

Collin Roehner

From: Ruth McHargue
Sent: Monday, January 23, 2017 4:27 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 160101
Attachments: E-Form Other Complaint TRACKING NUMBER 122285; E-Form Other Complaint TRACKING NUMBER 122286; E-Form Other Complaint TRACKING NUMBER 122289; E-Form Other Complaint TRACKING NUMBER 122290; E-Form Other Complaint TRACKING NUMBER 122291; E-Form Other Complaint TRACKING NUMBER 122293; E-Form Other Complaint TRACKING NUMBER 122295; E-Form Other Complaint TRACKING NUMBER 122296; E-Form Other Complaint TRACKING NUMBER 122299

[Customer correspondence](#)

From: Diane Hood
Sent: Monday, January 23, 2017 4:21 PM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copies on file. DHood

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 23, 2017 2:36 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122299

CUSTOMER INFORMATION

Name: Crystal Krieger
Telephone: (267) 322-8407
Email: ckrieger1022@yahoo.com
Address: 104 E Cottesmore Circle LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: Crystal Krieger
Account Number: 075192084
Address: 104 E Cottesmore Circle LONGWOOD FL 32779

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
DOCKET NO. 160101-WS

I received a booklet on the requesting of rate increase/decrease. If I am reading this correctly, you want to propose a rate structure to help minimize "rate shock". A 158.2% increase is not rate shock? How do you think this will impact "your customers". Most people these days are barely making ends meet, the seniors are on a fixed incomes and this is just down right outrageous for anyone to think that this is a great proposal. I do not agree with this. There must be another solution.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 23, 2017 1:24 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122296

CUSTOMER INFORMATION

Name: Andrew Haas
Telephone: (407) 443-9102
Email: andyhaas@aol.com
Address: 305 Cambridge Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Andrew Haas
Account Number:
Address: 305 Cambridge Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities, Inc. and their parent company cannot be allowed to raise our water/sewer rates by more than 100%! There are a lot of older families on fixed incomes, financially challenged with out the means to pay. I am sorry if the company got themselves in a tight spot. The water utility has been purchased a couple of times since we moved here in 1997 and I can't believe that due diligence did not surface a problem with rates. 20% would be outrageous, 100+% is absurd.

Andrew Haas
Longwood, FL 32779

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 23, 2017 12:34 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122295

CUSTOMER INFORMATION

Name: Richard Wilder
Telephone: (352) 242-6504
Email: Dick_Wilder@msn.com
Address: 1565 Kennesaw Drive Clermont FL 34711

BUSINESS INFORMATION

Business Account Name: Richard Wilder
Account Number: 0098200000
Address: 1565 Kennesaw Drive Clermont FL 34711

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
THIS IS NOT A COMPLAINT, BUT A SUGGESTION
Subject: Suggestion for Improved Irrigation Water Conservation

To help promote more responsible water irrigation, I would like to suggest that we not only continue conserving water by our judicious watering, but that the water we individually save, (unused allocation each year), should be carried over to the following year. This would be a tremendous incentive to promote additional irrigation water conservation that is so important to us all here in Central Florida and elsewhere. Thus, those that conserve the most would be rewarded the most. This would allow us, as individuals, to manage our precious water over multiple years, rather than just over a year. That is so important as some years are drier than others. This better management of our irrigation water usage would not only be conserving us water, but we would all benefit monetarily.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 22, 2017 9:32 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122293

CUSTOMER INFORMATION

Name: Larry King
Telephone: (407) 772-3599
Email:
Address: 114 E Cottesmore Cr. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Larry King
Account Number:
Address: 114 E Cottesmore Cr. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Proposed rate hike is unacceptable in regards to wages, cost of living increases for seniors. A much more reasonable amount should be proposed as not to put further hardships on already struggling consumers.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 22, 2017 6:06 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122291

CUSTOMER INFORMATION

Name: Heather Flanders
Telephone: (407) 493-1682
Email: hjhuhn2@gmail.com
Address: 313 Cambridge Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Heather J Flanders Account Number:
Address: 313 Cambridge Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

A rate increase of 100% with no notice and no alternatives. Unacceptable way to handle as the reasoning indicated in the paperwork was that some counties are not being profitable and our county needs to cover it. We can not afford a rate hike like that.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 22, 2017 4:39 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122290

CUSTOMER INFORMATION

Name: Juliet Group
Telephone: (407) 497-5618
Email:
Address: 113 rockingham court Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Juliet Group
Account Number:
Address: 113 rockingham court Longwood FL 32779

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The proposal to raise our water rates 109% over their current assessments is quite simply put, unacceptable. The burden placed on the hard working people in our area is not only unprecedented but egregious in its amount. How are the decent, bill paying, law abiding citizens supposed to afford this massive tax increase? I also find the fact that your meeting regarding this assessment change will be held on a day when so many of us will be working. Rest assured, I have taken the day off to make my presence and voice heard. Our government cannot continue to gouge the citizens of this county. They need to remember who they work for- the voters. We have placed them and can certainly remove them from the appointed positions.

See you on February 2nd for your meeting.

PSC was contacted previously

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 22, 2017 4:15 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122289

CUSTOMER INFORMATION

Name: Todd LaBellman
Telephone: (140) 771-8280
Email: toddlabel@gmail.com
Address: 235 Canterclub Trail Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Erica LaBellman
Account Number: 3755452288
Address: 235 Canterclub Trail Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

We are outraged at the proposed increase of over 100% of our water bill with Utilities Inc. This increase would be a hardship for us financially as a young family, and will negatively impact our greater community, especially the seniors on a fixed income. We could understand an increase of 5% or 10%, but more than doubling our bill! It's ludicrous and should not be allowed to pass. Thank you.

Todd LaBellman

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 22, 2017 2:58 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122286

CUSTOMER INFORMATION

Name: Alice Voigt
Telephone: (407) 788-6085
Email: alice.voigt@aol.com
Address: 118 Ingram Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Alice Voigt
Account Number: 8390510000
Address: 118 Ingram Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am retired Senior Citizen widowed. The rate increase is ridiculous. What are you trying to do force us out of a county I have lived in for 40 years not to speak of being a natural born Floridian!!!!!!!!!!

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 22, 2017 2:45 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122285

CUSTOMER INFORMATION

Name: Nathan Brainard
Telephone: (407) 772-9175
Email: kbrainard1@icloud.com
Address: 725 Cristaldi Way Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Nathan Brainard
Account Number: 9960784149
Address: 725 Cristaldi Way Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
This letter is in reference to Docket no. 160101-WS, Utilities Inc. of Florida.

I have calculated the impact of the proposed rate hike for my house, and my current monthly bill would double. This places a hardship on my family. I am requesting that any rate increases be spread over a period of at least 5 years to minimize the negative impact to my family.

Thank you,

Nathan Brainard