

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida 863-816-5817

DOCKET NO. 160101-WS

Name Douglas & Julie Rollheiser

Address 2312 Snowy Plover Dr
Lakeland, FL 33810 (Cypress Lakes)

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS

as residents of Cypress Lakes we attended the public meeting in our community. We would like to express our dissatisfaction with the water quality. We have a constant smell like that of a "Hone permanent" or rotten eggs. We had a water filter system installed which has not helped. We also have calcium or lime build up on the faucets and in the dishwasher. We wonder how this will affect our ice maker's water feature on the fridge, not to mention the water heaters. Our clean glass dishes have turned cloudy. If consolidating with the other water/waste systems would greatly improve the problem, we would be in favor of the consolidation. But if this would not address the problem we would not be in favor of consolidating. Another question, we see our rates would drop a little at first, but, is there a cap to cover how much they can increase? Also you're requesting an increase in wages, would that cover all employees or just the CEO, Board Members and any one higher up in the company?

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Thank you for your time, Julie Rollheiser

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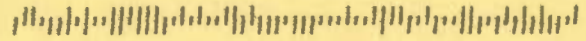


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