

Sandra Soto

From: Ruth McHargue
Sent: Tuesday, December 05, 2017 3:35 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK for docket 20160101
Attachments: Utilities Inc Mega Rate Increase; Utilities Rate Increase; Utilities Inc Rate Hike; Rate increases. ; E-Form Other Complaint TRACKING NUMBER 125338; Recent rate increase for Utilities Inc.; Utilities, Inc. Increase; rate increase Utilities, Inc.; water rates; Utilities Inc rate increase; Utilities Inc rate increase; Rate Increase and terrible customer service Utilities Inc.; Utilities Inc. Rate Increase; Utilities Rate increase in Seminole county

[Customer correspondence](#)

From: Angie Calhoun
Sent: Tuesday, December 05, 2017 2:42 PM
To: Ruth McHargue
Subject: To CLK for docket 20160101

Customer correspondence for docket 20160101.

Sandra Soto

From: Diane <dohall1@aol.com>
Sent: Tuesday, December 05, 2017 9:31 AM
To: Consumer Contact
Subject: Utilities Inc Mega Rate Increase

It makes no sense that the Public "Service" Commission has allowed such an unfair and drastic price jump on us customers of Utilities Inc. As consumers, we have no choice but to try and pay - the company has a monopoly so we cannot buy water (a necessity of life) elsewhere. It is way too much at once - the rate going up 100-110% - so much of a burden on those of us who are seniors, on a fixed incomes. How can water even be conserved to keep the bills down? Because of the bad quality it is not used for drinking already, and HOAs fine residents if lawns turn brown from lack of watering. Utilities Inc is being unfairly enriched to the detriment of Fla residents with the blessings of the laughably named "Public Service Commission" who turned a blind eye to those it's supposed to serve. What a wonderful fall we've had with a property tax increase, Hurricane Irma, and Price Gouging for water. A sad day when a household's water costs more than its electricity.

Diane O'Halloran
Longwood, FL

Sent from my iPhone

Sandra Soto

From: Carmen Culp <carmculp@gmail.com>
Sent: Tuesday, December 05, 2017 9:36 AM
To: Consumer Contact
Subject: Utilities Inc Rate Hike

To whom it may concern –

Although rate hikes may be warranted when infrastructure needs improving and expenses increase, a huge rate hike has an adverse affect on customers ability to absorb at one time.

Perhaps a gradual increase over time would have allowed for families and people on fixed incomes to adjust and absorb rather than putting them in financial hardship and distress. Please consider stepping back the increase and titrating over a period of time.

Thanks,
Carmen Culp
127 Tindale Circle
Longwood, FL 32779
407-446-0185

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, December 05, 2017 10:15 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125338

CUSTOMER INFORMATION

Name: Debby Bissell
Telephone: (407) 333-0692
Email: acer2160@yahoo.com
Address: 2160 blue iris place longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Debby Bissell
Account Number: 5294400000
Address: 2160 blue iris place longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

My bill has more than doubled. I have to pay for repairs for a very expensive septic tank system and i only get water from utilities,inc. My bill for october 2017 has more than doubled. I called the company and she told me i have a 1 inch meter and my base charge went from 11.00 (not exactly) to 27.00....who let this happen?????? My monthly bill usually between 17-20.00 is not over 42.00....is this legal???????? Arent you supposed to protect us from price gouging? There is no other water company i can change to that might actually be locally owned. Can you help us? Thank you for your time. Not sure why a canadian company is owning my utilities company anyhow.

Sandra Soto

From: Pam Sabia <pamsabia@gmail.com>
Sent: Tuesday, December 05, 2017 9:36 AM
To: Consumer Contact
Subject: Utilities Rate Increase

Public Service Commission:

My utilitie's bill has doubled! My neighbors' bills have also doubled! How much is enough! This is outrageous in today's world. There is absolutely no need to increase the utilities that much. Has the consumption doubled? I don't think so. We try to be very diligent with how our funds are spent.

We cannot have our bills double and expect to be able to pay them. I would like you to further research ways to trim the budget without attacking the homeowner with these increases. I can understand an increase but there is no way they should double!

Sincerely and hopefully you can find a better answer.

Pam Sabia
(407) 415-7063

Sandra Soto

From: Nicole Delahoussaye <nmdela@aol.com>
Sent: Tuesday, December 05, 2017 10:34 AM
To: Consumer Contact
Subject: Rate increases.

To whom it may concern,

Our water bill recently doubled. This rate increase puts added financial stress on our family, and many families in our community. This issue should be revisited and rates lowered.

Thank you,
Nicole Delahoussaye

Sent from my iPhone

Sandra Soto

From: James Bunsa <jbunsa@cfl.rr.com>
Sent: Tuesday, December 05, 2017 11:05 AM
To: Consumer Contact
Subject: Recent rate increase for Utilities Inc.

Dear Public Service Commission Representative:

I have now paid several months of increased rate invoices from Utilities Inc. here in Central Florida (Longwood), and wish to register my complaint about the amount of the increase. I am on fixed income (Social Security) and to have the cost of a basic need such as water increase at such an alarming rate is a major injustice, especially while special deals are given to very large consumers of water (bottling companies that sell water back to us at a significant profit).

The Public Service Commission's charge should be to serve the public, as the name implies. I do not think it is serving the public in this case.

Sincerely,

James K. Bunsa
284 Cambridge Drive
Longwood, FL 32779

Sandra Soto

From: Bob Bender <bender@cfl.rr.com>
Sent: Tuesday, December 05, 2017 11:46 AM
To: Consumer Contact
Subject: Utilities, Inc. Increase

I live in the Wekiva area of Seminole County. We are retired. Our water bill has doubled. When you are on Social Security Only, a \$60 increase in your water bill means something else will suffer, Food Costs are usually the first to go. Would you please reconsider the increase in the water rates? I know you all are appointed and I cannot vote you out of office. So, as a mature adult, living on Social Security, what can you do for us? What was the consideration for the fixed income families?

Would love to hear from someone.

Bob and Georganna Bender
321-300-3616

Sandra Soto

From: Bob Bender <bender@cfl.rr.com>
Sent: Tuesday, December 05, 2017 12:40 PM
To: Consumer Contact
Subject: water rates

 Tina Israelson, Sweetwater Oaks

Its outrageous how much the water bill went up. We use less than half of the water that we used before and pay the same amount. For example, back in June our usage was a little bit under 30,000 gallons. Now, our usage is under 12,000 gallons and we pay the same amount. Its ridiculous!

Sandra Soto

From: Bob Bender <bender@cfl.rr.com>
Sent: Tuesday, December 05, 2017 11:50 AM
To: Consumer Contact
Subject: rate increase Utilities, Inc.

But who would have thought, our representatives would agree to such a rate increase. Not even considering the fixed income families.

Talk to the Utilities Inc. and they just laugh and say too bad, too late.

Bob Bender
321-300-3616

Sandra Soto

From: emg103@yahoo.com
Sent: Tuesday, December 05, 2017 12:01 PM
To: Consumer Contact
Subject: Utilities Inc rate increase

The rate increase is too much for the average homeowner or renter to pay. Please revise the rates to what they were before.

Thank you
Maureen Guadalupe
106 Oakley Court
Longwood FL 32779

Sandra Soto

From: Peter Vasquez <peter.vasquez@gmail.com>
Sent: Tuesday, December 05, 2017 12:23 PM
To: Consumer Contact
Subject: Utilities Inc. Rate Increase

Good afternoon,

We have recently had a very significant rate increase through Utilities Inc. My bill has gone up approximately 300% since this increase. This type of increase seems very unreasonable for a business to implement in such haste, without providing increase in quality of the product or services.

I understand that equipment needs to be replaced, which would require some increases over time. However, for this to jump 300% all at once seems very unreasonable and speaks to poor management decisions. I am very concerned that this rate increase was overestimated and not truly needed to provide quality water and waste services. I expect with such rate increases that the need for filtration and softening at the residential level would no longer be necessary to achieve quality drinking and cleaning water.

I don't see the increase in quality of water being delivered to the residents to justify this rate increase and would request an audit be completed on the financials for this project. The bottom line comes to this: what benefit are the customers receiving when required to pay for such an increase as this? If that can be justified, I might be accepting of an increase over time, but where is the justification for the customers?

My address is 603 Blue Lake Dr, Longwood, FL 32779.

Thank you for your representation.

Sincerely,
Peter Vasquez
(407) 312-4741

Sandra Soto

From: Carrie Bell <Carrie.Bell@northhighland.com>
Sent: Tuesday, December 05, 2017 12:03 PM
To: Consumer Contact
Subject: Rate Increase and terrible customer service | Utilities Inc.

Hello -

I am writing to protest the rate increase for the water bills coming from Utilities Inc. Their customer service folks were not helpful during the hurricane as well when we had a water main leak and would not even grant the ability to spread payments out over the course of a few months.

I did write multiple letters before the price hike but am still unhappy about this and will continue to do so until our voices are heard.

Carrie Bell

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Sandra Soto

From: Tim Schlagheck <tstwoo@yahoo.com>
Sent: Tuesday, December 05, 2017 1:02 PM
To: Consumer Contact
Subject: Utilities Rate increase in Seminole county

Dear commissioners,

I am submitting a protest in regard to the Utilities Inc. rate increase this year. In reading about the approved rate increase, the reasons proposed by Utilities Inc. do not add up to a 70% increase.

Even if their reasoning shows justification for rate increases, to raise rates by 70% at one time is financially irresponsible. No other business or certainly utility could be allowed that rate hike.

A rate hike should be phased in over several years, as the company was profitable prior to this huge increase.

Tim Schlagheck
email: tstwoo@yahoo.com

Sandra Soto

From: Heather Egolf <heather.egolf@gmail.com>
Sent: Tuesday, December 05, 2017 12:02 PM
To: Consumer Contact
Cc: Josh Egolf
Subject: Utilities Inc rate increase

To whom it may concern,

My name is Heather Egolf and I am a Utilities Inc customer. I am writing to express my concern about the recent rate increase. This rate increase was just put into effect for my address a few months ago and has resulted in my water bill doubling. While my household tries our best to conserve water where we can and not over consume we are a family of 4 and cannot cut back any more than we currently have. Our consumption is at it's lowest this time of year and my water bill is almost \$100. When our consumption is quite a bit more during the summer our water bill will most certainly surpass our electric bill. I have never lived anywhere where the water bill is more than an electric bill, during the summer especially. When we bought our house in 2017 and up until a few months ago our water bill would be between \$55/\$65 monthly. With the rate increase I am anticipating it being over \$200 in the summer months, this will be a more than \$135/month increase in our bill. My family simply cannot afford this kind of bill and increase.

To have a 50% increase is unreasonable and unfair. Small increases over time is what is expected and what I have normally experienced. I know this increase has already been approved but if nothing is done my family be forced to sell our home and move out of the Utilities Inc coverage area. Thank you for your time, I hope this is reconsidered and appealed.

Heather Egolf