

Collin Roehner

From: Ruth McHargue
Sent: Tuesday, January 17, 2017 5:18 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 160101
Attachments: E-Form Other Complaint TRACKING NUMBER 122163; E-Form Other Complaint TRACKING NUMBER 122174; E-Form Other Complaint TRACKING NUMBER 122180; FPSC , 3 page(s); E-Form Improper Billing TRACKING NUMBER 122194; E-Form Other Complaint TRACKING NUMBER 122195

Customer correspondence

From: Diane Hood
Sent: Tuesday, January 17, 2017 4:19 PM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copies on file. DHood

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 17, 2017 2:28 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122195

CUSTOMER INFORMATION

Name: Linda Gail Lang
Telephone: (727) 330-8991
Email: ukulelesrfun@gmail.com
Address: 2880 Meadow Wood Dr Clearwater FL 33761

BUSINESS INFORMATION

Business Account Name: Linda Gail Lang
Account Number: 4217018
Address: 2880 Meadow Wood Dr Clearwater FL 33761

Water County Selected: Pinellas

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Docket # 160101-WS, Utilities, Inc. of Florida We would like to express our concern about the unreasonable rate increase (41% per 1,000 gallons and a 57% rate increase in the base rate) to our water service in Clearwater. We believe this increase is quite excessive and if there must be an increase, please adjust it to a more reasonable amount such as 10%.

Thank you,
Gail Lang

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 17, 2017 1:28 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 122194

CUSTOMER INFORMATION

Name: Stephanie Schurott
Telephone: (407) 221-1392
Email: blondie21@cfl.rr.com
Address: 1131 Ridge Rd Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Stephanie Schurott Account Number:
Address: 1131 Ridge Rd Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida
Details:
Dear Florida Public Service Commission:

This letter is to complain about the notice I recently received from a Utilities Inc. explaining the increase in the base price for both our wastewater and regular water. The notice states that if the increase that they are proposing is approved, the cost will almost triple in cost. Right now it is only my husband and I living in our house and we pay on average \$40-\$60 a month for water. This increase in cost means that for 2 people living in a home I could pay between \$120 and \$180. That is a larger bill then my electric bill.

- 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.

I use my well water for the irrigation of my lawn and the area I live in recently (September 2016) received the hookup for Utilities Inc. water. We have no wastewater in the area but this letter leads me to believe that in order for them to get back all the money they spent and more they will eventually start charging for wastewater even if using well water. I had to pay \$6000 which I was told was a mandated price and had to be paid up front for a meter and then another \$1000 for my plumber to attach the meter to the home. I really am outraged that this proposal has even gone this far. Yes, dates and times have been given of were the residents can go to ask questions and essentially complain, but these times are all during the day in which working people are at work. It really is smart on their part but I think they will be surprised at the large turnout of homeowners in the area looking to stop this from happening. For Reference please see Docket No: 160101-WS Utilities Inc. of Florida

Sincerely,
Stephanie Schurott

Collin Roehner

From: PSC Fax Server <Fax@psc.state.fl.us>
Sent: Monday, January 16, 2017 1:14 PM
To: Consumer Contact
Subject: FPSC , 3 page(s)
Attachments: FAX-2017-01-16 13_14_28.tif

New Fax Received!

You have received a 3 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



**THE
NATION
LAW FIRM**

The Nation Law Firm

570 Crown Oak Centre Drive

Longwood FL

32750

FROM

TO

Name: Tracy Demetrius

Phone: 407-339-1104

Fax: 407-339-1118

1632645#818005110809

E-mail: TDemetrius@NationLaw.com

Sent: 1/16/17

at: 1:11:51 PM

3 page(s) (including cover)

Subject: Docket No. 160101 - WS, Utilities, Inc. of Florida

Comments:

**Gregory D. Swartwood
1850 Arlington Ct.
Longwood, FL 32779
Cell: 407-748-5804**

January 16, 2017

Via Facsimile Only (1-800-511-0809)

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

Re: Docket No. 160101 – WS, Utilities, Inc. of Florida

To Whom It May Concern:

Please accept this letter as my protest of the rate increase proposed by Utilities Inc. I am a resident of Longwood, FL. I recently moved to this area. Until recently lived in the downtown Orlando area and our water was provided by Orlando Utilities Commission. In the 13 years I lived at my prior home, our water bill typically ran from \$30-\$50 per month. In the first month I lived at our new home in Longwood, the water bill was approximately \$120.00. I was shocked to say the least. However, it only got worse. The next month the water bill was approximately \$178.00. I was floored!

The usage rate charged by Utilities Inc. is already outrageous. Although we live in a fairly large home (about 3500 Sq. Ft.), we use very little water. I live there with my wife and grown daughter. All three of us work and therefore most of the day we are not at home. We only take one shower each per day and then water is only used for cooking, drinking and flushing toilets. We do have a sprinkler system but are environmentally conscious (and of course the costs of water) and therefore use it only sparingly.

In Utilities, Inc.'s proposal, it contends that it is requesting the requested rate "increase/decrease because the existing rates do not provide sufficient revenues cover the required expenses of operations on a going-forward basis and a fair return on the Utility's investment in used and useful property for the public use, including pro forma projects." Utilities Inc. Proposal dated January 3, 2017 at 1. Based on that statement, one would assume that they are losing money and maybe just making a profit. That is not the case. In fact, they want a whopping 10.4% profit on all jurisdictions. What business would not like to make a 10% profit? Grocery stores, even big chains like

Publix, operate on a 1-3% profit. Airlines about the same. Walmart operates on a 3.1% profit.

Moreover, in most businesses you have competition. Here, residents are required to use Utilities Inc. for water (or get a well). Therefore, unlike most businesses, they do not have to spend any money on advertising. All of their customers are handed to them.

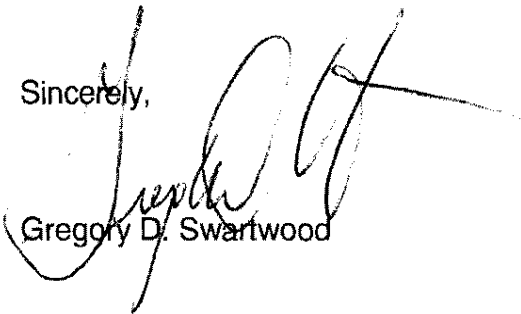
In Utilities Inc. Proposal dated January 3, 2017 at 1, it also lists the profits that are made in each region. They are losing money in only a few jurisdictions and in fact, are making a healthy profit in most. In Longwood, where I am, they are making a 7.95% profit. The residents of Longwood should not be required to subsidize other jurisdictions. Notably, Utilities Inc. Proposal indicates that it wants to make 10.4% profit across the board, but it fails to indicate the amount of its current overall profit. In other words, although it may be losing money in a few smaller jurisdictions, it is clearly making up for it in other locals. If Utilities Inc. does not think it is making enough profit, I am sure there are plenty of other companies that would be glad to provide water and waste water services in this State.

The proposed rate increase for water service in Seminole County (the County for Longwood) is an eye-popping 158.2% increase (Longwood wastewater only 4.3% increase, but still meaningful). That means my \$178.00 water bill reference above would be \$459.59 -- for water -- the most essential utility provided to residents. One cannot just go without out water. Moreover, ironically, if families try to use less, then Utilities Inc. will not realize the profit they seek, presumably leading to another request for a rate increase. Families, especially lower income families, clearly cannot simply absorb that kind of a change in their monthly budgets.

Accordingly, Utilities Inc. Proposal dated January 3, 2017 should be denied, especially, the proposed rate increase for Longwood, FL.

Thank you for your consideration of this response.

Sincerely,



Gregory D. Swartwood

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, January 14, 2017 10:38 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122180

CUSTOMER INFORMATION

Name: Brian Holmes
Telephone:
Email:
Address: 2371 Westwood Dr. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Brian Holmes
Account Number:
Address: 2371 Westwood Dr. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
Florida Public Service Commission
Director, Office of Communications Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0870

Regarding: Utilities, Inc. of Florida rate increase request Docket No. 160101-WS

Utilities, Inc. states that they are asking for a 7.5% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, our area of Seminole-Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease.

HOWEVER, consulting the Rate Schedule page (page 9):

1. - Residential and General Service - Base Facility Charge by Meter Size
- The proposed increase for a 5/8" x 3/4" meter INCREASES from \$4.49 to \$11.54, which represents an increase of \$7.05 (157% INCREASE)
2. - Charge per 1,000 gallons - Residential
- The proposed increase from \$.95 per 1,000 gallons (for the 1st 6,000 gallons), plus \$1.43 per 1,000 gallons (for 6,001 - 15,000 gallons) to \$1.97 per 1,000 gallons (for the 1st 8,000 gallons).
- Using this info, a hypothetical household currently would pay \$5.70 (6,000 gallons) + \$2.86 (2,000 gallons) for a total of \$8.56 (8,000 gallons) vs. the proposed rates of \$15.76 (8,000 gallons), which represents an increase of \$7.20 (84% INCREASE)
3. - Total for current household, using 8,000 gallons (including Seminole County Tax @ 4%): \$13.57; total for proposed household, using 8,000 gallons (including Seminole County Tax @ 4%): \$28.39

4. - Overall total increase (including Seminole County Tax @ 4%): \$14.82 (109% INCREASE)

This rate increase will most certainly place a financial burden on the Citizens who can least afford it...the elderly who are on fixed incomes and low income families. A 100+% increase is unreasonable...access to AFFORDABLE water, to all Citizens, is crucial.

I implore the Florida Public Service Commission to deny this rate increase.

Sincerely,
Brian Holmes
Unincorporated Seminole County

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Friday, January 13, 2017 3:26 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122174

CUSTOMER INFORMATION

Name: Pat Burnsed
Telephone:
Email: pburnsed@cfl.rr.com
Address: 104 Hatfield Ct. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Pat Burnsed
Account Number: 5701300000
Address: 104 Hatfield Ct. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
Docket No, 160101-WS Utilities Inc. of Florida, These rate hikes are almost criminal!!!

I protest this action.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 12, 2017 7:03 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122163

CUSTOMER INFORMATION

Name: Amanda Greif
Telephone: (765) 210-5835
Email: amanda.d.greif@gmail.com
Address: 101 E Berkshire Cir Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Amanda Greif
Account Number:
Address: 101 E Berkshire Cir Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am writing to voice my concerns over the proposed rate increases which would double our utility bills and result in us paying the highest rates in all of Florida. Smaller rate increases, when necessary, are much more acceptable over time.