

**Brandy Butler**

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**From:** Angie Calhoun  
**Sent:** Monday, November 06, 2017 11:53 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 124924; E-Form Other Complaint TRACKING NUMBER 124947; E-Form Other Complaint TRACKING NUMBER 124952; E-Form Other Complaint TRACKING NUMBER 124953; E-Form Other Complaint TRACKING NUMBER 124956; E-Form Other Complaint TRACKING NUMBER 124957; E-Form Other Complaint TRACKING NUMBER 124958; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request; E-Form Other Complaint TRACKING NUMBER 124961; E-Form Other Complaint TRACKING NUMBER 124962

[Consumer correspondence for docket 20160101.](#)

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**From:** Diane Hood  
**Sent:** Monday, November 06, 2017 10:56 AM  
**To:** Angie Calhoun  
**Subject:** To CLK Docket 20160101

Copies on file. DHood

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, November 02, 2017 6:57 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124924

### CUSTOMER INFORMATION

Name: Angela Ardolina  
Telephone:  
Email: [angelagina78@gmail.com](mailto:angelagina78@gmail.com)  
Address: 105 Shipley Ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Angela Ardolina  
Account Number:  
Address: 105 Shipley Ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

The New rate increase just went into effect and it's ridiculous They just increased our rate by more than double!!! It's outrageous! This is absolutely ridiculous and should be reversed. How can a bill go from \$44/month to \$111? That's crazy!!!

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, November 05, 2017 3:40 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124947

### CUSTOMER INFORMATION

Name: charlene marek  
Telephone: (352) 217-3280  
Email:  
Address: 312 ranchwood dr leesburg FL 34748

### BUSINESS INFORMATION

Business Account Name: tawn myers  
Account Number: 5438310000  
Address: 312 ranchwood dr leesburg FL 34748

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I could not afford the deposit required for the service so my friend Tawn put it in is name several years ago. My bill was about 30 per month. Now the basic monthly charge is 35 without using any water. Can't water my lawn because it's too expensive. I use very little water cause I have an income of \$1,000 per month. I'm a diabetic on insulin. I fall into the donut hole each year. Asked if there is somewhere I can get assistance to pay these outrageous bills. Was told there is not. Live in 55 over community. Terrible that I will have to cut back on food, doctor, or medication just to pay these bills. People on fixed income can not afford them. It would be cheaper for me to use a water cooler with water then pay what Utilities wants each month. Too bad I can't figure out how to shower with it. No place else to go for water so we are stuck with it. 15 or 20 a month may not seem like a lot to you, but when medical expenses have eaten your savings and you have no other resources IT'S A REAL LOT. How do they expect us to pay for this??????????????

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 06, 2017 8:13 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124952

### CUSTOMER INFORMATION

Name: ANNEMARIE Lepp  
Telephone:  
Email: [amlepp@gmail.com](mailto:amlepp@gmail.com)  
Address: 385 Wekiva Cove Rd. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Annemarie Lepp  
Account Number:  
Address: 385 Wekiva Cove Rd. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

My bill for water and wastewater has increased from August 2017 to October 2017 122%. This is an outrage! We do not have a choice in suppliers and our water and wastewater has not increased at all over those months. The approved increase in rates for Utilities Inc. is excessive and I am completely opposed. I would really love to know how the decision was made to allow such a ridiculous increase.

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 06, 2017 8:22 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124953

### CUSTOMER INFORMATION

Name: Linda Browning  
Telephone: (407) 832-5942  
Email: [tinyknit@gmail.com](mailto:tinyknit@gmail.com)  
Address: 204 Smokerise Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Linda Browning  
Account Number:  
Address: 204 Smokerise Blvd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Our water and sewer bill has doubled in the last month even though our usage has remained the same. I know that this has happened to my neighbors as well. We need some relief from this price increase. Rather than the huge rate hike, would some more gradual increase be possible? Thank you.

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 06, 2017 8:30 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124956

### CUSTOMER INFORMATION

Name: John Burnach  
Telephone: (407) 970-4151  
Email: [jburnach59@gmail.com](mailto:jburnach59@gmail.com)  
Address: 301 S. Sweetwater Blvd. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: John Burnach  
Account Number: 3000400000  
Address: 301 S. Sweetwater Blvd. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Utilities, Inc. Florida Docket No. 20160101 approved rate increase request").

I can honestly say, that in my 15 years of living at this address I have not paid a water bill this high. It is utterly ridiculous when your water bill is more than your power bill. Whoever thought that this was a good idea needs to rethink it. It is crazy when month after month your water bill is anywhere from \$40.00 - \$70.00 and the last month you get smacked with a bill that is just about \$200. Who has an extra \$150 laying around to pay a bill? I think it is safe to say that as humans we are used to rates getting increased but this is a little extreme. Maybe someone needs to go back to the drawing board and make some adjustments. I know that I am not the only customer complaining about this as I've read many reviews on our communities social media pages.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 06, 2017 8:37 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124957

### CUSTOMER INFORMATION

Name: Kristy Chadwick  
Telephone: (850) 516-6725  
Email: [misskristylee3@yahoo.com](mailto:misskristylee3@yahoo.com)  
Address: 209 W Cumberland Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Kristy Chadwick  
Account Number:  
Address: 209 W Cumberland Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Our bill has tripled the last two months with minimal use. We have always used our water sparingly and we don't know how to trim our bill with this increase.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 06, 2017 8:51 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124958

### CUSTOMER INFORMATION

Name: Dinna Pottier  
Telephone: (407) 620-7761  
Email: [Dinnapottier@yahoo.com](mailto:Dinnapottier@yahoo.com)  
Address: 209 S. Sweetwater Blvd. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Dinna Pottier  
Account Number:  
Address: 209 S. Sweetwater Blvd. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

This is a complaint regarding the water and waste increase that has occurred with "Utilities, Inc. Florida Docket No. 20160101 approved rate increase request").

This is a complete outrage! Our water bills have increased 50-70%.

PSC was contacted previously



## Brandy Butler

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**From:** Brice Koepp <[bricekoepp@hotmail.com](mailto:bricekoepp@hotmail.com)>  
**Sent:** Monday, November 06, 2017 9:09 AM  
**To:** Consumer Contact  
**Subject:** Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

I am furious about this rate increase. My water bill has doubled over the past few months!!!

Brice Koepp  
[bricekoepp@hotmail.com](mailto:bricekoepp@hotmail.com)

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 06, 2017 9:11 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124961

### CUSTOMER INFORMATION

Name: Jesse Flory  
Telephone: (407) 758-9483  
Email: [floryj@yahoo.com](mailto:floryj@yahoo.com)  
Address: 13 Sleepy Hollow Cv Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Jesse Flory  
Account Number: 5102144351  
Address: 13 Sleepy Hollow Cv Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities Inc. recently decided to raise rates considerably in our area. My water bill has close to doubled because of the increase. It's said that this large of an increase was approved so willingly by the PSC.

I understand the need to pay more for improvements but it is ridiculous they approved an increase as large as they did. Who is looking out for the consumer here?

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 06, 2017 9:11 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124962

### CUSTOMER INFORMATION

Name: Rebecca Smith  
Telephone: (407) 497-9891  
Email: [beckyandglenn@hotmail.com](mailto:beckyandglenn@hotmail.com)  
Address: 171 Durham Place Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Rebecca Smith  
Account Number: 4934121108  
Address: 171 Durham Place Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Rate increase was exorbitant. There seems to be very little justification for this large of an increase. Many in Seminole county, FL cannot afford this rate.