

Brandy Butler

From: Angie Calhoun
Sent: Monday, November 06, 2017 4:25 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Other Complaint TRACKING NUMBER 124983; E-Form Other Complaint TRACKING NUMBER 124984; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request; Utility increase; E-Form Other Complaint TRACKING NUMBER 124985; E-Form Other Complaint TRACKING NUMBER 124986; E-Form Other Complaint TRACKING NUMBER 124988; Docket #20160101 Utilities Inc Rate Increase; Subject Utilities, Inc. Florida Docket No. 20160101 approved rate increase request; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

[Consumer correspondence for docket 20160101.](#)

From: Diane Hood
Sent: Monday, November 06, 2017 3:46 PM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Copies on file. DHood

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 11:58 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124983

CUSTOMER INFORMATION

Name: Kimberly Piercy
Telephone: (407) 234-6236
Email: kkpiercy@gmail.com
Address: 2391 Westwood Drive longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Kimberly Piercy
Account Number: 3871000000
Address: 2391 Westwood Drive longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

In 16 years of service, this is the lowest usage of water we have ever had and the bill is 3 times what we have ever paid!

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 12:07 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124984

CUSTOMER INFORMATION

Name: Paulette Dewey
Telephone: (419) 345-4587
Email: pbdewey@aol.com
Address: 273 Needles Trail Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Paulette Dewey
Account Number: 2640322437
Address: 273 Needles Trail Longwood FL 32779

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

This complaint is about Utilities, Inc. Florida Docket No. 20160101 Our water/wastewater bill has been doubled in a one month period. Less water used, more in payment. i understand the need to raise rates BUT not at "one fell swoop." This increase, if indeed totally needed, should be incrementally increased over at least an 18-24 month period. Apparently, the increase only landed in some Seminole County households. These households are being severely pressed with this instantaneously increased water bill. Please review and revise. The citizenry of Seminole County is counting on being dealt with justly and even-handedly.

Brandy Butler

From: Kristine Sanders <KSanders@leavittmgt.com>
Sent: Monday, November 06, 2017 12:18 PM
To: Consumer Contact
Cc: ksanders6684@aol.com
Subject: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

Importance: High

To Whom It May Concern,

Utilities Inc. was granted an outrageous rate increase by you, the "rubber stamp" PSC members, on August 3, 2017. As a Utilities Inc. consumer and as a taxpayer, I ask you to consider what other business can double (or more) their revenue with one request to the PSC? Only a Monopoly can get away with this!!! In this case, Utilities Inc. of Florida did just this and you approved it!. As taxpaying citizens, we have NO choice for our water and sewer service. If pricing is out of control and service becomes terrible, we have no choice but to pay these outlandish prices or sell our home to relocate. This SHOULD NOT BE A CHOICE AS A TAXPAYING HOMEOWNER! I should not be forced to make this choice.

I respectfully submit that the approved Utilities Inc. increase should be implemented ratably over a reasonable time period, maybe 10 years and calculated on a more current return on equity formula, such as 50% of the current 10.4%. The PSC should consider reducing their Return on Equity rate to 5.2%, which would be more in-line with current long term capitalization rates.

Thank you in advance for your time and consideration to this complaint and appeal.

Kris Sanders
260 Queensberry Ct.
Longwood, FL 32779

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Brandy Butler

From: Mcnutt, Andy <Andy.McNutt@centurylink.com>
Sent: Monday, November 06, 2017 12:34 PM
To: Consumer Contact
Subject: Utility increase

The utility increase that more than doubled my bill is ridiculous. I can see a small increase justifiable but double that's robbery. I already pay \$50 month on purified drinking water because the city water taste so bad you can't drink it. What a rip off and a monopoly advantage you're taking on residents.

Andy McNutt
107 Ingram cir
Longwood, fl 32779
256 679 7547

Andy McNutt
CLEC & Business Technical Support
CenturyLink

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Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 1:38 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124986

CUSTOMER INFORMATION

Name: Susan RYAN
Telephone: (407) 331-8999
Email: aamf1@live.com
Address: 119 Slade Dr. Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Susan RYAN
Account Number: 1102476632
Address: 119 SLADE DR. LONGWOOD FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The rate hike in water & wastewater is unaffordable for retired people. On my \$940./month Social Security is hardly enough to live on. NOW with the higher monthly bill for Water & Wastewater I will be forced to eat DOGFOOD?

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 2:43 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124988

CUSTOMER INFORMATION

Name: Thomas Wagner
Telephone: (321) 945-8758
Email: twagner004@cfl.rr.com
Address: 500 Whisperwood Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Thomas Wagner
Account Number:
Address: 500 Whisperwood Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I'd like to register a formal complaint regarding the approved rate increase the PSC has granted Utilities Inc. This on Florida Docket 20160101 and if beyond what is fair and reasonable. How can this commission expect people on fixed incomes afford more than a 70 % increase in monthly water/sewer bills. My bill went from 60.00 to 140.00 and it was a particularly rainy month and I only run my irrigation system when absolutely necessary. While I'm all for quality water service, I believe this increase is gross and should be retracted. Add to this living in a deed restricted community where if your lawn dies, it will either be replaced or you'll have an HOA file a lien against your home. This is outrageous.

Brandy Butler

From: Diane <dohall1@aol.com>
Sent: Monday, November 06, 2017 2:52 PM
To: Consumer Contact
Subject: Docket #20160101 Utilities Inc Rate Increase

I am a Seminole Cty resident who is suffering due to your approval of the massive Rate Increase by Utilities Inc of what I have to pay for water (a necessity of life and with no option for going to an alternative source). There is obviously no "Public Service" in your Commission to allow such an incredibly high Rate Increase all at once from one month to the next of almost double what us consumers must pay with no recourse. Why could the higher amount at least been brought about gradually? With this insane permitted and condoned Price Gouging plus the newly raised Tax Rate in Seminole County I must, as a Senior Citizen on a fixed income, consider relocating.

You Commissioners are a disgrace and a bad joke to the Fla Residents (the Public) you were hired to serve.

Diane OHalloran
Longwood FL

Sent from my iPhone

Brandy Butler

From: Diane Brennan <bbrennan@cfl.rr.com>
Sent: Monday, November 06, 2017 2:05 PM
To: Consumer Contact
Subject: Subject: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

Adding my voice to others in my neighborhood objecting to the exorbitant rate increases at Utilities, Inc.-Sandlando. I believe it to be detrimental to future home values in this area as well as being more difficult to live on a fixed income.

Diane Brennan
407-310-8378
bbrennan@cfl.rr.com

Brandy Butler

From: Sue Cappetta <susiequeless@gmail.com>
Sent: Monday, November 06, 2017 2:02 PM
To: Consumer Contact
Subject: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

This is my complaint about the water and wastewater increase of 70% since September re the Utilities, Inc. Florida Docket No. 20160101 approved rate increase request. I keep watching my water bill continue to rise.

I know the increase was passed but this is an extreme increase. I have not been watering lawns for over two months, taking showers at my fitness center, and still see the bill triple.

Why you felt such an increase was justified is beyond my comprehension.

I have a second home in New Smyrna beach and haven't seen any increase there and utilities include water, wastewater, electric and waste management and the bill is a fraction of this one bill.

Please revisit this bill and work on a compromise resolution.

Respectfully,

Susan Cappetta
207 Tollgate Trail
Longwood, FL 32750

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 1:25 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124985

CUSTOMER INFORMATION

Name: Randy Larson
Telephone: (407) 869-1226
Email: rlarson@cfl.rr.com
Address: 3337 Horseshoe Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Randy Larson
Account Number: 7881100000
Address: 3337 Horseshoe Drive 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").

We are appalled at this rate increase- our current bill has doubled-this is not acceptable and something needs to change.

Please look into this matter- ROLL BACK the obscene rate increase!!!!!!

Thank you-

Randy Larson