

Summertree Resident Letter to Florida Public Service Commission  
Utilities, Inc. of Florida – Docket No. 150269-WS  
Limited Rate Proceeding

June 3, 2016

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

RE: Docket No. 150269-WS

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2016 JUL 11 AM 9:17  
COMMISSION  
CLERK

Dear Commissioners,

I am asking you and the Public Service Commission staff to continue scrutinize all the documentation that Utilities Inc. of Florida will be submitting in regard to Docket No. 150269 since the PSC and the OPC staff have raised many questions and concerns on UIF rate request data.

As a Summertree community resident, I would like to restate my concerns regarding the UIF's failure to provide primary water quality back in 2005 – 2006 for seven of eight quarters. Over the past 25 years, UIF continually provided minimal customer services, increased rates and failed to adequately address our secondary water attributes. In Docket No. 150269, Document No. 02721-16 dated May 4, 2016, the Public Service Commission Staff sent a fourth data request to UIF regarding Iron and Color exceeding DEP secondary standards. Finally, Marty Friedman responded stating that they have used sequestrants and flushing to address these issues since 2012. Now the testing results for 2015 show that these measures did not resolve the issues, yet UIF has the audacity to file for another rate increases.

Even after the passage of the 2014 Florida Consumer Water Protection Act and a \$1M state grant in 2015 which greatly helped our community, Utilities Inc. of Florida filed for an indexing rate increase in October 2015 and a Limited Rate Proceeding on December 31, 2015, and on April 28, 2016 notified the Commission of their intent to file for a consolidated rate case with approximately \$30M in capital additions. The Summertree Water Alliance Taskforce has worked with Pasco County Commissioner Jack Mariano, Pasco Board of County Commissioners and Flip Mellinger, Asst. County Administrator to interconnect with Pasco County Utilities; a bulk water agreement between Pasco County Utilities and Utilities, Inc. of Florida will finalize this process.

As a Summertree resident, I have had enough and do not trust Utilities, Inc. of Florida. UIF has NOT willingly worked to fix our secondary water attributes or negotiate in good faith as required by the Docket No. 120209-WS, ORDER NO. PSC-14-0025-PAA -WS. Utilities Inc. of Florida's 25 years of minimal customer services and substandard secondary water product has impacted my quality of life and the value of our homes. UIF's unfair rate increase requests are bound to continue as this appears to be their corporate culture.

In conclusion, Utilities, Inc. of Florida is NOT entitled to a rate increase until they fix these unresolved issues.

Sincerely,

Signature: Alice K. Conway

Print Name: Alice K. Conway

Street Address: 11521 Rose Tree, New Port Richey, FL 34654