

Collin Roehner

From: Ruth McHargue
Sent: Friday, January 20, 2017 4:50 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 160101
Attachments: E-Form Other Complaint TRACKING NUMBER 122245; E-Form Other Complaint TRACKING NUMBER 122247; E-Form Other Complaint TRACKING NUMBER 122248; E-Form Other Complaint TRACKING NUMBER 122249

Customer correspondence

From: Diane Hood
Sent: Friday, January 20, 2017 4:39 PM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copies on file. DHood

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Friday, January 20, 2017 8:20 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122249

CUSTOMER INFORMATION

Name: William McCrory
Telephone: (407) 869-4321
Email: other-mail@cfl.rr.com
Address: 110 Bay Hammock LN Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: William McCrory
Account Number: 2163210000
Address: 110 Bay Hammock LN Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

The proposed water/wastewater increase by Sanlando Utilities is over the top. I currently pay between \$35 and \$45 a month for this service and the proposed rate increase would take me over \$70 with no increase in service or use. This increase should be considered as usury and not allowed. I am retired and on a fixed income and this rate increase plus the rate increase that Duke Energy has proposed are just too much. Keep in mind that we, retirees, did not get a COLA increase this year.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 19, 2017 10:52 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122248

CUSTOMER INFORMATION

Name: Brian Boles
Telephone: (407) 257-6742
Email: Bboles77@gmail.com
Address: 165 Dartmouth Ln Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Brian Boles
Account Number:
Address: 165 Dartmouth Ln Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

As a Sanlando resident I am deeply concerned by the proposed rate hikes and the false propaganda being sent to Sanlando residents that our rates may go down. Their proposal will more than double Sanlando resident rates. Utilities included has a monopoly and these increases after the many increases in recent years are deeply troubling.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 19, 2017 9:38 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122247

CUSTOMER INFORMATION

Name: Jeff and Heather Sabounji
Telephone:
Email:
Address: 201 Royal Oaks Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Jeff and Heather Sabounji Account Number: 4869015308
Address: 201 Royal Oaks Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Increasing our monthly service charge for water and sewage from an average of \$33 a month to an average of \$71 a month without any real or valid explanation is unacceptable. We are not in agreement with this nor approve this change.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 19, 2017 6:50 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122245

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.