

Jerome Glonek
16317 Saint Augustine St
Clermont, FL 34714
Account # 2311534265
Phone # 609-712-0746

Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Docket No. 20200139-WS

To Whom It May Concern:

I am writing this letter after receiving a letter about a proposed rate increase from Utilities Inc. While I have only been living in this area for roughly a year, I disagree with the idea of this rate increase. I am already paying, at minimum, \$70 a month for two people, which is higher than I paid to both Hillsborough County when I lived in Brandon, and to Lakeland Electric when I lived in Lakeland.

Nothing in the increase proposal notice or website states what Utilities Inc. plans to do with an extra \$20 a month (minimum) from me, except a vague "invested significantly" comment – which could mean a lot, or could mean absolutely nothing. I believe a full disclosure about why this rate increase is necessary is required – show your customers the costs of what you have done, specifically, and why it requires this increase.

At the very least, if you want another \$20/mo from me then you should install the reclaimed water meter at my home that I have been asking for since I moved here in February.

I am not sure what the previous owners did, but when I purchased this home in February I discovered that there is no reclaimed meter in the reclaimed meter box – my neighbor has one, in the same box, but I do not. And because of that, I am unable to use my irrigation system, because it is connected to the reclaimed water system.

I am requesting that someone come install a reclaimed water meter at my home. I understand there might be a reclaimed water shortage, but I don't believe one more meter will affect that. And I'm not asking for a lot – the piping is already there, with a lock on it, it just needs a meter installed. Clearly there was *supposed* to be a meter here, so the calculations for water usage should have taken this into account. I don't know what happened in the seven years since the house was built before I purchased it, but there should be a meter here.

I look forward to hearing more specific details on why this rate increase is warranted. And I look forward to someone coming out and installing a reclaimed water meter for me.

Thank you.

Jerome Glonek
16317 Saint Augustine St
Clermont, FL 34714
jglonek@gmail.com
609-712-0746

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