burden of the apparel industry.

