

**Antonia Hover**

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**From:** Ellen Plendl  
**Sent:** Wednesday, November 4, 2020 1:22 PM  
**To:** Consumer Correspondence  
**Cc:** Shonna McCray  
**Subject:** Docket No. 20200139  
**Attachments:** FW Public Service Commission; Consumer Inquiry - Utilities, Inc. of Florida

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

## Antonia Hover

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Wednesday, November 4, 2020 10:20 AM  
**To:** Ellen Plendl  
**Subject:** FW: Public Service Commission

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.  
FYI.

Thank you.

Sincerely,

Martha Lynn  
Office of Citizen Services  
Executive Office of the Governor

-----Original Message-----

**From:** Bob Kring <bob@orthobiometrix.com>  
**Sent:** Tuesday, November 3, 2020 4:32 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Public Service Commission

Gov De Santis: Not long ago Utilities Inc received an unprecedented rate increase that resulted in over 100% increase over previous billing; now once again Utilities Inc is requesting another rate increase?

There seems to be a total disregard for the interests of The Public that the commission is supposed to be serving by allowing disproportionate rate increases for the sole purpose of raising the profitability of the utility company. The company does not make a effort to reduce costs and overhead, merely adding to their inefficient operations whatever they deem to show growing profits.

As one who has witnessed this company at work, extensively, I can categorically state that they are extremely wasteful with both manpower and efficacy.

I have voiced my inputs to the Utility Commission, but to date never receive an acknowledgment much less a comment. It is time for the Commission to support the People of Florida, and not for-profit interests that result in all Floridians paying above and beyond that which is reasonable.

Trusting that you will do the right thing for all Florida residents and resist the lobbying efforts and their \$\$ !

Bob Kring  
224 Markham Wds Rd  
Longwood, Fl 32779

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.

## Antonia Hover

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**From:** Shonna McCray  
**Sent:** Wednesday, November 4, 2020 1:19 PM  
**To:** 'bob@orthobiometrix.com'  
**Subject:** Consumer Inquiry - Utilities, Inc. of Florida

Mr. Bob Kring  
bob@orthobiometrix.com

RE: FPSC Inquiry 1353901C

Dear Mr. Kring:

The Governor's office forwarded a copy of your email regarding Utilities, Inc. of Florida (UIF) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities, and water and wastewater utilities. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to assist you.

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,

Shonna McCray  
Regulatory Program Administrator  
Florida Public Service Commission