

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Monday, January 30, 2017 12:16 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122353; E-Form Other Complaint TRACKING NUMBER 122354; E-Form Other Complaint TRACKING NUMBER 122355; E-Form Other Complaint TRACKING NUMBER 122356; E-Form Other Complaint TRACKING NUMBER 122357; E-Form Other Complaint TRACKING NUMBER 122358; E-Form Other Complaint TRACKING NUMBER 122359; E-Form Other Complaint TRACKING NUMBER 122360; E-Form Other Complaint TRACKING NUMBER 122361; E-Form Other Complaint TRACKING NUMBER 122362

[Customer correspondence](#)

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**From:** Diane Hood  
**Sent:** Monday, January 30, 2017 9:55 AM  
**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:** Saturday, January 28, 2017 6:14 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122362

### CUSTOMER INFORMATION

Name: Rosa Karbon  
Telephone: (407) 492-8988  
Email: [rosaokar@gmail.com](mailto:rosaokar@gmail.com)  
Address: 3855 Oakington Place Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Rosa Karbon  
Account Number: 1670069951  
Address: 3855 Oakington Place Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I received a letter from Sanlando Utilities about a rate increase. It's indecent the increase they are proposing. It's more than 100% increase. How in the world can they justify such an increase? Don't they make enough profit already?

They claim they need to upgrade. Well, when I need to upgrade or do work in my home I save the money for it, I don't ask the Social Security Adm to increase my monthly check because I need work done in my house. They should do the same.

Myself and many of the residents are on Social security and it would be a choice between paying for our water and wastewater or paying for doctors and meds.

I ask you to please reject the increase and approve a small increase instead.

Thank you for listening.

Rosa Karbon

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 6:04 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122361

### CUSTOMER INFORMATION

Name: Francis Agent  
Telephone: (321) 972-4976  
Email: [iva.agent@gmail.com](mailto:iva.agent@gmail.com)  
Address: 441 Village View Lane Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Iva Agent  
Account Number: 6113986367  
Address: 441 Village View Lane Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Docket 160101.

This rate hike is absolutely absurd and unfair to the customer.

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 5:14 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122360

### CUSTOMER INFORMATION

Name: Mary Ann Bucklan  
Telephone:  
Email:  
Address: 512 Sugar Ridge Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Mary Ann Bucklan  
Account Number:  
Address: 512 Sugar Ridge Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

I am writing to protest the large requested rate hike. Although it is sometimes necessary to raise rates, it's completely irresponsible to request such a large rate hike at once. I find it very hard to believe that costs have increased so dramatically that such a large increase is required. I urge the commission to turn down this request.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 5:05 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122359

### CUSTOMER INFORMATION

Name: Dave Starkweather  
Telephone: (321) 279-1838  
Email: [starkweather2045@gmail.com](mailto:starkweather2045@gmail.com)  
Address: 116 Colyer Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Dave Starkweather Account Number: 7394310000  
Address: 116 Colyer Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

DOCKET 160101 -- The proposed rate increase is unreasonable and unsupportable. Please deny/reduce to something we residents can live with!

PSC was contacted previously

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 3:48 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122357

### CUSTOMER INFORMATION

Name: Loni Charters  
Telephone: (407) 332-8895  
Email: [Loni@ChartersAccounting.com](mailto:Loni@ChartersAccounting.com)  
Address: 115 Eastern Fork Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Loni Charters  
Account Number: 3330300000  
Address: 115 Eastern Fork Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Exorbitant rate hikes. I'm already paying more than double what I was several years ago & they just sent another notice that rates are going to increase significantly again. There needs to be a cap or at least some regulations on these constant increases.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 3:45 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122356

### CUSTOMER INFORMATION

Name: Shirley Fossa  
Telephone: (407) 295-8693  
Email: [shirlfossa@aol.com](mailto:shirlfossa@aol.com)  
Address: 1901 Bearview Drive Apopka FL 32703

### BUSINESS INFORMATION

Business Account Name: Shirley Fossa  
Account Number: 2628200000  
Address: 1901 Bearview Drive Apopka FL 32703

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I object to such a large increase in our water rates. I live alone and only was one or two loads of laundry a week. Without watering my yard in any way, my bill is about \$16 a month. If I water (only with a hose, as I have disconnected my irrigation system because of cost) it goes up double and more. I have had the Leak Doctor out twice and says I don't have any leaks. I can't understand why it is so high. I only water with a hose so if I had a leak it would be at the source which is the hose connection. I have asked them to check it and they say they will charge a service charge for that. I am 82 and cannot afford any more extra charges as my medical expenses are so high. Please do not allow such a large increase. The quality of the water is bad. I have a clean out in my yard which is unsightly and they come out at least once a week and discharge water in large quantities. I hope I am not paying for that

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 3:45 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122356

### CUSTOMER INFORMATION

Name: Shirley Fossa  
Telephone: (407) 295-8693  
Email: [shirlfossa@aol.com](mailto:shirlfossa@aol.com)  
Address: 1901 Bearview Drive Apopka FL 32703

### BUSINESS INFORMATION

Business Account Name: Shirley Fossa  
Account Number: 2628200000  
Address: 1901 Bearview Drive Apopka FL 32703

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

I object to such a large increase in our water rates. I live alone and only was one or two loads of laundry a week. Without watering my yard in any way, my bill is about \$16 a month. If I water (only with a hose, as I have disconnected my irrigation system because of cost) it goes up double and more. I have had the Leak Doctor out twice and says I don't have any leaks. I can't understand why it is so high. I only water with a hose so if I had a leak it would be at the source which is the hose connection. I have asked them to check it and they say they will charge a service charge for that. I am 82 and cannot afford any more extra charges as my medical expenses are so high. Please do not allow such a large increase. The quality of the water is bad. I have a clean out in my yard which is unsightly and they come out at least once a week and discharge water in large quantities. I hope I am not paying for that

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 3:28 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122355

### CUSTOMER INFORMATION

Name: Christopher Sampson  
Telephone: (386) 882-2455  
Email: [csampson1971@gmail.com](mailto:csampson1971@gmail.com)  
Address: 221 Pheasant Run Ct. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Sampson  
Account Number:  
Address: 221 Pheasant Run Ct. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
DOCKET 160101

## Collin Roehner

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 2:08 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122354

### CUSTOMER INFORMATION

Name: Lowell Thomas  
Telephone: (407) 862-3757  
Email: [jenqueenmum@aol.com](mailto:jenqueenmum@aol.com)  
Address: 228 W. Cumberland Circle Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Lowell Thomas  
Account Number: 7877700000  
Address: 228 W. Cumberland Circle Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Reference Docket #160101

I am filing a complaint regarding the proposal by Utilities, Inc., to raise the rates for water and sewage usage by such an outrageous amount, for many of us this will double our monthly bill and for those on fixed incomes would be very hard to cover. Surely this could be spread over a number of years, this way a small increase each month would be more manageable for everyone.

Thank you.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, January 28, 2017 1:37 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122353

### CUSTOMER INFORMATION

Name: barbara brown  
Telephone: (407) 682-7696  
Email: [barb2435@yahoo.com](mailto:barb2435@yahoo.com)  
Address: 547 Winding Creek Pl Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: barbara brown  
Account Number: 5523410000  
Address: 547 Winding Creek Pl Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Docket 160101.

Filing this in protest to the enormous rate hike proposal Utilities Inc has requested. Can't make the hearing on 2/2. This is tantamount to USURY. How can they justify this huge rate hike in one leap? Do Not Approve this request. Everyone knows they will get something but this is just outrageous.