

Collin Roehner

From: Ruth McHargue
Sent: Tuesday, January 31, 2017 3:05 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 160101
Attachments: E-Form Other Complaint TRACKING NUMBER 122408; E-Form Other Complaint TRACKING NUMBER 122410; E-Form Other Complaint TRACKING NUMBER 122411; E-Form Other Complaint TRACKING NUMBER 122414; E-Form Other Complaint TRACKING NUMBER 122417; E-Form Other Complaint TRACKING NUMBER 122420; E-Form Other Complaint TRACKING NUMBER 122421; Utilities Inc Rate Increases - PSC Docket# 160101=WS; E-Form Other Complaint TRACKING NUMBER 122422; E-Form Other Complaint TRACKING NUMBER 122425

Customer correspondence

From: Diane Hood
Sent: Tuesday, January 31, 2017 2:17 PM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copies on file. DHood

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 31, 2017 1:57 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122425

CUSTOMER INFORMATION

Name: Gary Garmon
Telephone: (407) 869-4974
Email: gegarmon@aol.com
Address: 109 Essex Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Gary Garmon
Account Number:
Address: 109 Essex Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities, Inc., which owns Sanlando Utilities, is requesting an unjust rate increase. The company has chosen to expand and increase their presences in Florida by purchasing smaller utility companies. Some of those purchase where of systems that were not operated well and therefore underfunded. Now to make their poor business decision look better they are seeking a rate in crease from Sanlando customers so that the less efficient systems will look like belter business decision. This customer base should not be expected to pay for a corporation's poor business decision.

Thank You

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 31, 2017 11:53 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122422

CUSTOMER INFORMATION

Name: Peter Ballasy
Telephone: (407) 928-5791
Email: pete.ballasy@gmail.com
Address: 536 Woodview Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Peter Ballasy
Account Number:
Address: 536 Woodview Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I oppose of the outrageous increase of our water and wastewater per gallon here in Seminole County. How can you all justify such an increase? If you all are looking for an increase, can we work these numbers down? Usually an increase of sorts is 5-10%, but 100-110%? Per greed at the mercy of the taxpayer's dollar. Please be advised this has created quite a stir here in Seminole County.

Collin Roehner

From: Gerry Keane <gjk0506@aol.com>
Sent: Tuesday, January 31, 2017 11:38 AM
To: Consumer Contact
Cc: mFriedman@ff-attorneys.com; gerry@keaneworld.com
Subject: Utilities Inc Rate Increases - PSC Docket# 160101=WS
Attachments: Utilities-PSC_Rate-change_17o_.pdf

I will not be able to present at the 2/2 hearing in Altamonte Springs, as I have a long standing Dr. appointment.

However I would like my strong objections & comments (below & again attached in a PDF file) to this proposed rate increase, made a part of the record.

1/30/2016

contact@psc.state.fl.us

FL PSC Docket No: 160101-WS

I have lived in Longwood and have been a customer of Utilities Inc (Utilities), before that Sanlando, etc. for 25 years. I received mailing/ info of the proposed Utilities rate increases on 1/6/17. I did some preliminary calculations & was amazed that it would appear that my water + wastewater bill was about to double if the PSC allowed Utilities to use the "Utility Requested Final" rates sent to us in that mailing.

Several days later I went back & dug out my Utilities Inc bill info for all of 2016. What I found out was as follows:

Our gallons vary from about 2.7K to 19K in different months but really average out over the year at about 8000 gal per month over that 2016 year.

Thus for our Average 8118 gal per month the old & new rates and percentage increase would be as follows:

<u>Item</u>	<u>Old rates</u>	<u>New rates</u>	<u>% Change</u>
Water	21.94	44.95	105%
Wastewater	27.18	64.75	138%
Total bill	49.12	109.72	123%

Thus for the Low use 2760 gal/ month the old & new rates would be as follows:

<u>Item</u>	<u>Old rates</u>	<u>New rates</u>	<u>% Change</u>
Water	14.36	34.28	139%
Wastewater	20.28	39.02	92%
Total bill	34.64	73.30	112%

Thus for the High use 19,519 gal / month the old & new rates would be as follows:

<u>Item</u>	<u>Old rates</u>	<u>New rates</u>	<u>% Change</u>
Water	41.94	82.03	96%
Wastewater	33.89	64.75	91%
Total bill	75.83	146.78	94%

No utility should be allowed to double their bills (& associated rates) overnight in a single rate increase. It make be very financially rewarding for Utilities Inc to make their rates uniform across the state of Florida, but obviously this doubling of bills for the typical former Sanlando customers is not in the best interest of these consumers.

I believe the charter of the FL PSC is to balance the needs of the Florida consumers, as well as the utilities they regulate. It cannot be in the interest of the consumers to double their bills overnight. Therefore the PSC should totally reject Utilities Inc proposal to unity all of their Florida properties into a uniform set of rates as that seems to be what is driving these rates so high.

As we all know, water is something one cannot live without. In addition, even the watering of lawns is required by many Home Owners Associations in order to keep the homes looking "presentable". Thus the ability of most Utilities Inc-Sanlando customers to significantly reduce their water consumption for much of the year, is

very limited. Thus these doubling of their water/ wastewater bills will have a major impact on their lifestyle and in many cases will seriously threaten their existing quality of life since many of these customers are senior citizens living on fixed incomes.

Thus the PSC needs to consider this in their decision on the Utilities Inc rate case and particularly on the issue of “unifying” the Utilities Inc rates across all of Florida.

Gerald & Kathryn Keane

524 S Longview Pl

Longwood, FL 32779

407-869-8652

gerry@keaneworld.com

cc Martin Friedman

via mFriedman@ff-attorneys.com

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 31, 2017 11:29 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122421

CUSTOMER INFORMATION

Name: David Cushen
Telephone:
Email:
Address: 2741 Deer Berry Court longwood FL 32779

BUSINESS INFORMATION

Business Account Name: David Cushen
Account Number:
Address: 2741 Deer Berry Court longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Docket No. 16101-WS, Utilities, Inc. of Florida."

The proposed price increase is ridiculous. We need to insist on significant cost reductions and productivity improvements to defray the costs associated with the Capital Improvement needs. Business, golf courses and other heavy water users need to pay additional charges and not homeowners.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 31, 2017 10:53 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122420

CUSTOMER INFORMATION

Name: Crystal Mullet
Telephone: (407) 790-4637
Email: cjmullet@cfl.rr.com
Address: 252 E Hornbeam Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Crystal Mullet
Account Number:
Address: 252 E Hornbeam Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities, Inc. states that they are asking for a 7.5% increase (system-wide). Looking at page #4 of the letter dated January 3, 2017, our area of Seminole-Sanlando (water), the letter indicates the (water) rate increase would actually result in a 0.4% decrease. HOWEVER, consulting the Rate Schedule page (page 9):

1. - Residential and General Service - Base Facility Charge by Meter Size
- The proposed increase for a 5/8" x 3/4" meter INCREASES from \$4.49 to \$11.54, which represents an increase of \$7.05 (157% INCREASE)
2. - Charge per 1,000 gallons - Residential
- The proposed increase from \$.95 per 1,000 gallons (for the 1st 6,000 gallons), plus \$1.43 per 1,000 gallons (for 6,001 - 15,000 gallons) to \$1.97 per 1,000 gallons (for the 1st 8,000 gallons).
- Using this info, a hypothetical household currently would pay \$5.70 (6,000 gallons) + \$2.86 (2,000 gallons) for a total of \$8.56 (8,000 gallons) vs. the proposed rates of \$15.76 (8,000 gallons), which represents an increase of \$7.20 (84% INCREASE)
3. - Total for current household, using 8,000 gallons (including Seminole County Tax @ 4%): \$13.57; total for proposed household, using 8,000 gallons (including Seminole County Tax @ 4%): \$28.39
4. - Overall total increase (including Seminole County Tax @ 4%): \$14.82 (109% INCREASE!)

This rate increase will most certainly place a financial burden on the Citizens who can least afford it...the elderly who are on fixed incomes and low income families. A 100+% increase is unreasonable...access to AFFORDABLE water, to all Citizens, is crucial.

I implore the Florida Public Service Commission to deny this exorbitant rate increase.

Thank you for your consideration.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, January 31, 2017 6:48 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122417

CUSTOMER INFORMATION

Name: Doug Seely
Telephone:
Email: dtsplusfive@gmail.com
Address: 1694 Kingston Rd Winter Springs FL 32750

BUSINESS INFORMATION

Business Account Name: Doug Seely
Account Number:
Address: 1694 Kingston Rd Winter Springs FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
This is reference to Seminole County "DOCKET 160101"

In a time with everything increasing in price and doing more with less I can understand the price increase. However, I do not agree with raising a price to merely create a profit margin. The increase should only be made to meet the needs for service and NOT to put money in your pocket. I work hard for my money not to have it taken because I am locked into only one service provider.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 9:18 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122414

CUSTOMER INFORMATION

Name: Richard Abrams
Telephone: (407) 869-4032
Email:
Address: 104 Cove Lake Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Richard Abrams
Account Number:
Address: 104 Cove Lake Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
Drastic rate increase will be very difficult for many families!

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 8:05 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122411

CUSTOMER INFORMATION

Name: Suzan Parkinson
Telephone: (321) 460-0709
Email: Ajpark09@cfl.rr.com
Address: 669 Mossy Branch Ct. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Suzan Parkinson
Account Number:
Address: 669 Mossy Branch Ct. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 7:54 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122410

CUSTOMER INFORMATION

Name: Cynthia Keener
Telephone:
Email: Cindykeener02@gmail.com
Address: 140 Ledbury Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Cynthia Keener
Account Number: 5497602676
Address: 140 Ledbury Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities Inc. of Fl recently sent out a letter indicating that they were going to increase our monthly bill price by 100%. We are on a very fixed income, and this will impact our family significantly. We can not afford such a dramatic increase in price. I don't think they should be allowed to do this especially when it will be the exact same service that we are currently receiving, but at a higher price. This should not be allowed.

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Monday, January 30, 2017 4:53 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122408

CUSTOMER INFORMATION

Name: Patricia Baumhofer
Telephone:
Email: pbaumhofer@cfl.rr.com
Address: 6 Wooden Shoe Lane Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Charles Baumhofer Account Number: 0609510000
Address: 6 Wooden Shoe Lane Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
This rate increase in unfair!!