

Donna McNally
309 Pickering Court
Longwood, FL 32779

Florida Public Service Commission
Director – Office of Commission Clerk
2540 Shumard Oak Blvd
Tallahassee, FL 32399

September 14, 2020

Dkt 20200139

Dear Sirs,

Let me start by saying that as a Utilities, Inc. of Florida customer, (not by choice), I along with every single one of my neighbors, are absolutely appalled at the treatment received by this utility.

The price increase have been nothing less than “price gouging”. The pure fact that they have passed on 4 rate increases over 18 months is utterly ridiculous. Increases on 3/26/19, 11/26/19, 4/1/2020 and now again on 9/4/2020 is positively ridiculous.

How in times of pandemic and record unemployment, can a company who professes “being in tune with it’s community and the good of the people it serves”; justify such ludicrous, continual rate increases? How have costs escalated so drastically that 4 rate increase in 18 months are necessary?

As an agency designed to protect the people, your lack of action is disgusting, and I, along with all of my neighbors & friends in the community that are served by Utilities, Inc. of Florida are outraged.

I want this on public record, “you have failed to protect our best interests”. This area of Florida in the county of Seminole have been adversely affected by your lack of governing, and granting this utility every single rate increase it asks for.

If given a choice, I would switch utility companies in a second, but as usual, a monopoly prevent this; so how about doing your job and helping the common people that work their tails off to pay the bills?

Sincerely,



Donna McNally

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