

September 8, 2020

Florida Public Service Commission
Director, Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0870

Re: Docket No. 20200139-WS
Utilities Inc. of Florida

Dear PSC members:

I recently received a notice of yet another proposed water rate increase from Utilities Inc. of Florida. Although it varies a bit by usage, Utilities Inc. is requesting more than a 17% increase in water rates for residential customers in my area.

This comes after a massive rate increase of over 100% in 2017, which was ultimately approved by the Commission and several interim rate increases since that time. It is shocking that Utilities Inc. continues to push through such out-sized rate increases in a time when other utility rates are stable and when inflation is virtually non-existent.

They're certainly not improving their service as a result of these rate increases. Their billing was so atrocious that a bit over a year ago they were underbilling their customers for months due to mismanagement and then hit its customers with a very large water bill all at once. A well-managed utility would've quickly figured out their billing problem and wouldn't have let it go on for months.

Such poor management should not be rewarded with another out-sized rate increase. Please hold Utilities Inc. accountable and first demand that they improve the efficiency of their operations before accepting another large rate increase to be borne by its increasingly over-charged customers.

Sincerely,



Roger D. Cunningham
405 Vista Oak Drive
Longwood, FL 32779

COMMISSION
CLERK

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