

Brandy Butler

From: Ruth McHargue
Sent: Thursday, December 07, 2017 12:22 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK for Docket 20160101
Attachments: Utilities Inc. Rate Increase; Utilities Inc of Florida Account #7768600000; E-Form Improper Billing TRACKING NUMBER 125349; Rate increase for Wekiva, Longwood FL; Warning.txt

Customer correspondence

From: Angie Calhoun
Sent: Wednesday, December 06, 2017 4:14 PM
To: Ruth McHargue
Subject: To CLK for Docket 20160101

Brandy Butler

From: Eduard <eduard@aol.com>
Sent: Tuesday, December 05, 2017 5:23 PM
To: Consumer Contact
Subject: Utilities Inc. Rate Increase

To Whom it May Concern -

Will admit I did not protest regarding the proposed water rate increase when it was announced as realize the cost of everything is going up. That being said, have received my latest Utilities Inc. invoice. Whereas I was before paying approximately \$42-\$44/month, am now being billed \$104/month. Do sincerely find a 150% increase in the water rate (with no increase in usage in this year as compared to last year) to be completely excessive. \$104/month for two seniors is outrageous!

Kindly see if there is anything you can do for the countless individuals who are being similarly impacted in Central Florida.

Thank in advance,

Eduard Pineiro
1123 Bella Vista Circle
Longwood, FL 32779-5865
407-461-2600

Brandy Butler

From: John Wilfong <j_wilfong@hotmail.com>
Sent: Tuesday, December 05, 2017 5:50 PM
To: Consumer Contact
Subject: Utilities Inc of Florida Account #7768600000

Gentlemen:

The recent rate hike your agency granted Utilities Inc appear to me to be a bit extravagant. Based on the approved rates, I calculate that my bill will increase by 100% and the last two bills have reflected this dramatic increase.

Having owned several businesses in the past, I can't imagine doubling my prices and being able to stay in business. This kind of increase seems unreasonable to me.

Please address this issue again and review the impact these increases are having on people such as myself who live on a fixed income.

Thanking You In Advance For Your Consideration,

John W. Wilfong
214 Cumberland Circle W
Longwood, FL 32779

Cell 407.683.8137

Brandy Butler

From: Mary Matheus <mmatheus0523@aol.com>
Sent: Wednesday, December 06, 2017 10:50 AM
To: Consumer Contact
Subject: Rate increase for Wekiva, Longwood FL

I don't understand how a water company has the power to more than double its rates overnight. This is very unfair to all of us who are consumers. No where in our society is this allowed to happen because of competition and other rules. But the utilities companies don't play by the same rules it seems for that is what they have done. My neighbors and I have all seen our water bills more than double for the past couple of months. A \$25 bill is now \$60, while a \$100 is now \$235. I know that my salary has not doubled nor has anyone else's in my circle of friends. Our utility company must have been making money all of these years charging the old rates or we would have been paying more.

I understand that we have enjoyed lower than normal rates. And I appreciate that. It is one of the reasons that I bought the house that I did. I also know that this increase could have been implemented gradually over a number of years allowing for the consumers to be able to better absorb the increases without placing a big burden on anyone. It is very unfortunate that the Public Service Commission did not see this and allowed them to implement the increase.

I am thoroughly disgusted with how this matter was handled and I protest this increase in my rates.

A concerned citizen,

Mary Matheus
110 Wheatland Court
Longwood, FL 32779
Cell: 407-701-4712

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, December 05, 2017 7:48 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125349

CUSTOMER INFORMATION

Name: Stephanie Balensiefen
Telephone: (815) 878-9306
Email: sbalens@gmail.com
Address: 180 Holderness Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Stephanie Balensiefen Account Number: 0685212706
Address: 180 Holderness Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Utilities Inc bill increases by over 100%. I was expecting a 20% increase and was surprised by the excessive hike. Many Wekiva residents also are experiencing the same increases.