

Brandy Butler

From: Angie Calhoun
Sent: Tuesday, November 07, 2017 4:06 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Other Complaint TRACKING NUMBER 125013; E-Form Other Complaint TRACKING NUMBER 125014; E-Form Improper Billing TRACKING NUMBER 125015; E-Form Other Complaint TRACKING NUMBER 125016; E-Form Other Complaint TRACKING NUMBER 125017; E-Form Other Complaint TRACKING NUMBER 125024; E-Form Other Complaint TRACKING NUMBER 125026; E-Form Other Complaint TRACKING NUMBER 125025; E-Form Other Complaint TRACKING NUMBER 125027

[Consumer correspondence for docket 20160101.](#)

From: Diane Hood
Sent: Tuesday, November 07, 2017 4:04 PM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Copies on file. DHood

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 07, 2017 10:28 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125013

CUSTOMER INFORMATION

Name: Gloria Staats
Telephone: (321) 356-1575
Email: gator1546@aol.com
Address: 1546 North Ridge Lake Circle Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Gloria Staats
Account Number: 5299100000
Address: 1546 North Ridge Lake Circle Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

As expressed at the Public Meeting, the increased rates dramatically impact our household of two retired individuals. Our wastewater rate increased by 125%. This has an extreme impact on our limited income.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 07, 2017 10:37 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125014

CUSTOMER INFORMATION

Name: Ralph Koransky
Telephone: (407) 774-7394
Email: rkoransky@aol.com
Address: 543 TIMBER RIDGE DR LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: Ralph Koransky
Account Number: 756600000
Address: 543 TIMBER RIDGE DR LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

We are on fixed income like many of our neighbors. The price increase is oppressive and is not the representation we expect from our officials.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 07, 2017 10:39 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125015

CUSTOMER INFORMATION

Name: Rebecca Pagan
Telephone: (407) 260-9749
Email: ralbertpagan@cfl.rr.com
Address: 113 Sheridsn ave. Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Rebecca Pagan
Account Number: 9145500000
Address: 113 Sheridsn ave. Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

My water bills are know double!!! my water usage has decreased actually because I have not been watering my grass (no irrigation system). THIS IS OUTRAGEOUS!!! Please help do something about this. This is a Canadian based water company???? I thought stealing was a crime? The impact this will have on people on a fixed income is truly sad!-Rebecca Pagan

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 07, 2017 10:42 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125016

CUSTOMER INFORMATION

Name: Kelly Garrett
Telephone: (407) 389-0569
Email: kellygarrett@psasearch.com
Address: 1538 Grace Lake Circle Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Kelly Garrett
Account Number: 5579110000
Address: 1538 Grace Lake Circle Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The recent rate increases for Water and Wastewater need to be turned back. My water usage for the month of October 2017 is lower than October 2016 but my bill is more than double the charges. It's horribly irresponsible for such a rate hike to be approved that will cause water bills to more than double. This issue needs to be addressed on behalf of the citizens of Seminole County who are now paying exorbitant utility bills for water and wastewater.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 07, 2017 11:21 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125017

CUSTOMER INFORMATION

Name: Maureen McHale
Telephone: (352) 406-2011
Email: maureen@hiremaureen.com
Address: 707 Blue Lake Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Maureen McHale
Account Number: 9757300000
Address: 707 Blue Lake Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
TOTALLY AGAINST THE RATE INCREASE!!

PSC was contacted previously

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 07, 2017 11:21 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125017

CUSTOMER INFORMATION

Name: Maureen McHale
Telephone: (352) 406-2011
Email: maureen@hiremaureen.com
Address: 707 Blue Lake Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Maureen McHale
Account Number: 9757300000
Address: 707 Blue Lake Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
TOTALLY AGAINST THE RATE INCREASE!!

PSC was contacted previously

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 07, 2017 1:11 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125026

CUSTOMER INFORMATION

Name: Raymond Lau
Telephone: (407) 925-8376
Email: mrraylau@gmail.com
Address: 546 Sabal Trail Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Raymond Lau
Account Number:
Address: 546 Sabal Trail Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Increase in bill is pretty outrageous. There is not way a bill should increase that significantly in that short of a time period.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 07, 2017 1:06 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125025

CUSTOMER INFORMATION

Name: Mary OMarra
Telephone: (407) 788-3875
Email: meomarr@netscape.net
Address: 108 Cambridge Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Mary OMarra
Account Number: 2412410000
Address: 108 Cambridge Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Please refer to - Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

I am totally outraged by the water bill increase we have recently had! I can't speak for the rest of the county but Utilities Inc has doubled the rates for me and my neighbors in the Wekiva subdivision. They talked about a rate "hike" or rate "change" which I apposed from the beginning only to be confronted by a unprecedented rate increase! This increase will cause a hardship for many in our community especially our senior citizens who are already struggling on fixed incomes. It's not like we can take our business elsewhere, Utilities Inc is the only choice we have!

I can't understand why the consumer needs to pay to rebuild the water company's infrastructure? I would think those monies should come out of the profits. At any rate we need to fight to have these rates reviewed and lowered to a more affordable option for the community.

Thank You

Mary O'Marra

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 07, 2017 1:25 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125027

CUSTOMER INFORMATION

Name: Creig Camacho
Telephone: (407) 788-2326
Email: creig@cocobeanproductions.com
Address: 1320 Ridge Road Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Creig Camacho
Account Number: 5292500000
Address: 1320 Ridge Road Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

A 70% increase in water rate is outrageous and will cause a financial strain on my family. I think this new rate needs to be reviewed and adjusted to a more reasonable amount.