

**Amanda Griffith**

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**From:** Angie Calhoun  
**Sent:** Thursday, February 15, 2018 8:20 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20160101

For docket 20160101

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

From: Consumer Contact  
Sent: Thursday, February 15, 2018 8:20 AM  
To: Angie Calhoun  
Subject: To CLK Docket 20160101

Copy on file, see 1270764C. Also filed for improper billing, see 1270763W. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Wednesday, February 14, 2018 4:59 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 126015

**CUSTOMER INFORMATION**

Name: Erich Strong  
Telephone:  
Email:  
Address: 540 albany place Longwood FL 32779

**BUSINESS INFORMATION**

Business Account Name: Erich Strong  
Account Number:  
Address: 540 albany place Longwood FL 32779

Water County Selected: Seminole

**COMPLAINT INFORMATION**

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

I have lived at this address since March of 2013. For the last 5 years I have had a pretty steady bill except that in September of 2017 I began to see my bill go up every month since then. I have also seen my usage go up. After one year at this address I called Utilities Inc., formerly Sanlando Utilities, to ask why my usage was about 1,600 gallons per month and they told me that was about what a single person uses in one month. Seemed high but plausible, So for the last 4 years that stayed steady until last September and now my usage is over 3,500 gallons per month. I recently called again and they told me that 3,500 gallons per month was about what a single person uses in one month and it has been that way since 2012 (I was not here in 2012 but there were two people at least that lived here). So that is a discrepancy in the meter readings, usage, number of requests and reasons, the subsequent grantings, etc. I am a single senior citizen and have lived here by myself since I moved here in 2013. This company has been asking and getting rate increase at

least two to three times a year since 2013 and now it has been requested for rate increases each month since September. So it is not only the rates that have been going up but also the usage to which that rate increase is applied.

Now that I retired last July I would expect some increase in usage but not double what I used to use. There is no way that my usage could ever be 3,500 gallons a month, I just do my normal routine for a single senior. I am also reading the meter and notice that in two weeks I have used approximately 1,000 gallons and if I continue for the next two weeks that would be another 1,000 gallons which would be as a total about 2,000 gallons. I have tested the system and there are no leaks and would not be anywhere close to 3,500 gallons. So two things are happening. One is the rate increase and the other is the increase in usage.

I have also been curious as to why rate increases have been going on at least two to four times a year and granted since 2013 and the skyrocketing since September 2017. Has the meter or piping been modified to give inaccurate readings? I don't know. Why has the PSC been granting about 15 rate increases in the last 5 years and granted?

This has been happening to numerous people within the area and are pretty upset. Why has Utilities Inc been telling me that I have been using this much since 2012 (when I was not here but a family was and probably using more water than me?) The HOA where I live said they had a meeting and Utilities Inc. needs more money for their executives since they haven't had a raise in several years. That is not on their request for increase

Can't be in America with this going on. After 7 years I received a \$25/month cost of living increase in Social Security and in one fell swoop was taken away by Utilities Inc, while in the last 8 years the cost of living has gone up from 100 to 200 percent. Unconscionable.

I think there is more than meets the eye here and should be thoroughly looked into for a number of possible reasons.