

**Antonia Hover**

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**From:** Angie Calhoun  
**Sent:** Wednesday, September 16, 2020 7:41 AM  
**To:** Consumer Correspondence  
**Subject:** FW: To CLK Docket 20200139  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 182369; E-Form Other Complaint TRACKING NUMBER 182382; E-Form Other Complaint TRACKING NUMBER 182383

Consumer correspondence for docket 20200139.

Angela Calhoun

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, September 15, 2020 10:05 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 182369

### CUSTOMER INFORMATION

Name: Joseph Arcuri  
Telephone: (407) 923-2112  
Email: deylsajo@gmail.com  
Address: 1335 N Marcy Dr Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Joseph Arcuri  
Account Number: 4281202503  
Address: 1335 N Marcy Dr Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

RE: Rate Increase

I do not believe that Utilities Inc should be awarded a price increase. Since I have resided here in Seminole County, Longwood Utilities Inc has had at minimum 3 or 4 price increases. Their service HAS NOT improved, their manpower has NOT increased, only has their rates INCREASED. I have done a comparison of rates of OUC, Longwood Utilities, Winter Park Utilities, and Florida Utilities and have found that Utilities Inc of Florida (Lewiston, ME 04243-9476) by far the highest. They have a monopoly with our water supply and well know it. Every time they request a rate hike the commission approves it. In these trying times do not turn a blind eye or deaf ear to this unwarranted rate increase. Do the math, make comparisons, see that I am correct in my claim.

Thank You for your attention to the above.

## **Antonia Hover**

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, September 15, 2020 2:26 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 182382

### **CUSTOMER INFORMATION**

**Name:** J E & B L Brown  
**Telephone:** (407) 682-7696  
**Email:** barb2435@yahoo.com  
**Address:** 398 Creekstone Ct Longwood FL 32779

### **BUSINESS INFORMATION**

**Business Account Name:** James E Brown  
**Account Number:** 9909624023  
**Address:** 398 Creekstone Ct Longwood FL 32779

**Water County Selected:** Seminole

### **COMPLAINT INFORMATION**

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

**Details:**

YOU HAVE TO BE KIDDING??? ANOTHER RATE INCREASE FOR UI? YOU ARE AWARE I HOPE THAT WE HAVE BEEN THROUGH A QUARANTINE (NOT OVER YET) AND FOLKS ARE OUT OF WORK & SCRAMBLING TO PAY THEIR BILLS. TRY PRACTICING SOME DECENCY AND HELPING THE PEOPLE YOU ARE SUPPOSED TO WORK FOR - THE PUBLIC. THIS IS OUTRAGEOUS PICK POCKETING.

## **Antonia Hover**

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, September 15, 2020 4:17 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 182383

### **CUSTOMER INFORMATION**

**Name:** Gerhard Feichtinger  
**Telephone:**  
**Email:** eyeching@gmail.com  
**Address:** 2206 Stacy Ct Dunedin FL 34698

### **BUSINESS INFORMATION**

**Business Account Name:** Gerhard Feichtinger **Account Number:**  
**Address:** 2206 Stacy Ct Dunedin FL 34698

**Water County Selected:** Pinellas

### **COMPLAINT INFORMATION**

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

#### **Details:**

Outrageous 20% increase requested for water service. We receive notice of rate increase requests every 6 months it seems like. My water bill has increased from about \$90 per term to \$120 just in the past 3 years. Water needs to be kept on pace with cost of living/inflation. It is unconscionable for a 20% increase when most of the county is on fixed income, and so many are unemployed or underemployed right now.