

Brandy Butler

From: Ruth McHargue
Sent: Wednesday, December 20, 2017 12:01 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket #20160101, Utilities, Inc.- Reply requested
Attachments: Utilities Inc Letter.docx

[Customer correspondence](#)

From: Consumer Contact
Sent: Wednesday, December 20, 2017 11:38 AM
To: Ruth McHargue
Subject: To CLK Docket #20160101, Utilities, Inc.- Reply requested

[Copy on file, see 1265488C. DHood](#)

From: Pluto, Patty [mailto:patty_pluto@scps.k12.fl.us]
Sent: Wednesday, December 20, 2017 11:27 AM
To: Consumer Contact
Subject: Docket #20160101, Utilities, Inc.

Good morning,

I contacted your office yesterday to express my concern over the recent rate increase by Utilities, Inc. I was informed that there was an appeal of these increase in process. I have prepared a letter voicing my opinion and concerns, which is attached. I would appreciate it if this letter could be included in the documents supporting this appeal.

I would also appreciate it if you could acknowledge your receipt of this e-mail.

Thank you,

Patty Pluto
FTE/Bookkeeper
Crystal Lake Elementary
Telephone: 407-871-8100
Fax: 407-871-8199

[Florida has a very broad Public Records Law. Virtually all written communications to or from School District Personnel are public records available to the public and media upon request. E-mail sent or received on the School District system will be considered public and will only be withheld from disclosure if deemed confidential pursuant to State Law.]

December 20, 2017

RE: Docket No: 20160101, Utilities, Inc.

To Whom It May Concern:

My family has resided in our Seminole County home for the past twenty years. My water bills originally ranged somewhere \$55.00 and \$65.00. A few years ago there was a rate increase and our water bills increased to between \$95.00 and \$115.00 per month. In the past six plus months, we have received notices of rate hikes from Utilities, Inc., our water provider. In October, we received our bill, which had increased to \$154.00. My husband and I understand occasional rate hikes in utility bills, so, although we were not happy with another \$45.00 to \$50.00 per month rate hike, we also figured there was nothing that we could do about it. Then in November, we received our next water bill and I was horrified to see the amount was now \$205.00. Our first thought...we have a leak somewhere and we went to our meter. There was so much grass overgrown on the meter, that at first we had trouble finding it. Apparently, it had not been read in quite some time. We dug the meter out and determined that there were no leaks. I contacted the water company and asked for a repeat reading and a check for leaks. When I called them this past Monday, I was told that they did re-read the meter and it showed a correct reading and it indicated no leaks. They then proceeded to explain to me that they had had a rate increase and when you figure that increase with our water usage, it did actually double our water bills.

My husband and I are getting ready to retire and a 100% increase in our utility bill is not going to be easy to put into the budget. I feel sorry for those already retired and on fixed incomes having to deal with this absurdity. I have never heard of a company getting a 100% rate hike in their bills. I certainly have never received a 100% salary increase...more like 3%, if I'm lucky. I am appalled that anyone in their right minds would ask for such an increase, and even more appalled that any official office would give their approval.

I understand that there is an appeal of this rate increase in process. I would very much like to add my opinion to the documentation supporting this appeal. An honest, reasonable rate increase can be understood, but this increase is absolutely ridiculous. It does nothing but grease the palms of Utilities, Inc., while adding financial hardships to all of their customers, who have no choice but to pay these horrible bills.

We sincerely hope that this rate increase is repealed and the Utilities, Inc. customers refunded the amount billed for these increases.

We ask for and appreciate your help,

Patty and Tim Pluto
413 Twisting Pine Circle
Longwood, Florida 32779