

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, August 11, 2021 8:33 AM
To: Consumer Correspondence
Subject: Docket No. 20200139
Attachments: FW Please Help.; HELP!; Please Help.; janet-cabai-clark-response-letter-0811.pdf

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

Antonia Hover

From: Office of Commissioner Passidomo
Sent: Thursday, July 29, 2021 11:51 AM
To: Ellen Plendl
Subject: FW: Please Help.

Hi Ellen,

This looks like a complaint, can you please handle?

Thank you,
Katherine

From: Janet Cabal-Clark [mailto:yogacabai107@gmail.com]
Sent: Thursday, July 29, 2021 11:04 AM
To: Office of Commissioner La Rosa; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Fay; Office of Commissioner Passidomo; GovernorRon.Desantis@eog.myflorida.com
Cc: Daddy
Subject: Please Help.

Dear Commissioners,

First, thank you for taking the time to read this email. I have faith in your work, although many of my neighbors are currently in doubt.

In the last 3 months our water bill (Utilities Inc.) has increased by 125%. Our water bill is now more than our electric bill. It has been brought to my attention that Utilities Inc., is getting another approved increase. With that said, we cannot afford this service. My husband is a firefighter and I am a teacher. We don't make a lot of money. We dropped our cable service and phone 3 years ago. We stopped running our sprinklers and have conserved diligently when it comes to water. As a result, we are now pay \$100+ more per month on water.

I am begging you to help.

We have called Utilities Inc. a few times regarding our high bills. They were suppose to send someone out to check our lines on 2 different occasions. We never heard from them again. They are claimed that my family of 3 used \$34,000 gallons of water in May, our highest bill ever. We have a 1900sf house. That is impossible. We do not have a leak. Our pipes are 4-5 years old.

My neighbors say it's a waste of time to contact you, because many of them have tried and filed complaints that have lead to nothing.

Please help us, the families, and not the business Utilities Inc. I am asking that you look into their business, make sure they are actually reading the meters, not guessing, I am asking that their increase be reversed so that our bills are not longer 125% more than they were 4 months ago. I am asking that they are not given the opportunity to increase rates anymore.

I am asking that you listen to us, the people, and help us be able to afford to live.

Thank you for your time,

Janet Cabai-Clark
234 E. Hornbeam Dr.
Longwood, FL 32779

407-704-0374

Antonia Hover

From: Janet Cabal-Clark <yogacabai107@gmail.com>
Sent: Thursday, July 29, 2021 10:40 AM
To: Consumer Contact
Subject: HELP!

My water bill has more than doubled over the last 3 months. We don't use our sprinklers, we were away for 10 days, and we still pay 125% more for our water bill, than we did last year at this time. We are now paying an extra \$100+ per month. We can't afford this. We have cut costs to be able to live. (no cable, no phone...) My husband is a firefighter and I am a teacher. A family cannot afford to pay these rates each month. Our water bill is now more than our electric bill.

In addition, we have contacted Utilities Inc., more than once regarding our high bill. They were supposed to send someone out on 2 different occasions. We have never heard back from them since. We had our house repiped 4 years ago. We don't have a leak.

Please help us. I feel like we are honestly being robbed, while someone else is living very well, making money at our expense.

Our neighbors in the area have said it is a waste of time to contact you, because nothing has been done in the past, and Utilities Inc., continues to ask for increases, and they are granted them. That makes me think someone is friends with them or doing them favors at the PSC.

People can't afford to live. Please help!

Janet Cabai-Clark
234 E. Hornbeam Dr.
Longwood, FL 32779
407-704-0374

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Thank you for your time,

Janet Cabai-Clark
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407-704-0374

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STATE OF FLORIDA



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CONSUMER ASSISTANCE & OUTREACH
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DIRECTOR
(850) 413-6482

Public Service Commission

August 11, 2021

Ms. Janet Cabai-Clark
234 East Hornbeam Drive
Longwood, FL 32779

RE: FPSC Inquiry 1375236W

Dear Ms. Cabai-Clark:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Utilities, Inc. of Florida (UIF). You expressed a high bill concern.

Rule 25-30.263, Florida Administrative Code (F.A.C.), indicates that the utility is required to test water meters on at least three rates of flow including maximum, intermediate and minimum. Rule 25-30.262, F.A.C. indicates that the meter should register within accuracy limits as follows:

| Rate of Flow | Accuracy Percentage |
|---------------------|------------------------------------------------------------------------------------|
| Maximum | 98.5 – 101.5 percent |
| Intermediate | 98.5 – 101.5 percent |
| Minimum | 95.0 – 101.5 percent (if new meter) or 90.0 – 101.5 percent (if repaired meter) |

UIF scheduled a meter test and irrigation audit at your residence on August 6, 2021. It is my understanding you cancelled the appointment. In order to adjust a bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates. You may contact Mr. Chris Snow, UIF Director of External Affairs, at chris.snow@uiwater.com or Ms. Kathy Sillitoe, UIF Water Conservation Manager, at kathy.sillitoe@uiwater.com or at 407-403-5506, to reschedule the meter test and irrigation audit.

In the past 24 months, the company has obtained actual monthly meter readings. A comparative review of your usage between January and July shows an increase in February, April, June, and July comparing month to same month in 2021 compared to 2020, and a decrease in March and May. Your consumption shows a notable increase in April and June 2021 compared to the same months 2020. In solely reviewing 2021, your consumption increased each month over the previous month from March forward, with a peaks in April and June, followed by subsequent monthly decreases as follows:

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Ms. Janet Cabai-Clark

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August 11, 2020

| Month | 2019 Gallonage | 2020 Gallonage | 2021 Gallonage |
|------------------|-----------------------|-----------------------|-----------------------|
| January | | 12,070 | 12,070 |
| February | | 5,040 | 11,480 |
| March | | 7,120 | 3,400 |
| April | | 21,110 | 32,190 |
| May | | 18,390 | 17,940 |
| June | | 30,160 | 34,100 |
| July | | 11,430 | 24,940 |
| August | 7,290 | 19,220 | |
| September | 5,230 | 2,470 | |
| October | 12,840 | 5,890 | |
| November | 8,840 | 6,630 | |
| December | 9,310 | 7,610 | |

I have enclosed two brochures, "*Conserve Your World*," and "*Drop by Drop*," both of which offers recommendations on ways to minimize your water consumption.

You also expressed concern that UIF missed two appointments. According to UIF, the company had not made contact with you at the premise visit due to the pandemic circumstances. UIF reported that the company received calls from you on April 15, 2021 and June 14, 2021.

On April 16, 2021, the company made a premise visit, found no leaks, and obtained an actual meter rereading of 1679500. On April 20, 2021, a company representative followed up with you and advised that no leaks were found and the reading appeared to be in line with your previous consumption.

On June 15, 2021, UIF made a premise visit, found no leaks, and obtained an actual meter rereading of 1738670. The company indicated that it did not follow up with you after the June 15 premise visit.

Finally, 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.

Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the PSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please call Ellen Plendl by August 26, 2021; otherwise, we will consider the matter resolved. You may reach Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,



Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

Enclosures (2)