

Florida Public Service Commission
Director, Office of Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

September 15, 2015

RE: Docket No. 150102-SU, Utilities, Inc. of Sandalhaven

Dear Sirs:

The letter we received recently explained that our current rate of \$29.34 could increase to the Utility's Requested Final Rate of \$70.12. We feel this increase is not in proportion to services rendered and feel that customers should not pay for this utility company's poor strategic planning. In paragraph three, it indicates that in 2007 an increase was approved and the second stage was based on "anticipated growth in the customer base of a then booming economy". In 2006, the housing market began to fall apart and for the next several years, it was quite clear that there would not be an immediate recovery. Anyone anticipating growth during period was literally foolish. The utility should have known at that time and made other plans to stabilize the system's expenses and costs to its customers. Instead, it continued with its 2007 plan even though it was very clear it was not going to be fruitful.

Customers should not pay for poor forecasting on the account of Utilities Inc.

We would like to see a salary listing and bios of the executive management team and the board of Utilities Inc.

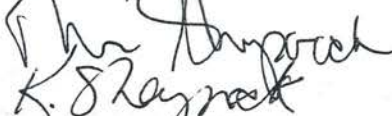
Salaries should be commensurate with planning skills and solutions

As a raw land owner, it is unbelievable that we pay monthly for *Nothing*. The new pricing structure would more than double our existing bill for which we receive no services. By the time we build—if we do, we have far exceeded the cost of connecting our property to the water line.

Utility's Requested Interim Rates have already gone into effect

We feel this rate hike is unjust and should be drastically reduced. We feel the *commission* approved interim rates should be the final rates. Utilities Inc. must be more creative and futuristic in their planning. Poor planning and poor leadership does not allow them to rape their consumer base.

Yours truly



Thomas & Karen Sharpnack

7 Foxmoor Court

Norwalk, Ohio 44857

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Cell: 216.402.7754

RECEIVED FPSC
15 SEP 21 AM 9:09
COMMISSION
CLERK

Cc: Martin S. Friedman, Esquire
Friedman & Friedman, P.A.
766 North Sun Drive, Suite 4030
Lake Mary, Florida 32746



Utilities Inc of Sandalhaven
 Phone: (800) 272-1919
 Collections: (800) 272-1919
 Customer Service: (800) 272-1919

www.uiwater.com

Bill Date	Account Number	Due Date	Please Pay
08/31/2015	1306144635	9/22/2015	\$54.45

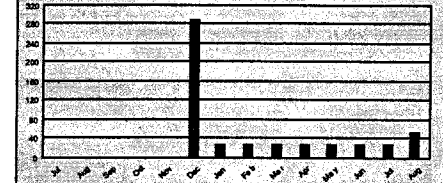
Name THOMAS C SHARPNAK Primary Telephone # (567) 224-0126
 Service Address 10021 EAGLE PRESERVE DR, ENGLEWOOD, FL, 34224

Activity Since Last Bill

Previous Balance \$28.42
 Payments received as of 08/31/2015 $\xrightarrow{\text{RAW LAND}}$ -\$28.42
 Balance as of 08/31/2015 \$0.00
 Reserved Capacity Service \$54.45
 Reserved Capacity Service
 Total Reserved Capacity Service \$54.45
 Total Amount Due \$54.45

Summary of Service
 Period 7/31/2015 - 8/31/2015
 Number of Days: 31
 Average Daily Cost: \$1.76

Billing History
 in dollars



The payment for this bill is due upon receipt.

Rate Schedules are available upon request. Make check payable to: Utilities Inc of Sandalhaven

Messages

Check 9-9-15



PO BOX 160609
 Altamonte Springs, FL 32716

130614463500000054450



Account Number: 1306144635

Amount Paid

Due Date: 9/22/2015

Please Pay: \$54.45

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THOMAS C SHARPNAK
 7 FOXMOOR CT
 NORWALK OH 44857-8889



Utilities Inc of Sandalhaven
 PO Box 11025
 Lewiston ME 04243-9476



Address correction requested on back