

**Brandy Butler**

---

**From:** Ruth McHargue  
**Sent:** Thursday, November 09, 2017 5:08 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 125055; Utilities Inc; E-Form Improper Billing TRACKING NUMBER 125056; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request; E-Form Other Complaint TRACKING NUMBER 125057; E-Form Other Complaint TRACKING NUMBER 125064

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Thursday, November 09, 2017 4:34 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 20160101

Copies on file. DHood

## Brandy Butler

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, November 08, 2017 4:52 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125055

### CUSTOMER INFORMATION

Name: Cynthia Milochik  
Telephone:  
Email:  
Address: 1551 Sunshine Tree Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Milochik  
Account Number:  
Address: 1551 Sunshine Tree Blvd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

The water increase is outrageous. I understand the need to increase but this is just too high for retired people on limited income.

## Brandy Butler

---

**From:** Bev <bpfeiffer1@cfl.rr.com>  
**Sent:** Wednesday, November 08, 2017 7:24 PM  
**To:** Consumer Contact  
**Subject:** Utilities Inc

I am writing to protest Utilities Inc Florida Docket No. 20160101 Approved Rate Increase Request.

I am a 61 y.o. widow that has lived in my own home for 25 years in zip code area 32779. I am not wealthy. I work full time on a fixed income and struggle financially. I would like to know why we in Seminole Co. are being penalized by an outrageous 70% increase in our utility bill???

What is the reason?? What have you done to improve your company or our services to justify this?

Why do you think WE can all afford this? And I HAVE NO CHOICE in my utility company!!! My utility bill has DOUBLED with the same usage I always use. This is NOT FAIR and I urge you to reconsider. Your company is a monopoly that is using my hard earned money for your own gain.

Beverly Pfeiffer  
Longwood FL

Sent from my iPhone

## Brandy Butler

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, November 08, 2017 7:30 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 125056

### CUSTOMER INFORMATION

Name: Lauren McCormick  
Telephone: (407) 212-0804  
Email: [mmccormick23@cfl.rr.com](mailto:mmccormick23@cfl.rr.com)  
Address: 113 Marcy Blvd. Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Lauren McCormick  
Account Number: 7803310000  
Address: 113 Marcy Blvd. Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

I voted for Governor Scott. However, if I knew of the Senators that received big donations from Florida Utilities and Power companies, I would vote them out, democrat or republican. They do not care anything about the average citizen in this state. Nor does the Public Service Commission. They only care about their jobs. My husband and I both are retired, nearing 70 years of age. We CANNOT AFFORD THE WATER RATE INCREASE! Which is why we fought against it. But I see that it was all in vain and we were just spinning our wheels.

Not only does this increase affect retirees but also young families!!! I really don't know how you all sleep at night.

Furthermore, having the last meeting held in Tallahassee was a cowardly thing to do. You knew that not many or if anyone would show up due to the distance!!!!!!!

In addition, the water company bills us MORE for WASTE WATER than the WATER we use!!!! NOTHING has to be done with water for our lawns or plants, or what we drink!!!

This is a disgrace. You should be SO ASHAMED OF YOURSELVES FOR APPROVING THIS INCREASE. You're small brained, hypocrites that are just worried about losing your jobs if you don't go along with what you're told to do. DISGUSTING!

Florida Docket Utilities Inc. No. 20160101 (approved rate increase)

VERY ANGRY CITIZEN,  
Lauren McCormick

PSC was contacted previously

## Brandy Butler

---

**From:** Will Terry <willt839@gmail.com>  
**Sent:** Wednesday, November 08, 2017 9:25 PM  
**To:** Consumer Contact  
**Subject:** Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

Somehow I feel this will fall on deaf ears, sit in a inbox that remains unchecked or trashed as soon as the subject line is read. The increase that we received made me sick when I saw my water bill. Mine increased by over 90% and some of my neighbors as high as 150%. This is far more than covering the increased operating costs. If the water company needed this much of an increase then it was poor management of revenue on their part and we should not have to suffer for their mistakes. You, as our PSC, are supposed to fight for the citizens against the utilities companies who do such actions. 10% increase no one would second guess as we ALL understand things get more expensive. Your approval of their requests show you do not have our best interests in mind. I know nothing will change now even with all of the upset citizens expressing utter disgust with your actions. Did you even look into their books to see where the money is going? Do you have it on File? I would love to see these things.

You even said that they have very poor service to its customer base and mountains of complaints, yet you still rewarded them with this increase.



Virus-free. [www.avast.com](http://www.avast.com)

## Brandy Butler

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, November 08, 2017 10:50 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125057

### CUSTOMER INFORMATION

Name: Emory Van Cleef  
Telephone:  
Email: [vcfamily@hotmail.com](mailto:vcfamily@hotmail.com)  
Address: 1455 Cove Hill Ct Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Van Cleef, Emory  
Account Number: 8253210000  
Address: 1455 Cove Hill Ct Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Hello,

Over the last 2 months our water & sewage bill has practically doubled, but not because my water consumption has changed. My bill typically was between \$30 - \$40. For the last 2 billings my bill has been \$59 - \$70, but my consumption has remained consistent for the last 5 years or more. That is an increase of \$30 on an average \$35 bill or 85% increase. Certainly Utilities Inc is permitted to marginally increase rates to account for cost of living increases for staff, but to increase rates by 30%, 50% or 85% equates to something far more greedy. Please do not be derelict in your duties and re-evaluate the increase in rates that Utilities Inc has put into place. Certainly only a 10% - 20% maximum increase in rates should be allowed.

Emory Van Cleef

## Brandy Butler

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, November 09, 2017 9:34 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125064

### CUSTOMER INFORMATION

Name: Barbara Hine  
Telephone: (407) 332-7571  
Email: [hine\\_barbara@yahoo.com](mailto:hine_barbara@yahoo.com)  
Address: 130 Rose Briar Drive Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Barbara Hine  
Account Number: 9072310000  
Address: 130 Rose Briar Drive Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

I am writing to complain about the recent water and wastewater increase, Utilities, Inc Florida Docket No. 20160101). This increase is extremely high, goes against State Statute, and places an overwhelming burden on senior citizens living on an extremely fixed income. I have always been conservative with my use of all utilities. Many senior citizens will be forced to leave their homes for something more affordable, give up the few and I do mean few luxuries they allow themselves to have. Such as internet access, cable TV, an occasional meal out, having family visit over night due to personal hygiene needs (bathing). I don't feel any consideration was given to the effect this increase would have on senior citizens and the hardship it causes them. I have lived in my home for 33 years and am now faced with having to sell due to this increase. I am now checking my water meter daily to keep track of the daily usage. This is no way for a retired senior citizen to be forced to live. I sincerely hope this increase will be revisited and those in charge will take into consideration the hardship they have placed on senior citizens.