

Sandra Soto

From: Ellen Plendl
Sent: Tuesday, July 03, 2018 1:51 PM
To: Consumer Correspondence
Subject: Docket 20160101
Attachments: erwin-wunderlich.pdf

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

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
JULIE I. BROWN
DONALD J. POLMANN
GARY F. CLARK
ANDREW GILES FAY

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

July 3, 2018

Mr. Erwin Wunderlich
3724 Watercrest Drive
Longwood, FL 32779

RE: FPSC Inquiry 1281750C

Dear Mr. Wunderlich:

This is in response to your correspondence to the Florida Public Service Commission (FPSC) regarding Utilities, Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in open UIF Docket file 160101-WS for consideration.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the FPSC's website, www.floridapsc.com and click on the Clerk's Office tab, then hit Dockets and type in case number 160101-WS.

Sincerely,

A handwritten signature in cursive script that reads "Randy Roland".

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

3724 Watercrest Drive
Longwood, FL 32779

June 25 , 2018

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Regulated Utility Complaint: **Rate Increase for Lush Customer-Adverse Utilities, Inc.;**
Poor PSC Performance as Well in Weighing the Needs of Customers

Dear Sir/Mam:

Late last year, I wrote a letter concerning examples of the adverse maintenance policies and practices of Utilities, Inc. Now, I also learn they are up for a 1.9% rate increase!

Utilities Inc.'s maintenance policies are poor with respect to customers and the industry, as I documented in my earlier letter. This earlier letter was subsequently whitewashed by the PSC back to me in effect with a "well, that is how they do business" letter, rather than "we'll make sure they come in line with how other utilities operate," as also documented in my earlier letter. I remind you that Utilities Inc.'s customers are powerless and have placed this charge in your to-date obviously ineffective hands. Have they been sent any letters on correcting their customer practices over the years? I would remark further that a poorly operated company deserves to be paid at the lower end of the spectrum, not at the premium end where their rates currently are and not to mention being given yet another rate increase.

We need a full audit of this too-big and distant company benchmarked to other companies and their rates. Why do their fees have to be so high here, and not decreased? Is it that their out-of-state management structure is top heavy on salaries, mismanaged, and amiss with what a local company equivalent would have, in addition to their not getting along with their customers in some fashion which a local company would ensure? Do profits for their out-of-state stockholders come in front of their Florida county customers? Again, my earlier letter on poor local customer-friendly maintenance policies and service applies.

The bottom line is that this household and our neighborhood are furious with this proposed increase, and for a myriad of reasons some of which are as noted above. I would suggest that the PSC had better have its act in order on this one, or we will unfortunately have to elect new politicians of a different party that will ensure it does.

Thank you in advance for your comment concerning the above.

Sincerely,



Erwin Wunderlich
(321) 297-0477

Copy to:
Representative Scott Plakon
Senator David Simmons



COMMISSION
CLERK

2018 JUL -2 AM 8:44

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