

**Antonia Hover**

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**From:** Angie Calhoun  
**Sent:** Monday, July 30, 2018 4:21 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 127174

[Consumer correspondence for docket 20160101.](#)

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**From:** Diane Hood  
**Sent:** Monday, July 30, 2018 4:19 PM  
**To:** Angie Calhoun  
**Subject:** To CLK Docket 20160101

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, July 29, 2018 2:31 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 127174

### CUSTOMER INFORMATION

Name: Steven Kurland  
Telephone: (407) 451-1162  
Email: [psu1980@aol.com](mailto:psu1980@aol.com)  
Address: 302 Smokerise Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Steven Kurland  
Account Number: 1624700000  
Address: 302 Smokerise Blvd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I can not believe that after rising our water rates to almost double to what they were, I recently got a notice that they want to raise the rates again this year.

I thought utilities profit margins were controlled. That is why they are utilities. I think they are cooking the books if they believe that they are not ripping us off here in Seminole county. They came up with some justification about profit overall, so here in Seminole county, even though we have one of the most efficient water systems, we are paying way over our fair share of money for water. In addition, they count the watering of our lawns as going into waste water, which it isn't. I want to get a meter for my irrigation system, so as not to pay fees for water going in the wastewater, when in reality it is going in the ground. I am really annoyed with our water utility. I have not used my irrigation system this month and my water bill shows that we have used the lowest amount of water in several years, but I am still paying an amount equal to what it was with water just two years ago. What is wrong with this story? Please do something, do not allow Utilities inc, to rip us off. Before when we had Sanlando Utilities it was a lot lower cost. Why the big change? I understand some upgrades were necessary over the years, but really, 100% more. In fact the first time since I have been here in Florida, over 20 years, my electric bill was actually less then my water bill, AMAZING! I need your help in not allowing these folks at Utilities inc to increase again, but to decrease their costs. Someone is making a lot of money. Check the salaries and benefits of the executives. I am sure you will find they are making over what is avg for the industry. Steven Kurland

PSC was contacted previously