

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Wednesday, January 25, 2017 10:48 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122307; E-Form Other Complaint TRACKING NUMBER 122304; E-Form Improper Billing TRACKING NUMBER 122306; E-Form Other Complaint TRACKING NUMBER 122309; E-Form Other Complaint TRACKING NUMBER 122310; E-Form Other Complaint TRACKING NUMBER 122143

Customer correspondence

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**From:** Diane Hood  
**Sent:** Tuesday, January 24, 2017 4:40 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:** Tuesday, January 24, 2017 2:20 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122310

### CUSTOMER INFORMATION

Name: Jeffrey Foote  
Telephone:  
Email:  
Address: 102 Kilkenny Ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Jeffrey Foote  
Account Number:  
Address: 102 Kilkenny Ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

Proposed rate increase by Utilities Inc Sanlando is unacceptable in many ways, it will be unaffordable by many residents. Consumers feel trapped in the hands of a MONOPOLY dictating any price for a vital commodity. Totally UNFAIR.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 24, 2017 2:01 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122309

### CUSTOMER INFORMATION

Name: Joan Braun  
Telephone: (407) 862-2247  
Email: [Braun.joan@yahoo.com](mailto:Braun.joan@yahoo.com)  
Address: 3787 Watercrest dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Joan  
Account Number:  
Address: 3787 Watercrest dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Water bills to increase more then 50%. How can they justify such an increase. What has changed so dramatically? This cost of living increase will effect the quality of my life and those tenants who live on a fixed budget. Please investigate.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 24, 2017 1:12 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122307

### CUSTOMER INFORMATION

Name: Kristy Chadwick  
Telephone: (850) 516-6725  
Email: [misskristylee3@yahoo.com](mailto:misskristylee3@yahoo.com)  
Address: 209 W Cumberland Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Kristy Chadwick  
Account Number: 4413642634  
Address: 209 W Cumberland Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Referencing Docket Number 160101-WS  
Account #4413642634

Dear Director: Referencing Docket Number 160101-WS, I am very concerned about the size of the increase Sanlando Utilities is seeking.

It is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents.

This would be excessive. It also appears you operate as a monopoly in some of the areas, which, when attached to price gouging such as this, is 100% immoral. Small increases (perhaps 3-5%) are explainable via inflation, but this is unprecedented and uncalled for. Pure Greed.

I am unable to attend the hearing on February 2 regarding this agenda issue and would like to go on record as strongly opposing the increase. There is no good reason for it other than increased profit, at the expense of the families in our already overtaxed community.

Please let me know what else we can do to prevent this increase from occurring. This is wrong in every way and I have a hard time understanding how the individuals making these decisions can sleep at night. I will make it my mission to lobby for changes in law that would allow for competition in the utility "business". Perhaps that will keep prices in order.

I may be reached at 850-516-6725

Sincerely, Alston and Kristy Chadwick

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 24, 2017 12:29 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 122306

### CUSTOMER INFORMATION

Name: Randolph Horn  
Telephone: (407) 325-1436  
Email: [Rand87@aol.com](mailto:Rand87@aol.com)  
Address: 204 Stevenage Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Randolph Horn  
Account Number:  
Address: 204 Stevenage Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

#### Details:

Utilities Inc of Florida is proposing a 100% increase in billing without proper justification. This increase will cause an unreasonable burden on the people of the unincorporated area of Longwood. The increase should be spread out over a longer period to coincide with repairs or improvements being made to the system not to increase profits for what should be a not for profit utility. Please do not approve this increase.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 24, 2017 11:43 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122304

### CUSTOMER INFORMATION

Name: Judith Creveling  
Telephone: (407) 790-4618  
Email: [rjcreveling@gmail.com](mailto:rjcreveling@gmail.com)  
Address: 100 Tedworth Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Judith Creveling  
Account Number:  
Address: 100 Tedworth Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

Referencing Docket Number 160101-WS, I am very concerned about the size of the increase you are seeking. The increase is hard to quantify based on the materials provided, but some estimates are for increases ranging from 50%-100% for residents. This would be excessive.

We are seniors on a fixed income and our water is important to us but so are medicines, doctors and food. We have taken water conservation steps very seriously and don't know how we can do more.

I am unable to attend the hearing on February 2 regarding this agenda issue and would like to go on record as strongly opposing the increase.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, January 10, 2017 9:08 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122143

### CUSTOMER INFORMATION

Name: Michelle Knapp  
Telephone: (321) 438-2144  
Email: [michelleknapp@aol.com](mailto:michelleknapp@aol.com)  
Address: 298 Bentley Dr. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Michelle Knapp  
Account Number:  
Address: 298 Bentley Dr. 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

I'm very concerned about the HUGE rate increase in Longwood, Sweetwater Oaks and the surrounding areas. Of the proposed revenue increases, \$2,372,629 comes from our small service area (Sanlando). Our area will absorb more in cost increases than Charlotte, Highlands, Lee, Marion, Orange, Pasco, Pinellas, and Polk county COMBINED!! Not sure how this is fair, equitable or legal. Please take steps to drastically reduce this proposed increase. Much of our area is typical working middle class families that couldn't sustain a DOUBLING of their water bill. Thank you.