

**Brandy Butler**

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**From:** Office of Commissioner Brown  
**Sent:** Wednesday, September 27, 2017 4:28 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Complaint TRACKING NUMBER: 124246

**Importance:** High

Please place the attached email in Docket Correspondence, Consumers and their Representatives, in Docket No. 20160101-WS. Thank you.

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**From:** Frank [<mailto:xcreek@comcast.net>]  
**Sent:** Wednesday, September 27, 2017 2:37 PM  
**To:** Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Polmann; Office of Commissioner Brisé; Office Of Commissioner Clark  
**Cc:** 'Jack Hrad'; 309 Maranto, Frank & Paula, Frank; 'Andy'; 'Dan Hunt'; 'Eileen'; 'Harvey LaPointe'; 'Susan Crissman'  
**Subject:** Complaint TRACKING NUMBER: 124246  
**Importance:** High

Commissioners of the FPSC:

I represent the 905 residents of the Cross Creek Condominium Association being serviced for sewage by Utilities Inc via the Eagle Ridge service area in Fort Myers, Florida. We are essentially an older, retired community, residing in one or two person condos. I write to you today because we have recently been informed that our waste treatment bill has been increased by over \$206,000 representing a 71.5% increase.

So far as I have able to ascertain, the “justification” for this increase was to assign the same flat rate throughout the state. I was told “The new rate structure spreads the costs of the system to a larger customer base. This explains why some customers see an increase and others may see a decrease in their rates.” Looking at the table below that I received from the PSC, it appears that those users with the higher demand, i.e., requiring in excess of 5,000 gallon a month, received the decrease while those with the lower demand, like us, received an outrageous increase in

order to subsidize those high demand users. Actual data I received from Florida Utilities on my entire association showed an actual average usage of only 1600 gallons a month per customer over the last 12 months which is even less that shown as the Eagle Ridge average of 2,489. Nevertheless, our new flat rate is based on an assumption of our demanding 5,000 gallons a month.

Even more questionable is that Utilities Inc requested a more moderate flat rate increase of 34% for us, but the PSC instead approved the 71.5% increase. Can anyone explain to our residents why the PSC would approve so much more than requested and why they would impose a rate on older, retired, many fixed income residents that forced them to subsidize the higher demand customers?

I thank you for your consideration on this matter.

Frank Maranto, President, Cross Creek Community Association

Docket No. 20160101-WS

In re: 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

**Test Year Gallons and Bills for UIF Systems with a Residential Flat Rate**

System Name	Total Residential Gallons (Flat Rate Customers Only)	Total Residential Bills (Flat Rate Customers Only)	Average Residential Flat Rate Demand Per Customer
Eagle Ridge	27,031,000	10,860	2,489
Tierra Verde	71,909,000	11,318	6,354
Mid County	63,000	22	2,864
UIF-Pasco Orangewood	69,000	36	1,917
Longwood	114,462,000	18,639	6,141
Lake Placid	59,000	36	1,639
Sanlando	26,601,216	7,296	3,646
<b>Total</b>	<b>240,194,216</b>	<b>48,207</b>	<b>240,194,216/48,207 = 4,982 ~ 5,000 gallons</b>