

Brandy Butler

From: Angie Calhoun
Sent: Tuesday, November 07, 2017 8:53 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Other Complaint TRACKING NUMBER 124993; E-Form Other Complaint TRACKING NUMBER 124996; E-Form Improper Billing TRACKING NUMBER 124997; E-Form Improper Billing TRACKING NUMBER 124998; E-Form Other Complaint TRACKING NUMBER 125000; E-Form Other Complaint TRACKING NUMBER 125003; E-Form Other Complaint TRACKING NUMBER 125004; E-Form Other Complaint TRACKING NUMBER 125005; "Utilities, Inc. Florida Docket No. 20160101 approved rate increase request"; E-Form Other Complaint TRACKING NUMBER 125006

[Consumer correspondence for docket 20160101.](#)

From: Diane Hood
Sent: Tuesday, November 07, 2017 8:49 AM
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 8:35 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125005

CUSTOMER INFORMATION

Name: Julian Ross
Telephone: (407) 353-8035
Email: rossjsr@yahoo.com
Address: 1890 Long Pond Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Julian Ross
Account Number: 8612510000
Address: 1890 Long Pond Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

We are on fixed income and our water bills have tripled with the same or less consumption. Some increase may have been necessary, but this increase is way out of bounds.

Brandy Butler

From: June <junebug60@hotmail.com>
Sent: Monday, November 06, 2017 8:42 PM
To: Consumer Contact
Subject: "Utilities, Inc. Florida Docket No. 20160101 approved rate increase request"

This is totally absurd. My water bill doubled last month. How can you allow this to happen. My water bill was more than my electric bill. You allowed this to happen with all the problems that happened after the Hurricane with waste seeping on the ground. I called with the problem here in Wekiva. The smell was awful. I had to keep my grandson inside for about a week, it affected his breathing. I can understand an increase but that increase was just too high. Please help to lower this bill. Thank you!

June L. Modreski
217 Stevenage Drive
Longwood, Fl. 32779

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 8:43 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125006

CUSTOMER INFORMATION

Name: Stefanie Eger
Telephone: (407) 702-4252
Email: seger@cfl.rr.com
Address: 325 Cindy Court longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Stefanie Eger
Account Number:
Address: 325 Cindy Court longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The increase in utilities has been ridiculous! I don't know one person who has received a 70% increase in pay, but yet this company feels the need to increase price knowing we have no other alternative. I find this sickening and harsh. There has to be a better way to conduct business!

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 8:30 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125004

CUSTOMER INFORMATION

Name: Brenda McGowan
Telephone: (407) 682-0868
Email: bmcgowan@cfl.rr.com
Address: 200 Holderness Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Brenda McGowan
Account Number: 7693310000
Address: 200 Holderness Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am very upset that my utility bill has gone up so much. I don't understand why the increase was so high and why it was done in one big percentage jump instead of phasing the increase in over a longer period of time. I will be happy to be a part of any legal fight against this increase. If our charges have been so much lower than other areas for years, consumers shouldn't be punished just because increases had not been done along the way. I am very unhappy with the FPSC for approving such an outrageous rate hike.

Brenda & Chuck McGowan

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 8:29 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125003

CUSTOMER INFORMATION

Name: Barbara Work
Telephone: (407) 497-5089
Email: Newbalance2us@yahoo.com
Address: 1559 grace lake circle Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Barbara Work
Account Number:
Address: 1559 grace lake circle Longwood FL 32750

COMPLAINT INFORMATION

Complaint: Other Complaint against Duke Energy Florida, LLC d/b/a Duke Energy

Details:

Sanlando Utilities was approved a rate hike that doubles to tripled water bills for consumers. What is the validity for the hike?? Cleaner water? Or richer executives in a company?

Duke energy was charging consumers to build a nuclear plant that went away, so now what are we paying for with the increase rates? The recent hurricane and the number of outages and lengthy amount of time for repairs surely consumers are getting their money's worth.

American families work hard for their income , and live off a budget.

Utilities company and duke energy need to budget more wisely and not continuously ask for increases .

This is a Monopoly... there is not choice for consumers or compietition against these companies to keep pricing in check.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 7:05 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125000

CUSTOMER INFORMATION

Name: Alston Chadwick
Telephone: (850) 512-5573
Email: Asimschadwick@gmail.com
Address: 209 W Cumberland Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Alston 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:

Utilities, Inc. was granted an obscene rate increase by you, the 'rubber stamp' PSC members, on August 3rd, 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? Answer: Only a monopoly can!! In this case, Utilities Inc. of Florida did. As taxpaying citizens, we have NO choice for our water/sewer service. If pricing is outrageous and/or service becomes intolerable, we have no choice but to pay the price or sell our home to relocate. That is not a choice a taxpaying homeowner should be forced to make. I respectfully submit that the approved Utilities Inc. increase should be implemented ratably over a reasonable time period, say 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 rage to 5.2%, which would be more in-line with current long-term capitalization rates. ROLL BACK the obscene rate increase.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 6:16 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 124998

CUSTOMER INFORMATION

Name: Matthew Munyon
Telephone: (407) 617-2627
Email: mattmunyon@gmail.com
Address: 200 Spring Run Cir Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Matthew Munyon
Account Number:
Address: 200 Spring Run Cir Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Related to Utilities, Inc. Florida Docket No. 20160101 approved rate increase request, I object. I request reversal of the decision generally, reimbursement of overcharging personally.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 5:22 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 124997

CUSTOMER INFORMATION

Name: Juan Saavedra
Telephone: (407) 804-1153
Email: jsaavedra@cfl.rr.com
Address: 2021 Crowley Circle West Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Juan Saavedra
Account Number:
Address: 2021 Crowley Circle West Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida
Details:

I am filing a complaint concerning the rate increase approval by the PSC for Utilities, Inc. on Thursday, August 3rd, 2017 under Florida Docket No. 20160101.

My complaint is that Utilities Inc is billing Seminole County and other Florida customers for an almost 70% increase in services in an effort to maximize profits without any other justification than they want to charge what they charge other customers in other States regardless of the amount of water and sewage used. Example of billing is seen by customers complaining getting charged double and triple their average monthly amount by Utilities Inc. Several example exuberant billing amounts are available to include a customer who normally paid \$40.00 a month receiving a monthly bill for \$187.00 after the rate increase. Calls to Utilities Inc only ended with their customer service representatives telling customers, to include myself, that everyone was notified that a rate increase had been approved and there was nothing we (public) could do about it.

Well there is something the public can do and we have enlisted the Seminole County Board of County Commissioners who have been supportive of Seminole County residents and are adamant in their opposition to this increase. Our Board unanimously voted to pursue Seminole County District 3 Commissioner Lee Constantine's motion to file legal action against the PSC. Our Seminole County Attorney's Office has sent in the notice of appeal of the FL Public Service Commission's decision to Florida's First District Court of Appeal on behalf of Seminole County citizens who are also encouraged to file complaints with the PSC.

This will be my third complaint (two previously made via 1-800-342-3552) since this rate increase request was submitted by Utilities Inc.

PSC was contacted previously

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 4:58 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124996

CUSTOMER INFORMATION

Name: Mili Boreham
Telephone: (917) 558-4912
Email: Mili@BorehamSearch.com
Address: 665 N. Longview Place Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Mili Boreham
Account Number: 6782374876
Address: 665 N. Longview Place Longwood FL 32779

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

How many times does Utilities Inc. need to continuously increase their rates?

It is absolutely appalling.

My rates are now 3 times more per month.

Why is this acceptable?

There has not been any improvements in service, etc.

Why each time they ask every 3 - 6 months do you think its OK to approve?

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 4:05 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124993

CUSTOMER INFORMATION

Name: Hilda Frishman
Telephone: (407) 869-7546
Email: hildafrish@aol.com
Address: 446 Stanton Place Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Hilda Frishman
Account Number: 6239800000
Address: 446 Stanton Place Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

How can you double the price! I am a senior with a limited income and it makes it hard to afford these costs.