

Collin Roehner

From: Ruth McHargue
Sent: Thursday, January 12, 2017 11:23 AM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 160101
Attachments: E-Form Other Complaint TRACKING NUMBER 122136; E-Form Other Complaint TRACKING NUMBER 122137; E-Form Other Complaint TRACKING NUMBER 122139; E-Form Other Complaint TRACKING NUMBER 122141; E-Form Other Complaint TRACKING NUMBER 122142; E-Form Other Complaint TRACKING NUMBER 122144; E-Form Improper Billing TRACKING NUMBER 122145

[Customer correspondence](#)

From: Diane Hood
Sent: Wednesday, January 11, 2017 4:23 PM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copies on file. DHood

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, January 11, 2017 9:12 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 122145

CUSTOMER INFORMATION

Name: Victoria Campbell
Telephone: (407) 485-0703
Email: vcampbell528.vc@gmail.com
Address: 293 Cambridge Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: McDonald, Matthew Account Number: 1291306019
Address: 293 Cambridge Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida
Details:
For reference the Docket No: 160101-WS Utilities Inc. of Florida

I am extremely disappointed with the letter from Utilities Inc. about the waster water increase.

- 1) If approved, the base charge for wastewater (sewage) will increase from \$15.19 to \$25.47. The per 1,000 gallon charge will jump from \$1.89 to \$4.91.
- 2) For water, the base charge will increase from \$4.49 to \$11.54 and the per 1,000 gallon charge will increase from \$0.95 to \$1.97.
- 3) For those using reclaim irrigation, the base price will jump from \$4.70 to \$7.64 with the charge per 1,000 gallons tripling from \$0.47 to \$1.45 per 1,000 gallons.

Really are you kidding me. For us that are using city water to water our lawns or to fill up our pools. The "waste water" isn't going down the drain into the sewer system. It is going into the ground or being evaporated. They can't charge me extra bc they assume that bc I am using the water that is going down the drain. This is extremely absurd, to think that people can afford these price hikes like this. Also for them to have a public board meeting about it during a work day, is smart on their part but for people like me that work during the day is just them being cowards.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, January 11, 2017 9:08 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122144

CUSTOMER INFORMATION

Name: Matthew McDonald
Telephone: (407) 844-8480
Email: mmcdonald26@gmail.com
Address: 293 Cambridge Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Matthew McDonald
Account Number: 1291306019
Address: 293 Cambridge Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
For reference the Docket No: 160101-WS Utilities Inc. of Florida

I am extremely disappointed with the letter from Utilities Inc. about the waster water increase.

- 1) If approved, the base charge for wastewater (sewage) will increase from \$15.19 to \$25.47. The per 1,000 gallon charge will jump from \$1.89 to \$4.91.
- 2) For water, the base charge will increase from \$4.49 to \$11.54 and the per 1,000 gallon charge will increase from \$0.95 to \$1.97.
- 3) For those using reclaim irrigation, the base price will jump from \$4.70 to \$7.64 with the charge per 1,000 gallons tripling from \$0.47 to \$1.45 per 1,000 gallons.

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Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 10, 2017 8:12 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122142

CUSTOMER INFORMATION

Name: Kim Todd
Telephone: (407) 788-4324
Email: dkkctodd@yahoo.com
Address: 229 Cambridge Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Kim Todd
Account Number:
Address: 229 Cambridge Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I would hope the absurd rate increase request is not seriously being considered. Wanting Seminole County to absorb an increase the same as 8 other counties COMBINED is not realistic.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 10, 2017 7:25 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122141

CUSTOMER INFORMATION

Name: Patrick Mcknight
Telephone:
Email: Patrickmcknight561@gmail.com
Address: 158 duncan trail Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Patrick Mcknight Account Number:
Address: 158 duncan trail Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

New proposed rate increases.. are3 you kidding us? You are going to allow the utilities to upcharge over double so there does not have to be "little rate hikes"? That is completely garbage. If the utility wants to fund new projects then it needs to show needs and benefits and go to the people and the board for approval. Not a mass increase to cover all that they cannot forecast. Maybe its time to get another utility to serve the counties. I am not bearing the brunt of construction in other counties. Let them pay for it by selling Bonds or taxes that are put it to a vote. I have yet to see any real decrease from this utility. I hope you know that there are massive amount of people pissed off over this insulting proposed rate hike. Expect us to be there. This is a disgrace and a financial insult as well as government robbery.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 10, 2017 5:47 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122139

CUSTOMER INFORMATION

Name: Charles Siler
Telephone: (321) 214-1902
Email: csiler1@cfl.rr.com
Address: 109 W. Wyndham Ct Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Charles E. Siler
Account Number:
Address: 109 W. Wyndham Ct Longwood, FL FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

We recently received a notice of request for a water rate increase from Utilities Inc. of Florida which would approximately double our water bills.

Utilities Inc. of Florida purchased Sanlando Utilities several years ago and now wants to raise our rates to pay for other locations they purchased.

I have lived in the Wekiva neighborhood for over 42 years and the infrastructure for Sanlando Utilities was paid for many years ago. I am a senior citizen and cannot attend the rate hearing on February 2, 2017 but I strongly request the Commission vote against this unfair rate increase. We should not be expected to pay for Utilities Inc. of Florida projects at other locations.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 10, 2017 4:18 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122137

CUSTOMER INFORMATION

Name: Dinna Pottier
Telephone: (407) 620-7761
Email: dinnapottier@yahoo.com
Address: 209 S. Sweetwater blvd Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Dinna Pottier
Account Number:
Address: 209 S. Sweetwater blvd Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

This is in reference to docket number 16101-WS Utilities, Inc of Florida. We are completely against such a ridiculous hike in the water/sewer proposal. We will definitely be there on February 2nd at 9:30.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 10, 2017 4:16 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122136

CUSTOMER INFORMATION

Name: Jodi Livernois
Telephone:
Email: jodi.livernois@gmail.com
Address: 3991 Lancashire Ln longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Jodi Livernois
Account Number:
Address: 3991 Lancashire Ln longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:

This proposed increase in rates is astronomical.

The communication sent out was vague about where the monies will be spent.

I would like to see a proposed budget to substantiate their proposed expenses.

I would also like to see a comparison of other budgets/options.

This increase will likely cause residents in the community to have double the expense.

Is it possible to explore a reclaimed water option similar to that of other counties?

Why is the cost so much higher to obtain a meter via Utilities Inc (more than triple the amount of other adjacent counties)? I had them out and their area manager talked our family at 101 Havilland Pt out of this option.

PSC was contacted previously