

Antonia Hover

From: Ellen Plendl
Sent: Monday, November 16, 2020 5:00 PM
To: Consumer Correspondence
Cc: Shonna McCray
Subject: Docket No. 20200139
Attachments: FW Utilities Inc. of Florida WaterSewer EXORBITANT Rates; Consumer Inquiry - Utilities, Inc. of Florida

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

Antonia Hover

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, November 16, 2020 2:53 PM
To: Ellen Plendl
Subject: FW: Utilities Inc. of Florida Water/Sewer EXORBITANT Rates

Please find email below received by Governor Ron DeSantis's Office of Citizen Services. This correspondence is forwarded to your office for review and any action you deem appropriate.

Thank you.

Sincerely,

Tyler L. Andrew
Office of Citizen Services
Executive Office of the Governor
Telephone: (850) 488-7146

From: Vicki Torres <vltorres1227@yahoo.com>
Sent: Thursday, October 29, 2020 2:34 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Utilities Inc. of Florida Water/Sewer EXORBITANT Rates

Dear Governor DeSantis:

I am contacting you to request that you assign an investigator to review the unbelievable number of rate increases the Florida PSC has approved for Utilities Inc. Our water bill has risen exponentially over the last five years with no perceivable rationale for the increases. We are one of many, many Seminole County residents to complain but to no avail.

I would appreciate your looking into this!

Faithful Republican!!!!
Vicki Torres

Vicki L. Torres
vltorres1227@yahoo.com
Telephone: 407 774 2717

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

From: Shonna McCray
Sent: Monday, November 16, 2020 4:53 PM
To: 'vltorres1227@yahoo.com'
Subject: Consumer Inquiry - Utilities, Inc. of Florida

Ms. Vicki Torres
vltorres1227@yahoo.com

RE: FPSC Inquiry 1354877C

Dear Ms. Torres:

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