

Brandy Butler

From: Ruth McHargue
Sent: Thursday, November 16, 2017 4:03 PM
To: Consumer Correspondence
Cc: Janet Brunson; Diane Hood
Subject: FW: TO CLK Docket 20160101
Attachments: E-Form Other Complaint TRACKING NUMBER 125157; "Utilities, Inc. Florida Docket No. 20160101; Utilities, Inc. Florida Docket No. 20160101; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request.; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request.; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request; E-Form Other Complaint TRACKING NUMBER 125165; E-Form Other Complaint TRACKING NUMBER 125166; E-Form Other Complaint TRACKING NUMBER 125161

Customer correspondence

From: Diane Hood
Sent: Wednesday, November 15, 2017 1:55 PM
To: Ruth McHargue
Subject: TO CLK Docket 20160101

Copies on file. DHood

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 15, 2017 8:54 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125157

CUSTOMER INFORMATION

Name: James Greer
Telephone: (407) 619-7734
Email: james.greer@gmail.com
Address: 158 Wisteria Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: James Greer
Account Number:
Address: 158 Wisteria Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Water rates for my home have more than DOUBLED due to the recent acquisition of the local water utility.

Brandy Butler

From: Anne McGrath <acmcgrath@me.com>
Sent: Wednesday, November 15, 2017 9:59 AM
To: Consumer Contact
Subject: "Utilities, Inc. Florida Docket No. 20160101"

Please file a complaint on my request.

Anne McGrath
312 Wild Olive Lane
Longwood, FL 32779

My rates have skyrocketed since August.

Please advise

Regards,
Anne McGrath
973-886-6158

Brandy Butler

From: Toby Robinson <trobinson108@cfl.rr.com>
Sent: Wednesday, November 15, 2017 10:02 AM
To: Consumer Contact
Subject: Utilities, Inc. Florida Docket No. 20160101

As a senior citizen of Seminole County, I am very concerned about the extreme rate hike from Utilities Inc. Most of us live on fixed incomes that do not increase at the same rate as Utilities Inc.

I believe this increase needs further investigation.

Sincerely,

Toby Robinson

Brandy Butler

From: Connie Edge <ConnieEdge@outlook.com>
Sent: Wednesday, November 15, 2017 10:04 AM
To: Consumer Contact
Subject: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

Hello,

I am writing to express my frustration and concern with the 70+% rate increase we have recently been handed by Utilities, Inc. (reference **Utilities, Inc. Florida Docket No. 20160101 approved rate increase request**).

If such an increase has become necessary, it reflects poor planning on the part of the utility and that burden should not be placed on the residents.

Thank you for evaluating this matter and for helping to protect the integrity of our household fragile budgets.

Thank you,
Connie Edge
221 Hummingbird Lane
Longwood, FL 32779

Brandy Butler

From: Dennis McGavock <dhm346@gmail.com>
Sent: Wednesday, November 15, 2017 11:07 AM
To: Consumer Contact
Subject: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request.

Hi

I live in Longwood Florida and have Utilities inc as a provider.

JUST WANTED TO LET YOU KNOW THAT OUR RATES HAVE SKYROCKETED SINCE THE HURRICANE...

We were even told not to use the water for several days and then told to boil the water on another occasion.

We have had to spend significant amounts of money on bottled water. Why can't we get useable water from our provider at reasonable rates?

--

May you be a blessing to those you meet today

Dennis McGavock
116 Tomoka Trail
Longwood FL 32779

Brandy Butler

From: elaughba@gmail.com on behalf of Ed Laughbaum <elaughba@math.ohio-state.edu>
Sent: Wednesday, November 15, 2017 11:12 AM
To: Consumer Contact
Subject: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request.

To Whom it May Concern:

My water bill has risen drastically since summer. I have only lived at my house for 3 weeks since September 1 and I do not water my lawn and I turn off my water softener when not home. Please consider this a complaint against the unwarranted cost increase.

Regards,

Ed
Ed Laughbaum
• 236 Spring Run Circle
Longwood, FL 32779

Brandy Butler

From: shelly.ferrone@ubs.com
Sent: Wednesday, November 15, 2017 11:40 AM
To: Consumer Contact
Cc: LConstantine@seminolecountyfl.gov
Subject: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request
Attachments: disclaim.txt

Dear Public Service Commission,

I am writing you today to tell you that I am very displeased with your recent rate increase. I live in The Springs in Longwood FL and my bill doubled! That is unconscionable & I feel the decision needs to be reconsidered. Please realize an increase from \$35/month to \$70/month can impact lower income people & those who live on fixed income very drastically.

I look forward to some positive news on this issue.

Michele M Ferrone
1963 Lost Spring Ct.
Longwood FL 32779

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 15, 2017 12:35 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125165

CUSTOMER INFORMATION

Name: Elizabeth Moore
Telephone: (407) 463-9711
Email: etmoore2000@yahoo.com
Address: 128 Raintree Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Beth Moore
Account Number: 9778560897
Address: 128 Raintree Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
My water bill doubled since Sept.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 15, 2017 12:37 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125166

CUSTOMER INFORMATION

Name: David Hemela
Telephone: (407) 682-0150
Email: hemela@juno.com
Address: 105 Bridgeway Cir Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: David Hemela
Account Number: 0505400000
Address: 105 Bridgeway Cir Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

It's not easy when you are on a fixed income to take any increases of almost 100% on anything, let alone our water bill. This is a terrible situation to be in and we don't appreciate it. We cannot continue to afford these kinds of unfair rate increases.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 15, 2017 10:35 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125161

CUSTOMER INFORMATION

Name: Theodore Kaiser
Telephone: (407) 862-4615
Email: TKaiser3@cfl.rr.com
Address: 104 Weeping Elm Ln Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Theodore Kaiser
Account Number: 0699320000
Address: 104 Weeping Elm Ln Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

My utilities bill went from \$66.77 to \$112.30 in one month with just about the same service due to the rate increase base on your approval. This is totally unacceptable and believe that yo mad a gross error in this decision. It is requested that this decision be readdressed and any increase be within reason.