

**Collin Roehner**

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**From:** Janet Brunson  
**Sent:** Tuesday, February 21, 2017 11:54 AM  
**To:** 'criechers@cfl.rr.com'  
**Cc:** Consumer Correspondence  
**Subject:** Docket No. 160101-WS - Utilities, Inc. of Florida

Dear Mr. Riechers:

Thank you for contacting the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269 and 160101) for consideration.

PSC customer service hearings were held in January and February 2017, throughout UIF's service territory for Commissioners to hear directly from customers about UIF's rate request and service. UIF will provide its customers with a hearing notice, including hearing dates, times, and locations. In addition to all correspondence provided to the PSC, customer comments made during those hearings will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

The PSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, PSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the PSC's website, [www.floridapsc.com](http://www.floridapsc.com) and click on the Clerk's Office tab, then hit Dockets and type in case number 160101.

Sincerely,

Bev DeMello  
Assistant Director

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**CUSTOMER INFORMATION**

Name: CARL RIECHERS  
Telephone: (407) 760-0546  
Email: [criechers@cfl.rr.com](mailto:criechers@cfl.rr.com)  
Address: 205 W RIDGEWOOD CT LONGWOOD FL 32779

**BUSINESS INFORMATION**

Business Account Name: CARL RIECHERS  
Account Number: 9649600000  
Address: 205 W RIDGEWOOD CT LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Utilities, inc. is planning a HUGE rate increase for our area, 50% more than we are currently paying. This is outrageous especially for people on fixed incomes. Our bill is currently about \$65-90 per month and the are only two of us in our house. This rate increase will mean we will pay \$120-180/month for just average water useage. When we water our lawns in the summer, it will be 50% higher that that!! That is ludicrous. Making it even more unjust is they are lowering some peoples bills in other parts of the state, while doubling ours. If they need a rate increase, make it fair by raising everyone's rate a small amount all over the state, instead of raising our rates here in Seminole county drastically, when the rate increase in not justified. Since they have taken over from Sanlando Utilities, they have done no major improvements to any of our water system and we still don't have any re-claimed water in our area. I understand that they need rate increases over time, but not dramatic, unfair rate incrases like this!!

I implore you to stop this huge rate increase that will dramatically affect people in our area of Seminole county.