

**Brandy Butler**

---

**From:** Ruth McHargue  
**Sent:** Wednesday, January 31, 2018 9:30 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** Utilities Inc; E-Form Other Complaint TRACKING NUMBER 125815; E-Form Other Complaint TRACKING NUMBER 125817; E-Form Improper Billing TRACKING NUMBER 125819; Utilities Inc Rate Increase

Customer correspondence

---

**From:** Diane Hood  
**Sent:** Tuesday, January 30, 2018 3:36 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 20160101

Copies on file. DHood

## Brandy Butler

---

**From:** Marsha Montgomery <marshanatasha@gmail.com>  
**Sent:** Thursday, January 25, 2018 7:50 PM  
**To:** Consumer Contact  
**Subject:** Utilities Inc

Please review and repeal the unfair increase to my personal water bill by Utilities Inc. The amount of my current bill is triple the amount I paid a few months ago. Please help!!!

Marsha Montgomery  
111 River Bend Ct.  
Longwood, FL 32779

## Brandy Butler

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 29, 2018 5:28 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125815

### CUSTOMER INFORMATION

Name: Joseph Mulligan  
Telephone:  
Email: [jmulligan4@cfl.rr.com](mailto:jmulligan4@cfl.rr.com)  
Address: 107 E. Cumberland Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Joseph Mulligan  
Account Number: 1201700000  
Address: 107 E. Cumberland Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

I would like to know how the PSC justified the recent increase it granted to Utilities Inc. This increase has effectively doubled my monthly water bill. An example: I paid \$39.64 for 6810 gals usage in May 2017. My most recent bill for 7150 gals is 79.76, that's a difference of \$40.12. The difference alone is more than my total previous bill. Any one can understand that rates can increase periodically but to double a consumer's cost is outrageous! These new costs are a burden to my monthly budget. Please advise if there is any remedy to this situation. Thank you.

## Brandy Butler

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 29, 2018 6:44 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125817

### CUSTOMER INFORMATION

Name: Donna McNally  
Telephone: (407) 758-4567  
Email: [donna.mcn6@gmail.com](mailto:donna.mcn6@gmail.com)  
Address: 309 Pickering Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Donna McNally  
Account Number: 4259710000  
Address: 309 Pickering Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:

Erratic billing, rates approved August 2017 increased our bill drastically. Today with our January 22, 2018 bill we have received yet another notice of rate increase.

Our bills went from an average of \$55.88 monthly prior to the increase, to an average now of \$109.28, nearly doubling. Now utilities Inc is raising rates yet again, this is absurd and it is a ripoff to the consumer. Their notice further says that they do not have to have this latest increase approved, and I hereby lodge a formal complaint that these rates are excessive and we feel like we are being taken advantage of. I and many of my Seminole county neighbors are facing a financial hardship because of this!

## Brandy Butler

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 29, 2018 7:45 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 125819

### CUSTOMER INFORMATION

Name: Jay Smith  
Telephone: (407) 719-9435  
Email: [js239@hotmail.com](mailto:js239@hotmail.com)  
Address: 239 Stevenage Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Keila Smith  
Account Number: 6745800000  
Address: 239 Stevenage Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

#### Details:

Utilities of Florida has continually raised rates with "NO" increase in service! Our water bill has "Doubled" and myself and the neighborhood cannot believe that the commission could approve such a drastic increase on the consumer. Any other industry would be shamed over this huge increase. If they cannot run a profitable business then they should get out of it. my newest bill just arrived at \$146.41(should be \$60-\$70), along with a letter stating they have again petitioned the commission for another increase, as of 11/22/2017. This is beyond unacceptable for them to increase our rates and you continually approving them without responsible concern for the citizens. Our rates need to be reduced to 2016 rates and readjusted from the with small increases, NOT 50-60%.

PSC was contacted previously

## Brandy Butler

---

**From:** Sandra S <cougarkean@yahoo.com>  
**Sent:** Tuesday, January 30, 2018 1:17 PM  
**To:** Consumer Contact  
**Subject:** Utilities Inc Rate Increase

I am writing this email to voice my dissatisfaction with the enormous rate increase implemented on Seminole County Residents. My water bill has increased over 3x's its regular rate, not to mention the consumption charges are ridiculous. My water consumption, along with some of my neighbors, shows dramatic increases of water usage when that is just not true. And no, there are no water leaks. It's like numbers are just arbitrarily picked and then we are charged. This NEEDS TO STOP! You are making a huge negative financial impact on people, one in which no one could prepare for. Some folks water bills have increased to over \$500 from \$100! How can anyone legitimately be prepared for such a jump in cost? This NEEDS TO STOP! I do not agree with this price increase, I never have! There are other ways in which to gradually raise the money needed to repair and replace necessary infrastructures. STOP THE INCREASE!

Sincerely,

Sandra Swiatkiewicz  
Seminole County Resident