

**Ashley Quick**

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**From:** Office of Commissioner Brown  
**Sent:** Monday, March 14, 2016 4:14 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Protest of UIF Docket No.150269-WS request for rate increase.  
**Attachments:** Protest of UIF Docket No.150269-WS request for rate increase..eml

Good morning,

Please place the attached in docket correspondence, consumers and their representatives, in Docket No. 150269-WS.

Thank you.

Joann

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**From:** joseph mitchell [<mailto:oakbay57@outlook.com>]  
**Sent:** Monday, March 14, 2016 3:26 PM  
**To:** Office of Commissioner Brown  
**Subject:** Fwd: Protest of UIF Docket No.150269-WS request for rate increase.

Sent from my Verizon Wireless 4G LTE smartphone

## Ashley Quick

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**From:** joseph mitchell <oakbay57@outlook.com>  
**Sent:** Sunday, March 13, 2016 3:24 PM  
**To:** consumercomplaint@psc.state.fl.us  
**Subject:** Protest of UIF Docket No.150269-WS request for rate increase.

Dear Florida Public Service Commissioners Julie Brown, Lisa Polak Edgar, Art Graham, Ronald A. Brise, and Jimmy Patronis:

Please be advised that I am vehemently opposed to any rate increase being approved by the FLPSC for Utilities Inc. of Florida's pending 2 phase rate increase application for their Summertree System in Pasco County, FL. Utilities Inc. of FL has had the opportunity to fix the inferior water quality and customer service problems since 1990.

For the past 25 years UIF has done the minimum to correct the continuing water quality problems and extremely poor customer service they deliver to the retirement Community of Summertree.

Specifically, in 2010 the PSC granted UIF a sizable increase and requested UIF to work with with the Summertree residents to fix the water quality and customer service problems.

UIF failed to comply with the FLPSC order and submitted another rate increase request in 2013.

At the FLPSC Commission hearing held in November 2013, 2 bus loads of residents from Summertree attended the hearing and clearly identified the significant and continuous secondary water quality problems, poor customer service and exorbitant water and sewer rates.

Although the FLPSC did find UIF unsatisfactory at the hearing, the commission still rewarded UIF with another rate increase even though the same conditions have not been resolved since 1990 as requested at the 2010 FLPSC hearing.

The residents of Summertree are being charged by UIF extremely high utility rates for water that the community does not drink and

for unsatisfactory customer service. This company clearly has no compassion or respect for their customers.

Due to complete failure of UIF to fix the secondary water quality issues currently required by statute (color, taste, odor, and iron content), I am requesting the FLPSC Commission to deny any rate increase to UIF and Corix.

The Summertree Community in Pasco County, FL has approximately 1,200 homes and 1,900 retired residents. The entire community is angered by UIF's poor quality of water, arrogance and total disregard for their customers.

It is important for everyone involved in this process to know that British Columbia Investment Management Corp. (BCIMC), Corix, and Utilities Inc. of Florida (UIF) are primarily investment / hedgefund companies operating under the auspices of a utility company using antiquated laws to return huge profits to their investors. The only permanent solution to correct this problem is for UIF / Corix to sell their Summertree system to Pasco County at an affordable price.

If you have any questions or need additional information, please contact me directly at Ph.# (727) 247-4745.

Best Regards,

Joseph C. Mitchell  
11737 Boynton Ln.  
New Port Richey, FL 34654

Sent from my Verizon Wireless 4G LTE smartphone