

**Brandy Butler**

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**From:** Ellen Plendl  
**Sent:** Thursday, December 07, 2017 1:37 PM  
**To:** Consumer Correspondence  
**Subject:** Docket 20160101  
**Attachments:** FW Utility Inc; FW Consumer Inquiry - Utilities, Inc. of Florida

See attached email and reply and add to the correspondence side of Docket 20160101.

## Brandy Butler

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**From:** Governor Scott's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Thursday, December 07, 2017 12:02 PM  
**To:** Ellen Plendl  
**Subject:** FW: Utility Inc

Please find attached correspondence received by the Governor's Office of Citizen Services. This correspondence is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

*Martha Lynn*  
*Office of Citizen Services*  
*Executive Office of the Governor*  
*Email: [Martha.Pimmino-Lynn@eog.myflorida.com](mailto:Martha.Pimmino-Lynn@eog.myflorida.com)*  
*Phone: 850-717-9415*



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**From:** susanmarykeller [<mailto:susanmarykeller@gmail.com>]  
**Sent:** Thursday, December 07, 2017 11:22 AM  
**To:** Governor Rick Scott <[GovernorRick.Scott@eog.myflorida.com](mailto:GovernorRick.Scott@eog.myflorida.com)>  
**Subject:** Utility Inc

My water bill has doubled, forcing me to flush the toilet only once a day as I live on social security. Disgusted yet? Help us out. We are being robbed!

Sent via my Samsung Galaxy, an AT&T 4G LTE smartphone

## Brandy Butler

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**From:** Randy Roland  
**Sent:** Thursday, December 07, 2017 1:35 PM  
**To:** Ellen Plendl  
**Subject:** FW: Consumer Inquiry - Utilities, Inc. of Florida

-----Original Message-----

From: Randy Roland  
Sent: Thursday, December 07, 2017 1:34 PM  
To: 'susanmarykeller@gmail.com'  
Subject: Consumer Inquiry - Utilities, Inc. of Florida

Ms. Susan Mary Keller  
[susanmarykeller@gmail.com](mailto:susanmarykeller@gmail.com)

RE: FPSC Inquiry 1264218C

Dear Ms. Keller:

The Governor's office forwarded a copy of your email regarding Utilities, Inc. of Florida (UIF) with respect to Docket No. 20160101-WS, UIF's application for an increase in its water and wastewater rates in 10 counties to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service.

In response to UIF's application, the Commission held nine customer service hearings across the state in January, February, and May 2017 and a technical hearing was held in Tallahassee in May. The Commission's decision to approve uniform rates for all UIF water and wastewater systems was based on the testimony and evidence provided by the utility, Commission staff, customers, the Office of Public Counsel, and other intervenors in the docket during those hearings.

The Commission considered not only the prudent costs associated with operating and maintaining the individual UIF systems, but also the potential impact of future investment by the utility as they continue to repair and replace aging infrastructure and make improvements to address quality of service issues related to color and odor in the treated water. Many of the UIF water and wastewater systems serve a small number of customers and large investments can have a significant impact on those system rates. By consolidating the utility's systems for rate setting purposes, the costs associated with future investments for all systems will be spread across a larger customer base, mitigating the rate impact for all customers. The Commission's decision in this most recent case affected customers of some systems more than others, however, in the long run it is expected that all customers will share the benefit of consolidated rates.

We appreciate your comments will add your correspondence to Docket No. 20160101-WS.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland  
Regulatory Program Administrator  
Florida Public Service Commission