

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Wednesday, January 18, 2017 4:41 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122199; E-Form Other Complaint TRACKING NUMBER 122215

Customer correspondence

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**From:** Diane Hood  
**Sent:** Wednesday, January 18, 2017 4:28 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, January 18, 2017 4:10 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122215

### CUSTOMER INFORMATION

Name: Chris Proctor  
Telephone: (424) 262-9119  
Email: [chprocto@cisco.com](mailto:chprocto@cisco.com)  
Address: 1200 West Wekiva Trl Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Chris Proctor  
Account Number: 526071000  
Address: 1200 West Wekiva Trl Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
To whom it may concern,

The proposed rate increase in Docket No 160101-WS, Utilities, Inc. of Florida is flat obscene. There is just no other adequate description for it. As a state sanctioned monopoly, Utilities, Inc is immune to free market forces that would backlash against any private business raising their rates by this much. Vague statements about this saving money long term are couched in non-committal language protecting them legally when they don't deliver these saves.

In specific, Seminole County is accounting for a far larger share of the total revenues than any other part of the system. Additionally, if Utilities Inc requires 158.2% increase and that number is correct then it is clear their finances have flat been mismanaged. That would imply that the system has been operating at a huge loss in the previous time periods.

Additionally, providing only physical access during normal US business hours to the records used to determine these rate increases seems to be a deliberate attempt to prevent their open inspection by the public. This is 2017, not 1917.

I can only determine this is the result of malfeasance, incompetence, or an outright typo in someone's numbers. For people balanced on the edge financially, this could be disastrous and have real impacts on real people. Someone will be held to account for this. Civilly, criminally or politically is the only open question.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, January 18, 2017 8:45 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122199

### CUSTOMER INFORMATION

Name: John Snyder  
Telephone:  
Email:  
Address: 303 N. Sweetwater Blvd Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: John Snyder  
Account Number:  
Address: 303 N. Sweetwater Blvd Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

Please read below. I do not want any such increase to be approved by the PSC regarding Utilities Inc.'s proposed increases.

Utilities Inc., who provides the water, sewer, and reuse water to Sweetwater Oaks and the surrounding areas, is requesting a HUGE rate increase from the Florida Public Service Commission.

- 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 would expect my Utilities Inc. bill, along with everyone else on Utilities Inc., to basically double. I do not have a reuse irrigation system, so I suspect that if you did, your costs would be much higher.

Proposed increases in water/sewer services by County ( in ADDITIONAL Revenues)

Charlotte County- \$326,377  
Highlands County- \$32,671  
Lake County- \$780,835  
Lee County-\$64,787  
Marion County - \$72,733  
Orange County- \$258,990  
Pasco County- \$570,886  
Pinellas County- \$750,684  
Polk County- \$95,968  
Seminole County- \$4,065,495

Of the proposed revenue increases, \$2,372,629 comes from our service area for Sweetwater Oaks and surrounding areas (called Sanlando). So our little area will absorb more in costs increases than Charlotte, Highlands, Lee, Marion, Orange, Pasco, Pinellas, and Polk county COMBINED!!!!

According to the letter from Utilities Inc., this is all good news for us because it "...will likely result in fewer and smaller rate increases in the future." and "...will help prevent "rate shock" that can occur when major improvements are performed in a single community."