

**Sandra Soto**

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**From:** Ruth McHargue  
**Sent:** Tuesday, November 14, 2017 9:25 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 125095; Utilities, Inc. Florida Docket No. 20160101 approved rate increase ; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request Utilities, Inc. ; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request"); E-Form Other Complaint TRACKING NUMBER 125113; E-Form Other Complaint TRACKING NUMBER 125116; E-Form Improper Billing TRACKING NUMBER 125117; E-Form Other Complaint TRACKING NUMBER 125124; Submitted via website; E-Form Other Complaint TRACKING NUMBER 125128

Customer correspondence

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**From:** Diane Hood  
**Sent:** Monday, November 13, 2017 2:21 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 20160101

Copies on file. DHood

## Sandra Soto

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, November 11, 2017 1:16 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125113

### CUSTOMER INFORMATION

Name: stanley warren  
Telephone: (407) 682-2270  
Email: [stanleyteresa371@yahoo.com](mailto:stanleyteresa371@yahoo.com)  
Address: 371 radebaugh court LONGWOOD FL 32779

### BUSINESS INFORMATION

Business Account Name: stanley warren  
Account Number:  
Address: 371 radebaugh court LONGWOOD FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
New water and sewer rates are very excessive. This needs to be reviewed and lowered.

## Sandra Soto

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, November 12, 2017 12:10 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125124

### CUSTOMER INFORMATION

Name: Marie Condoleo  
Telephone: (407) 774-4037  
Email: [Mcondoleo@embargmail.com](mailto:Mcondoleo@embargmail.com)  
Address: 310 Wickham Ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Marie Condoleo  
Account Number: Not available  
Address: 310 Wickham Ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utility bill has doubled to cause great financial strain on our household. We are retired and on a fixed income and this increase is unbearable to endure. Please help us get relief.

**Sandra Soto**

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**From:** Aaron <chimmaera@yahoo.com>  
**Sent:** Friday, November 10, 2017 8:12 PM  
**To:** Consumer Contact  
**Subject:** Utilities, Inc. Florida Docket No. 20160101 approved rate increase request Utilities, Inc.

Utilities, Inc. Florida Docket No. [20160101](#) approved rate increase request Utilities, Inc. was granted an obscene rate increase by your dept on [August 3rd, 2017](#).

As a Utilities, Inc. consumer and as a taxpayer, I ask you to consider how you can allow a business to double (or more) their revenue with one request from you? 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. Allowing UI to increase their prices so much is similar to that of a monopoly. I lived in another neighborhood for years serviced by Seminole County Water services and never paid rates nearly as high as they are now. They are a single county which manage to keep rates low and support water conservation. Where as UI does is out of state, has a larger financial support system and does not care about water conservation as much or at all. 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. Current rates of UI require a household to use less than 4000 gallons of water in order to avoid an excess charge. This is not a reasonable request for a family of 2, let alone family of 3 or more.

Sincerely

Aaron Diaz

## Sandra Soto

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**From:** Benjamin Legaspi  
**Sent:** Monday, November 13, 2017 8:50 AM  
**To:** Consumer Contact  
**Subject:** Submitted via website

<a href="#">Hide</a>	<a href="#">ID</a>	<a href="#">Type</a>	<a href="#">Name</a>	<a href="#">Email</a>	<a href="#">Telephone</a>	<a href="#">Company</a>	<a href="#">URL</a>	<a href="#">Comment</a>	<a href="#">Date Submitted</a>
<a href="#">[Hide]</a>	20497	Accessibility Issues	Irne Horner	<a href="mailto:Wekiva272@aol.com">Wekiva272@aol.com</a>	(407) 774-9160			Why can't I leave a complaint with you, re: the exorbitant rate increase by Utilities, Inc.?	11/10/2017 8:43:57 PM

## Sandra Soto

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**From:** Mike Jirout <mejirout@hotmail.com>  
**Sent:** Friday, November 10, 2017 5:34 PM  
**To:** Consumer Contact  
**Subject:** Utilities, Inc. Florida Docket No. 20160101 approved rate increase

As a Seminole County resident who has no other option other than Utilities, Inc., I am thoroughly disgusted by your inexcusable action regarding the obscene rate increase you approved on August 3rd, 2017. I am a senior citizen on a fixed income!!! What makes you think that water and sewer rates that nearly double is acceptable? Did my FIXED INCOME suddenly double? HELL NO! Did my property taxes suddenly decrease to help me fund this doubling of my monthly bill? What a joke. How do you thieves sleep at night? All this so I can now fund mismanaged water systems that a Canadian company was dumb enough to buy in other parts of the state? Oh yeah - they think it's ok to spread their poor judgment statewide and punish everyone equally. What kind of warped reasoning is that? Only a monopoly that has the PSC in its back pocket can get away with this. I have no other option as to water/sewer service. I have no other option as a senior citizen on a fixed income, either. Where do you recommend I cut my budget to pay this outrageous increase??? Will I have to sell our home and relocate to another state to get away from the PSC and Utilities Inc criminals? 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 regional basis where well run operations are not penalized by poor ones.

ROLL BACK the obscene rate increase.

Sincerely,  
Mike Jirout  
102 Valley Circle  
Longwood, FL 32779  
407-493-6102

**Sandra Soto**

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 13, 2017 8:52 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125128

**CUSTOMER INFORMATION**

**Name:** [REDACTED]  
**Telephone:** [REDACTED]  
**Email:** [REDACTED]  
**Address:** [REDACTED]

**BUSINESS INFORMATION**

**Business Account Name:** [REDACTED]  
**Account Number:** [REDACTED]  
**Address:** [REDACTED]

Water County Selected: Seminole

**COMPLAINT INFORMATION**

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

In regards to Utilities, Inc. Florida Docket No. 20160101 approved rate increase request. The rate Utilites inc is charging is around 40% more than Seminole county. How can they get away with this rate increase. They don't even come close to the other water companies.

[REDACTED]

## Sandra Soto

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, November 11, 2017 4:07 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125116

### CUSTOMER INFORMATION

Name: William Pigozzi  
Telephone: (407) 947-4574  
Email: [BillPigozzi@gmail.com](mailto:BillPigozzi@gmail.com)  
Address: 388 Cypress Landing Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: William Pigozzi  
Account Number:  
Address: 388 Cypress Landing Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
The rate increase is unreasonable, as it exceeds 70%.



## Sandra Soto

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, November 10, 2017 4:11 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125095

### CUSTOMER INFORMATION

Name: Stephanie Shields  
Telephone: (321) 277-9533  
Email: [stephshields369@yahoo.com](mailto:stephshields369@yahoo.com)  
Address: 970 Wildflower Way Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Stephanie Shields Account Number: City of Longwood-87220-1/Utilities Inc- 2856300000  
Address: 970 Wildflower Way Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I was informed that our water bill is going to go up by 71.7 which has been approved by the Utility Commission. This is just outrageous! I assume that if the water bill goes up by that much then so will our sewer bill which is a different company. We already pay more than anyone I know. This must be stopped, it is just not fair to the people who have to use this service and have no other choice.

## Sandra Soto

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, November 11, 2017 4:08 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 125117

### CUSTOMER INFORMATION

Name: Mandi Sloan  
Telephone: (407) 619-5292  
Email: [missmandileigh@aol.com](mailto:missmandileigh@aol.com)  
Address: 722 Riverbend Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Mandi Sloan  
Account Number:  
Address: 722 RIVERBEND BLVD LONGWOOD FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

I am outraged at the recent increases over the last few months, despite minimal and consistent usage I have seen my bill quadruple over the 3 billing cycles. These seem excessive and unfair!

## Sandra Soto

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**From:** Vicki Torres <vltorres1227@yahoo.com>  
**Sent:** Friday, November 10, 2017 8:53 PM  
**To:** Consumer Contact  
**Subject:** Utilities, Inc. Florida Docket No. 20160101 approved rate increase request").

Dear Sir/Madam,

We are emailing you to express our strong opposition to the rate increase initiated by Utilities Inc. Our water/sewer rate has increased exponentially.

How the Public Service Commission could approve such an increase is amazing and deplorable!

We would hope that you will rescind the rate increase as soon as possible.

We would appreciate your quick response to this email.

Vicki & Joe Torres

Seminole County, FL

Vicki L. Torres

[vltorres1227@yahoo.com](mailto:vltorres1227@yahoo.com)

Telephone: 407 774 2717