

Collin Roehner

From: Ruth McHargue
Sent: Thursday, January 19, 2017 2:35 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 160101
Attachments: E-Form Other Complaint TRACKING NUMBER 122221; E-Form Other Complaint TRACKING NUMBER 122225; E-Form Other Complaint TRACKING NUMBER 122224; E-Form Other Complaint TRACKING NUMBER 122226; E-Form Other Complaint TRACKING NUMBER 122228; E-Form Other Complaint TRACKING NUMBER 122229; E-Form Other Complaint TRACKING NUMBER 122231; E-Form Other Complaint TRACKING NUMBER 122232; E-Form Other Complaint TRACKING NUMBER 122234; E-Form Other Complaint TRACKING NUMBER 122235

[Customer correspondence](#)

From: Diane Hood
Sent: Thursday, January 19, 2017 2:17 PM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copies on file. DHood

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 19, 2017 1:34 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122235

CUSTOMER INFORMATION

Name: AJ Popiel
Telephone: (407) 221-5807
Email: ajwp4@aol.com
Address: 122 Albrighton Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Peter Popiel
Account Number:
Address: 122 Albrighton Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The proposed rate change is outrageous. It is proposed to be more than double. I live next door to the wastewater plant I can tell you it stinks most every day, not for long but obviously they are not doing what they need to do correctly and more than doubling the rates will not fix what they are inefficient and unable to do properly. Prior to Utilities Inc. purchasing this wastewater and water plant it rarely, if ever had "smell" issues. Utilities Inc. should be reducing the cost due to poor management and service to customers.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 19, 2017 1:16 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122234

CUSTOMER INFORMATION

Name: Peggy Thomas
Telephone: (407) 788-5100
Email: p.thomas@thomasmortgage.com
Address: 304 Partridge Lane Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Peggy Thomas
Account Number:
Address: 304 Partridge Lane Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I am appalled that the PSC feels that it is acceptable for Utilities Inc. to request a 158.2% increase to Seminole County residents. I am sure you are aware that large numbers of the population are still unemployed, underemployed or on a fixed income after years of struggling through the Great Recession. As a self-employed person, our company is just finally starting to again become profitable, however, we have a lot of catching up to do after many years of no profits to very little. As I am now close to 70 years of age, I am hoping to retire within the next year or so. With inflation in food and health care services, it will be difficult enough to live on a fixed income. It is unfathomable that I could be facing a 158.2% increase in a required service that is without competition. When increases of 1 - 4% are typically the norm, how is it even possible to consider an increase this enormous on a population that is still suffering from stagnant income growth?

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 19, 2017 12:47 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122232

CUSTOMER INFORMATION

Name: Diana Hise
Telephone: (407) 923-1723
Email: Diana3547@gmail.com
Address: 176 Duncan Trail Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Diana Hise
Account Number:
Address: 176 Duncan Trail Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The rate increase proposed by utilities inc. is outrageous! Water is a necessity of life and should be affordable. We are strongly against this rate increase.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 19, 2017 12:39 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122231

CUSTOMER INFORMATION

Name: Eduard Pineiro
Telephone:
Email:
Address: 1123 Bella Vista Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Eduard Pineiro
Account Number:
Address: 1123 Bella Vista Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Very concerned about the proposed rate increase which will increase the cost per home from \$33.88 to \$71.41 per month (based upon 5,000 gallon usage). This is an astronomical and wholly unethical increase and wish for the commission to seriously consider denying the request for an increase.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 19, 2017 11:52 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122229

CUSTOMER INFORMATION

Name: Erica Presco
Telephone: (407) 620-2630
Email: Epresco@gmail.com
Address: 109 Shadow Lake Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Erica Presco
Account Number: 8180891324
Address: 109 Shadow Lake Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Please don't allow this rate increase to occur! Many people in the area live paycheck to paycheck just trying to make ends meet including myself. Large rate increases like this are detrimental for residents like myself.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 19, 2017 11:51 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122228

CUSTOMER INFORMATION

Name: Michele Brown
Telephone: (407) 227-3796
Email: nothomealone2003@yahoo.com
Address: 204 Pheasant Run Ct Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: James Brown
Account Number:
Address: 204 Pheasant Run Ct Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I'm agaisnt another rate increase. The company has had a rate increase every six months for years. Enough already

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 19, 2017 11:25 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122226

CUSTOMER INFORMATION

Name: Lori Prentice
Telephone: (407) 782-2970
Email: lori_prentice@yahoo.com
Address: 132 Margate Mews Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Lori Prentice
Account Number:
Address: 132 Margate Mews Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The proposed rate increases are unconscionable. A nearly 100% increase in our monthly billing is not just a rate hike, it would be a detrimental to everyone that lives within this utilities area. Not to mention the financial burden it will place on all the residents.

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From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 19, 2017 11:19 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122225

CUSTOMER INFORMATION

Name: Joanna Tolbert
Telephone:
Email:
Address: 114 Autumn Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: John Oglesby
Account Number:
Address: 114 Autumn Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
The rate increase is incredibly ridiculous and we disagree with it.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 19, 2017 11:17 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122224

CUSTOMER INFORMATION

Name: Chelsea McNulty
Telephone: (407) 461-0887
Email: chelseamcnulty@gmail.com
Address: 202 stevenage dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Tim McNulty
Account Number: 9319474398
Address: 202 stevenage dr Longwood FL 32779

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
The idea of a increase that large is insane. My bill is already high!

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, January 18, 2017 9:29 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122221

CUSTOMER INFORMATION

Name: Joan Stevens
Telephone: (407) 739-2984
Email:
Address: 123 Shellie ct Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Joan Stevens
Account Number:
Address: 123 Shellie ct Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

The proposed rate increase in Docket No 160101-WS, Utilities, Inc. of Florida is outrageous. There can be no justification for the huge rate hike they want to place on residence in Seminole County. There is no choice for the community as we need water and Utilities, Inc is the only water utility company. Please help the community by not allowing this huge increase.