

**Amanda Griffith**

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**From:** Ruth McHargue  
**Sent:** Thursday, February 22, 2018 11:38 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** Utility, Inc. Florida Docket No 20160101 approved rate increase request ; E-Form Other Complaint TRACKING NUMBER 126055

[Customer correspondence](#)

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**From:** Diane Hood  
**Sent:** Wednesday, February 21, 2018 4:17 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 20160101

Copies on file. DHood

## Amanda Griffith

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**From:** Lyssa Marquez <lyssa393@gmail.com>  
**Sent:** Sunday, February 18, 2018 9:23 PM  
**To:** Consumer Contact  
**Cc:** Sweetheart; lyssa@themarquez.com  
**Subject:** Utility, Inc. Florida Docket No 20160101 approved rate increase request

As Seminole County residents, we are appalled by the substantial utility increase that has caused our water bills to skyrocket. At this rate the it will add up to an additional annual increase of over \$1,200.00. We are having a difficult time understanding the reason for this big increase. Why was this not done gradually over time? We request that you revisit this decision which is putting a strain on Seminole County families.

Thank you,  
Carlos and Lyssa Marquez

Sent from my iPhone

## Amanda Griffith

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, February 21, 2018 7:31 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 126055

### CUSTOMER INFORMATION

Name: susan baum  
Telephone: (407) 782-9109  
Email: [susanandeze@aol.com](mailto:susanandeze@aol.com)  
Address: 634 longmeadow circle longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: susan baum  
Account Number: 1985941635  
Address: 634 longmeadow circle longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

As I'm sure you know Public Utilities raised our rates substantially last Fall and despite many complaints as the rates were unreasonable and exorbitant they recently raised them again. Our typical bill used to run at or less than \$50. Our bill date 12/10/17 was \$147 for 20,800 gallons, 1/9/18 it was \$135 for 17,960 gallons and when we really cut back to the bare minimum for 2 people and used only 5,500 gallons the bill dated 2/8/18 was \$88.46 which is 1 1/2 times our previous bill with minimal consumption! Due to the high water base charges of \$27 for water base charge for water service and \$25 for wastewater service before we even use a drop of water the charges are more than we used to pay for all of our water. What, if anything are you all doing about these outrageous rates? This is very unfair to the people affected by these changes. I've checked and these rates are not in keeping with other companies bills. I look forward to your response. Susan Baum