

**Brandy Butler**

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**From:** Ruth McHargue  
**Sent:** Monday, November 20, 2017 4:51 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 125203; E-Form Other Complaint TRACKING NUMBER 125208; E-Form Other Complaint TRACKING NUMBER 125211; Complaint - Utilities, Inc. Florida Docket No. 20160101 approved rate increase request; E-Form Other Complaint TRACKING NUMBER 125213

Customer correspondence

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**From:** Diane Hood  
**Sent:** Monday, November 20, 2017 4:38 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 20160101

Copies on file. DHood

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, November 17, 2017 9:57 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125203

### CUSTOMER INFORMATION

Name: Marshall Cohen  
Telephone: (407) 949-2211  
Email: [cruisesaleaway@gmail.com](mailto:cruisesaleaway@gmail.com)  
Address: 112 Wild Fern Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Marshall Cohen  
Account Number: 4539210000  
Address: 112 Wild Fern Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

A 100% increase in water cost is not nice and extremely greedy and the increase is way outside my budget and the water man is going to come with his big stick any day to shut me off and I have children.

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, November 18, 2017 2:51 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125208

### CUSTOMER INFORMATION

Name: Theresa Bradley  
Telephone: (321) 356-3344  
Email: [tbradley707@gmail.com](mailto:tbradley707@gmail.com)  
Address: 126 Wisteria Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: George Diaz  
Account Number:  
Address: 126, Wisteria Drive Longwood FL 32779

### COMPLAINT INFORMATION

Complaint: Other Complaint against S & L Utilities, Inc.

#### Details:

I cannot believe you gave Sanlando Water a 70 percent increase in rates. That is insane. I wish my small business could increase customers rates that much -- but they would all walk. And I wouldn't blame them. So either they have been mismanage their business (if they truly need a 70 percent increase) or something is rotten in the hen house.

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, November 18, 2017 10:07 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125211

### CUSTOMER INFORMATION

Name: Pau Lallu  
Telephone: (407) 797-5602  
Email: [Paullallu@gmail.com](mailto:Paullallu@gmail.com)  
Address: 596 S. Longview Place Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Pau Lallu  
Account Number:  
Address: 596 S. Longview Place Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Rate hike is crazy. I have never seen a water bill this high . Something needs to be done to stabilize this hike. I have a water bill that is three times higher than my light bill. We only shower 2 times a day and hardly use the dishwasher but see a bill that is 1/4 of our mortgage bill. This is a rip off.

## Brandy Butler

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**From:** Karen Ramsdell <kramsdell1@gmail.com>  
**Sent:** Sunday, November 19, 2017 1:32 AM  
**To:** Consumer Contact  
**Subject:** Complaint - Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

To: Commissioners, Florida Public Service Commission

I'm sure you're aware that the Seminole County Board of County Commissioners unanimously voted to pursue a motion to file legal action against the PSC due to the highly excessive rate increase approved by you, as requested by Utilities, Inc. This doubling or 100% rate increase probably ranks as the largest, percentage-wise, ever approved by the PSC. As a result of your thoughtless and ill-considered decision the citizens of Seminole County are now burdened with a 100% increase in their utility bills. Many of those are retired, disabled, etc. on a fixed income and are unable to afford such an outrageous increase. I'm sure many now have to dip into their food budget in order to simply pay their utility bill. This increase is particularly offensive when you consider the federal government has approved a paltry 2% raise in 2018 for retirees, based on the CPI. That 2% raise, for many, will just barely cover this utility bill increase. In other words, they will receive no sorely needed raise thanks to your decision!

I'm wondering if any of the above occurred to any of you when you voted for this ridiculous increase. Did it occur to anyone to require Utilities, Inc. to phase in the increase? Apparently not!

I doubt any of the members of the commission live in Seminole County or any other area affected by the increase or you may not have been quite so anxious to grant Utilities, Inc's catch-up-all-at-once-request. All I'm asking for is a reconsideration on your part to require an amortized and reasonable 3-4 year period for this increase.

I hope I've made my point. If not please feel free to call or email me.

Thank you for your consideration,  
Theodore C. Ramsdell  
176 Raintree Drive  
Longwood, FL 32779  
407-682-4797



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## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, November 19, 2017 5:12 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125213

### CUSTOMER INFORMATION

Name: Robert Methven  
Telephone:  
Email: [thehometeam1974@aol.com](mailto:thehometeam1974@aol.com)  
Address: 502 Blue Lake Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Robert Methven  
Account Number:  
Address: 502 Blue Lake Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I think most people have come to expect and accept rate increases, but our recent water rate increase goes FAR beyond the average household's ability to absorb it... this broaches on "aquatic servitude"