

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Monday, January 30, 2017 12:11 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122376; E-Form Other Complaint TRACKING NUMBER 122377; E-Form Other Complaint TRACKING NUMBER 122378; E-Form Other Complaint TRACKING NUMBER 122380; E-Form Other Complaint TRACKING NUMBER 122381; E-Form Other Complaint TRACKING NUMBER 122382; E-Form Other Complaint TRACKING NUMBER 122383; E-Form Other Complaint TRACKING NUMBER 122384; E-Form Other Complaint TRACKING NUMBER 122385; E-Form Other Complaint TRACKING NUMBER 122386

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Monday, January 30, 2017 11:28 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copies on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 4:10 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122386

### CUSTOMER INFORMATION

Name: June Modreski  
Telephone: (407) 924-4947  
Email: [Junebug60@hotmail.com](mailto:Junebug60@hotmail.com)  
Address: 217 Stevenage Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: June Modreski  
Account Number:  
Address: 217 Stevenage Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
They are trying to double our water bill. That is outrages. Please help stop this from happening.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, January 30, 2017 12:26 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122385

### CUSTOMER INFORMATION

Name: Susan Padgett  
Telephone:  
Email:  
Address: 227 West Berkshire Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Susan Padgett  
Account Number: 3210600000  
Address: 227 West Berkshire Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

For DOCKET 160101 I will not be able to attend the meeting on Feb 2. I feel it very important and wish to complain about the proposed rate hike by Utilities, Inc. of Florida. It is very unreasonable to ask for a 100% rate increase for water service. I am a senior and have a small fixed income---it would be a big burden to have my bill doubled. Please DO NOT approve this rate hike proposal from Utilities, Inc. (formally Sanlando) Thank you.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 9:31 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122384

### CUSTOMER INFORMATION

Name: Barbara Hine  
Telephone: (407) 332-7571  
Email: [hine\\_barbara@yahoo.com](mailto:hine_barbara@yahoo.com)  
Address: 130 Rose Briar Dr. Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Barbara Hine  
Account Number: 9072310000  
Address: 130 Rose Briar Dr. Longwood, FL. FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I am writing to protest the proposed rate hike for water/water waste. In my opinion the proposal is unreasonable. As a widow who is a retired senior citizen living on a fixed income it will present an extreme hardship. If it is passed it may become necessary for me to sell the home I've lived in since 1984. I am sure I am not the only person in this situation. Please give careful consideration to this rate hike and find an alternate method.

My company is Utilities Inc. Of Florida - Sanlando.

Thank you,  
Barbara Hine

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 8:54 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122383

### CUSTOMER INFORMATION

Name: Justin Sowers  
Telephone: (407) 203-7344  
Email: [jsowers@alum.mit.edu](mailto:jsowers@alum.mit.edu)  
Address: 295 Vista Oak Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Justin Sowers  
Account Number: 6136867837  
Address: 295 Vista Oak Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

I am writing to let you know that customers of Seminole County - Sanlando have endured annual rate increases from Utilities Inc each year during the past few years and I oppose their current proposal for a rate increase which would double our monthly bill.

As far as I can tell, the increase is intended to fund non-specified future capital renewal projects while planning for an overall level of 7.75% return for Utilities Inc, an entity which should be a nonprofit in my opinion. Considering we have no choice of utility but need water to live, I am requesting that PSC deny Utilities Inc their application for an unreasonable increase in water and wastewater rates dated January 3rd, 2017 - Docket # 160101-WS.

I believe that they should seek alternative financial options in the management of their ongoing concern rather than pre-taxing their customer base for investments in their business. The suggested increases are at levels far above cost of living and income increases and I do not see how such an enormous increase is fair.

Further, I don't believe they are acting in good faith by planning a public hearing during working hours when many may not be able to attend. Local media have reported that Utilities Inc was not able to provide them the increase table, and many neighbors are unable to understand the complicated document they were provided, and thus may not realize the implications on them.

I hope you will consider the impact on the consumer/taxpayer when evaluating the proposal and deny the requested increases.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 8:48 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122382

### CUSTOMER INFORMATION

Name: Carmen Garcia  
Telephone:  
Email:  
Address: 2308 Sweetaire Court Apopka FL 32712

### BUSINESS INFORMATION

Business Account Name: Carmen Garcia  
Account Number:  
Address: 2308 Sweetaire Court Apopka FL 32712

### COMPLAINT INFORMATION

Complaint: Other Complaint against Duke Energy Florida, LLC d/b/a Duke Energy  
Details:  
docket 160101 Enough taking advantage of hard working people. Please find your soul.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 6:53 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122381

### CUSTOMER INFORMATION

Name: Christine Blackway  
Telephone: (407) 960-4063  
Email: [nyyfan61@gmail.com](mailto:nyyfan61@gmail.com)  
Address: 580 whisperwood dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Christine Blackway Account Number: 0093265153  
Address: 580 whisperwood dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Regarding docket numer 160101, the proposed rate increase for the Sanlando area residents is completely unacceptable! My water bill will increase, at a minimum, 72.43 PER MONTH! How is this legal?! Is there no formula for calculating an increase? This will surely put seniors and those with lower incomes in a very bad situation.

I urge the Commission to do the right thing by their residents and deny this astronomical increase!

Sincerely,

Christine and Keith Blackway  
Longwood, FL

Sent from Yahoo Mail on Android

PSC was contacted previously

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 3:57 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122380

### CUSTOMER INFORMATION

Name: Joyce Lemelman  
Telephone: (407) 694-3227  
Email: [joylemel@aol.com](mailto:joylemel@aol.com)  
Address: 3991 Lancashire Lane Longwoodq FL 32779

### BUSINESS INFORMATION

Business Account Name: Joyce Lemelman  
Account Number:  
Address: 3991 Lancashire Lane Longwoodq FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

I am opposed to the proposed rate increase from Utilities Inc.

I am also very confused by the 2 sided lengthy (30+) page document explaining whats going on.

The majority of my community is on a fixed income, and from what I can tell, we will all be dramatically adversely impacted.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 3:25 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122378

### CUSTOMER INFORMATION

Name: Mary Kay Wright  
Telephone:  
Email:  
Address: 1991 St Andrews Place Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Mary Kay Wright  
Account Number:  
Address: 1991 St Andrews Place Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

I received a notice of intent from Utilities Inc to raise my water and sewage bill to double the amount previously paid each month. As a senior citizen this seems unfair as I use the minimum amount of water and my billing has always been for just the basic amount. To double the basic amount is inherently unfair to those of us conserving water already. The letter said the increase was to avoid sticker shock in future years. I can't imagine more sticker shock than doubling a utility bill. I believe it to be unfair to penalize Seminole county residents in this manner.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 2:52 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122377

### CUSTOMER INFORMATION

Name: Bruce Bevitz  
Telephone: (407) 222-0043  
Email: [drbruce2@earthlink.net](mailto:drbruce2@earthlink.net)  
Address: 1851 Bear Creek Cove Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Bruce Bevitz  
Account Number:  
Address: BEAR CREEK COVE Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Rate hike unreasonable. I know they are a for-profit company, but since they have a monopoly, they need to be subject to close scrutiny by the PSC. Please do not rubber stamp their requests.

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, January 29, 2017 2:43 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122376

### CUSTOMER INFORMATION

Name: Stephen Drolshagen  
Telephone: (407) 341-6551  
Email: [spdrolshagen@hotmail.com](mailto:spdrolshagen@hotmail.com)  
Address: 422 Twisting Pine Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Nina Drolshagen  
Account Number: 7731500000  
Address: 422 Twisting Pine Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
In re: Utilities Inc. of Florida requested rate hike

I am a retired senior citizen living on a fixed income. I have been in my current home in the Sabal Point subdivision for more that 29 years.

I have been paying water bills here and in those 29 years have never seen a total bill higher than \$50.00. Now, if this rate increase goes through, my monthly bill for just the base rate services will jump to \$54 from \$26.00 and the water services per gallon will increase to \$50 from \$ 22!

My total water bill will be \$104 instead of my current \$48 per month, an increase of \$56 or 117%!!

This is completely unacceptable and will be a hardship for me and an extreme hardship for many if not most of your customers. Please tell me there is something you can do to lessen the impact of your funding needs for future costs, perhaps by spreading it out over many years or changing the parameters of your cost analysis. It does not make any kind of sense that current and reasonable future cost projections lead to a more than 100% increase!

I will be attending the following meeting of citizens about this proposed water rate hike, because of the outrageous increase that I personally, and everybody else who gets water services via Utilities, Inc., will incur.

The meeting is scheduled for February 2nd: Customer Service Hearing @ 9:30am @ Eastmonte Civic Center, 830 Magnolia Drive Altamonte Springs, FL 32701. I understand our County Commissioner Constantine will be there as will WFTV and TV13. Many citizens who want to attend may not be able to due to it occurring during their work day, but I and many others will be there.

We expect to hear alternatives and to apply much further pressure to the PSC and our elected representatives in order to avoid this ludicrous price increase.