

Brandy Butler

From: Angela Charles on behalf of Records Clerk
Sent: Tuesday, October 31, 2017 1:45 PM
To: 'John Byrnes'
Subject: RE: Docket # 160101-WS

Good afternoon Mr. Byrnes,

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

Sincerely,

Angela M. Charles
Commission Deputy Clerk II
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee FL 32399-0850
acharles@psc.state.fl.us
850-413-6826

From: John Byrnes [mailto:john.byrnes@qssscs.com]
Sent: Tuesday, October 31, 2017 1:18 PM
To: Records Clerk
Subject: RE: Docket # 160101-WS

Mr. Roehner,

I know it no longer matters, but I'm writing to you to express my sincere disbelief that the State of Florida approved the rate increase for Utilities, Inc. resulting in a tripling of my water bill and everybody else living in the former Sanlando area of Utilities, Inc.. It's really a travesty that the state government allowed this private, for-profit company to triple our rates so that they could cover their costs in other geographical locations of their business, including outside of Florida.

Despite still having an inferior water product, we are forced to pay this exorbitant rate hike for reasons seemingly only known to the state regulators, who clearly didn't listen to the comments and complaints of the consumers affected.

It truly amazes me that as a long-standing citizen of the State of Florida and of Seminole County, this company had more rights and more influence than those of here living here who are involuntarily forced to use this monopolistic company providing inferior service and at a completely inappropriate rate. Just as an example of their "customer service", when I called this this morning inquiring about these rates I was told that I could always use another water company, quickly followed by the comment that there is no other water company and I truly have no choice.

This process doesn't give me any great hope for the support and responsiveness of the Sate of Florida for its citizens.

John Byrnes

From: Collin Roehner [mailto:croehner@psc.state.fl.us] **On Behalf Of** Records Clerk
Sent: Tuesday, February 07, 2017 2:17 PM
To: 'John Byrnes' <john.byrnes@gssscs.com>
Subject: RE: Docket # 160101-WS

Good afternoon Mr. Byrnes,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner
Commission Deputy Clerk I
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida, 32301
(850) 413-7123

From: John Byrnes [mailto:john.byrnes@gssscs.com]
Sent: Tuesday, February 07, 2017 1:31 PM
To: Records Clerk
Subject: Docket # 160101-WS

I would like to express my significant opposition for the proposed water increase by Sanlando Utilities/Utilities, Inc. This is not just a water increase – it is a DOUBLING and TRIPLING of our current water rates based on proposed needs of the parent company of Utilities, Inc. of Florida. They are asking us to in essence pay the major share of this price hike without any knowledge of where this new revenue will go – most likely out of state. It is also unlikely that any of their customers pays anywhere near what they are proposing for us in Longwood and we have been singled out as an entity.

My current rates average about \$150 per month and I have calculated that based on their proposed fee schedule it will go to at least \$400 per month – this is more than DOUBLE what I am paying now. Their notice says “most” of their customers will see a rate decrease - where exactly?? It’s hard to believe that our particular area has the lowest rates of their entire company to justify more than doubling ours in order to increase their employees’ wages. Their proposal said there would be an average of a 58% increase, but they didn’t mention any base charges for water and wastewater which would make the average increase really about 110%!

Their water product is one of the worst in the area, with most people having to purchase filter systems to deal with the high levels of chlorine, iron and calcium, and a recent water project down the street from us caused our pipes to have obvious dirt in the lines, requiring multiple calls to have it cleaned out. They are asking to more than double the rate for a mediocre product and to be initiated instantly without the courtesy of even a gradual phased in period, nor any promises of increasing the quality of the water that we have no choice in purchasing since it is a monopoly. If a rate increase was necessary to make their product on par with other companies in the area it certainly wouldn’t necessitate doubling our rates and we would know that the increase was going back to us in improved services. Here, they are asking for a major increase without one mention of improving their product – it’s highway robbery in the most obvious fashion.

I sincerely hope the Florida Public Service Commission takes our comments into consideration and does NOT grant Utilities, Inc. this exorbitant rate increase, and perhaps instead require them to improve their water product for existing customers before trying to raise funds to transfer out of state.

Thank you.

John Byrnes
1929 Caladium Place
Longwood Florida 32750
Cell: 407-234-7170

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