

**Collin Roehner**

---

**From:** Collin Roehner on behalf of Records Clerk  
**Sent:** Monday, January 30, 2017 12:37 PM  
**To:** 'natalieskinicare@icloud.com'  
**Subject:** RE: Utility rate increase

Good afternoon Ms. Thompson,

We will be placing your comments below in consumer correspondence in Docket No. 160101-WS and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

-----Original Message-----

From: Ruth McHargue  
Sent: Monday, January 30, 2017 12:17 PM  
To: Records Clerk  
Subject: RE: Utility rate increase

Docket 160101

-----Original Message-----

From: Collin Roehner On Behalf Of Records Clerk  
Sent: Monday, January 30, 2017 9:48 AM  
To: Ruth McHargue  
Cc: Angie Calhoun  
Subject: FW: Utility rate increase

Please see the e-mail below. Please let us know whether this needs to be entered in CMS as consumer correspondence, and what docket it should be placed in.

Sincerely,

Collin D. Roehner  
Commission Deputy Clerk I  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida, 32301  
(850) 413-7123

-----Original Message-----

From: edward Thompson [<mailto:natalieskincare@icloud.com>]

Sent: Sunday, January 29, 2017 7:08 PM

To: Records Clerk

Subject: Utility rate increase

To whom it may concern,

The proposed utility rate increase by Utilities, Inc. is nothing short of outrageously careless and thoughtless business. The letter sent to us by Utilities, Inc. stating that a one time gigantic increase would be better than a gradual one is laughable and preposterous. Well, thank you Utilities, Inc. for not having the common sense to take the customer/end users true best interests in mind. Clearly this is an agenda for big business thinking they can take advantage of those who are working long hours, raising families, and trying to just keep food on the table to NOT look at their mail and see this ridiculous letter from Utilities, Inc. and be able to voice immense concern over such an enormous increase for a basic need (water and waste water). Giving the customer the opportunity to adjust their budgets, lifestyle, water consumption, or whatever is a customary business practice. This drastic rate hike is just bad business and poorly thought.

Natalie Thompson

Seminole county resident

Sent from my iPad