

Brandy Butler

From: Ruth McHargue
Sent: Thursday, November 09, 2017 1:31 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 20160101
Attachments: Utilities inc. rate increase ; E-Form Other Complaint TRACKING NUMBER 125036; E-Form Improper Billing TRACKING NUMBER 125037; E-Form Other Complaint TRACKING NUMBER 125038; E-Form Other Complaint TRACKING NUMBER 125039; E-Form Other Complaint TRACKING NUMBER 125041; E-Form Other Complaint TRACKING NUMBER 125045; E-Form Improper Billing TRACKING NUMBER 125046; E-Form Other Complaint TRACKING NUMBER 125047; UTILITIES, INC WATER RATE HIKE

Customer correspondence

From: Diane Hood
Sent: Wednesday, November 08, 2017 1:12 PM
To: Ruth McHargue
Subject: To CLK Docket 20160101

Copies on file. DHood

Brandy Butler

From: Nancy Gerrity <nsgerrity@gmail.com>
Sent: Tuesday, November 07, 2017 4:52 PM
To: Consumer Contact
Subject: Utilities inc. rate increase

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 rate to 5.2%, which would be more in-line with current long-term capitalization rates. ROLL BACK the obscene rate increase.

Nancy Gerrity
640 North Longview Place
Longwood, Florida 32779

Sent from my iPhone

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 07, 2017 6:41 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125036

CUSTOMER INFORMATION

Name: Sharon Anderson
Telephone: (407) 339-1658
Email: mssher@centurylink.net
Address: 106 Windmill Way Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Sharon Anderson
Account Number: 8259487271
Address: 106 Windmill Way Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:

I am a senior citizen who owns my own home with my husband and we are trying to make ends meet on social security. Our water bill from Utilities Inc. in September was \$38.22 with an Avg. Daily Use of 101.79 gallons billed at an Avg. Daily Cost of \$1.37 for 28 days. We just received our October bill for \$69.05 with an Avg. Daily use of 81.03 gallons billed at an Avg. Daily Cost of \$2.38 for 29 days. That is 20.76 gallons less for \$30.83 more, nearly double the cost. This is outrageous and it is price gouging!!

It is just cruel to nearly double the rate in an area where there are many seniors trying to make it on fixed incomes. Our social security incomes will not be increasing enough to cover this and everything else that will also be increasing at the beginning of 2018. We do not make enough to pay for other peoples' salary increases, company profits, and increased pensions for Utilities, Inc. employees. We also don't use enough water to warrant being punished by doubling our rate so that we will use less. How am I supposed to use less when I am now rationing toilet flushes?

I feel that this is a tactic to run certain demographics out of Longwood, knowing that this puts a terrible hardship upon those of us who were targeted - knowing that a lot of retirees are living in these neighborhoods. Is anyone looking out for the residents here who were hit? Not only is this an unfair increase no matter how you look at it, I feel that those living on fixed incomes should be exempt. Taking from our small income to sweeten someone else's salary/pension/profits is just abhorrent!

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 07, 2017 8:27 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125037

CUSTOMER INFORMATION

Name: Cam Van
Telephone:
Email:
Address: 1300 Ballentyne Pl. Apopka FL 32703

BUSINESS INFORMATION

Business Account Name: Cam Van
Account Number:
Address: 1300 Ballentyne Pl. Apopka FL 32703

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Utilities, Inc. Florida Docket No. 20160101 approved rate increase request - I noticed a large increase in my utility bill form last month to this month, roughly \$100 more than the normal amount I've been paying all year. It adds quite a burden to have this increase on top of the existing bills I am already paying.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 07, 2017 8:30 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125038

CUSTOMER INFORMATION

Name: Rachel Vandevoorde
Telephone: (917) 981-4882
Email: Rachel7m3@yahoo.com
Address: 1425 N Ridge Court Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Rachel Vandevoorde Account Number: 6285334755
Address: 1425 N Ridge Court Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am very upset at the bill increase for Utilities Inc. My bill has increased from around \$50 to \$100 last month. They have also submitted improperly read meter readings (i.e. The meter reading on my bill was actually higher than my actual meter.) very dissatisfied customer.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 07, 2017 9:02 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125039

CUSTOMER INFORMATION

Name: Raul Fernandez
Telephone:
Email:
Address: 1542 Grace Lake Circle Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Ivana Monges
Account Number: 3815532039
Address: 1542 Grace Lake Circle Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:

Water bill increased by 71.7% increase. This is outrageous and I believe something needs to be done.

Thank you

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 08, 2017 7:49 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125041

CUSTOMER INFORMATION

Name: Mike Ellenburg
Telephone: (407) 494-0619
Email: mellenburg1795@gmail.com
Address: 1795 Markham Glen Cir Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Mike Ellenburg
Account Number: 5994300000
Address: 1795 Markham Glen Cir Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I do not understand how Utilities Inc was granted a rate increase that is over a 100% increase for some of its customers. My water bill (which does not include waste treatment because I am on a septic system) is now averaging over \$300 per month, which is more than my power bill. I have friend less than 5 miles away with a different provider that pays around \$45. The only notice I received about the proposed increase was that I could attend a public meeting in Tallahassee to attend an open meeting. ridiculous !!

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 08, 2017 9:53 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125045

CUSTOMER INFORMATION

Name: Frances Kaiser
Telephone: (407) 774-1682
Email: wkaiser@cfl.rr.com
Address: 186 Bristol Pt longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Frances Kaiser
Account Number: 9127010000
Address: 186 Bristol Pt longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

This is regarding Utilities Inc. florida docket no. 20160101 approved rate increase request. Our water bill just went up by 100%! My husband and I live on social security and finding it very difficult to continue in our home when our utility rates are allowed to increase so dramatically! Don't understand why such a large increase - please check into it.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 08, 2017 10:33 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125046

CUSTOMER INFORMATION

Name: Kim Rowley
Telephone: (407) 694-1809
Email: Kim.rowley@yahoo.com
Address: 1551 Grace lake circle Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Kim Rowley
Account Number:
Address: 1551 Grace lake circle Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

My water bill doubled in just one month. I am using less water too. How can they just increase their rate suddenly. I am a single mom and cannot afford this huge increase.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 08, 2017 11:26 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125047

CUSTOMER INFORMATION

Name: Michael Pecker
Telephone:
Email: michael.pecker@cfl.rr.com
Address: 408 SANDY HILL DR Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Michael Pecker
Account Number: 6621300000
Address: 408 SANDY HILL DR 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 rate to 5.2%, which would be more in-line with current long-term capitalization rates. ROLL BACK the obscene rate increase

PSC was contacted previously

Brandy Butler

From: Hardy Hudson <todiefor@mindspring.com>
Sent: Wednesday, November 08, 2017 12:14 PM
To: Consumer Contact
Subject: UTILITIES, INC WATER RATE HIKE

HELLO,

I LIVE IN WINGFIELD RESERVE IN SEMINOLE COUNTY AND I WANT TO STRONGLY PROTEST THE RECENT RATE HIKE THAT YOU APPROVED FOR UTIITIES, INC. IT IS TOTALLY OUTRAGEOUS, AND I AM APPAULED THAT YOU EVER APPROVED SUCH A RIDICULOUS HIKE. SINCERELY.....HARDY HUDSON 1896 WINGFIELD DRIVE, LONGWOOD, FL. 32779