

Antonia Hover

From: Ellen Plendl
Sent: Thursday, October 8, 2020 11:26 AM
To: Consumer Correspondence
Subject: Docket No. 20200139
Attachments: Governor's Assignment Case Number 801,878 EOG000452628; ronald-metevier-response-letter.pdf

See attached customer correspondence and FPSC letter for Docket No. 20200139

Antonia Hover

From: CRM.CitizenServices <CRM.CitizenServices@eog.myflorida.com>
Sent: Thursday, October 1, 2020 12:51 PM
To: Ellen Plendl
Cc: Andrew, Tyler
Subject: Governor's Assignment | Case Number: 801,878 | EOG:000452628
Attachments: 801878,metevier.pdf

Case Number:	801,878
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Origin	Letter
EOG Source	Citizen Services
Created On	10/1/2020 9:42 AM
Letter Date	
Priority	Default

Case Attribute(s)

Attribute	
Utilities	

Primary Contact Information

First Name	Ronald	Last Name	Metevier	Phone	
City	133 Habersham Drive Longwood, Florida 32779 United States	County	Seminole County	State	Florida
	32779	Email			
Address Line 1	133 Habersham Drive				
Address Line 2					
Organization /					

Additional
Information

Description

Note

cc: Tyler

Case Assignment

Assigned To:	PSC - Public Service Commission	Due Date:	10/21/2020 9:42 AM

You have an assignment from the Executive Office of the Governor.

Please have staff review and respond as appropriate.

Please copy the link below to close the assignment, provide resolution information or request an extension/reassignment.

[Click Here to Update the Case](#)

If you have questions about this assignment, please send an email to CRM.CitizenServices@eog.myflorida.com.

Sincerely,

Kristie Jemmott

Office of Citizen Services

Executive Office of the Governor

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Utility
PSC
cc: Tyler

OFFICE OF THE GOVERNOR
CITIZEN SERVICES
2020 SEP 25 PM 5:47

Ronald & Anne Metevier
133 Habersham Dr.
Longwood, FL 32779

September 14, 2020

Office of Governor DeSantis
State of Florida
The Capitol
400 S. Monroe Street
Washington, D.C. 32399-0001

Dear Governor DeSantis:

I am writing this letter because you are the one who appoints the members of the Public Service Commission. We would kindly enlist your help for the people who have the water company in our area called Utilities Inc. We are facing yet another rate increase. Since this company took over the Sanlando Utilities Corp. several years ago, all they have done is constantly ask for rate increases several times a year, with the most outrageous one occurring a few years ago in which they nearly doubled our rates "to bring them up to the cost of other states in which they own the utilities"!!! No one believed that the PSC would allow such an outrageous increase, but they did & now our water bills have increased dramatically to the point where we pay more for our needed water & waste water services than we do for our electricity!! The PSC has always given them rate increases when they ask for them!!

I have enclosed the letter we are sending to the PSC in which you can see what we are requesting. They already approved an interim rate increase that went into effect before the consumer even got the letter stating that they are requesting another rate increase. As usual, we have no say.

We have lived in several states over the years & have lived here in our home for 42 years. We were a family of 4 & now only 2. We do not use any more water than absolutely necessary. No matter where we lived, the water companies were always reasonable & affordable. Not so now! Please use your influence with the PSC to battle for our cause of affordable water rates & refuse this latest increase. Thank you for your time & efforts in advance.

Sincerely,

Ronald Metevier
Anne Metevier

Ronald & Anne Metevier

801878
DUE: 10.21.20
KJ

Ronald & Anne Metevier
133 Habersham Drive
Longwood, FL 32779

September 14, 2020

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

Ref: Docket No. 20200139-WS, Utilities, Inc. of Florida

We are customers of Utilities, Inc. of Florida and have received a letter stating they have requested yet ANOTHER RATE INCREASE and that an interim rate increase has been approved already effective September 9, even before we received notification of such.

Since this company obtained the old Sanlando Utilities Crop. All they have done is increase our rates constantly. It has received rate increases at least twice a year and an unbelievable rate increase which almost doubled our rates in one fell swoop a few years ago & they still ask for more! We have lived here for 42 years with our family of 4 & are disgusted that the Public Service Commission has approved nearly all the rate increases they have asked for including the one that "broke the bank"! I thought you were supposed to listen to the consumers & not just those money grubbing businesses. We now pay more for our water & wastewater service than we do for our electric bill & are only 2 at home now, which is ridiculous! We watch our water consumption very closely Being retired senior citizens we do not have increases in our income & this is forcing us to do without a lot of other things just to keep up with theses ever increasing rates!!!

Like everyone else who has them for water service, we have noticed the quality of our water has deteriorated since they acquired the company. We can no longer drink from the faucet...we must filter it first. They had a breakdown & dumped sewage into the Wekiva Creek area also.

We are strongly encouraging you to consider refusing this rate increase for the benefit of the citizens that use Utilities, Inc. of Florida. Please do your job & help protect the people of the area. You need to understand the hardship these constant increase bring to us!! Thank you for you consideration.

Sincerely,


Ronald & Anne Metevier

Mr. & Mrs. Ronald Melenior
153 Habersham Drive
Longwood FL 32779-4501

ORLANDO FL 328

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Office of Governor DeSantis
State of Florida
The Capitol
400 S. Monroe St.
Tallahassee, FL 32399-0001

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STATE OF FLORIDA

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

Public Service Commission

October 8, 2020

Mr. & Mrs. Ronald Metevier
133 Habersham Drive
Longwood, FL 32779

RE: PSC Inquiry 1350534C

Dear Mr. & Mrs. Metevier:

The Governor's office forwarded a copy of your correspondence regarding Utilities, Inc. of Florida (UIF) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service.

You expressed a concern about UIF's application for an increase in water and wastewater rates in Seminole County. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 20200139-WS.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in black ink that reads "Shonna McCray".

Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep