

Brandy Butler

From: Ruth McHargue
Sent: Friday, November 17, 2017 11:27 AM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Other Complaint TRACKING NUMBER 124725; E-Form Improper Billing TRACKING NUMBER 124728; Major Increase in Water and Wastewater bill; Utililites Inc Rate Increase for Longwood, Fl area; E-Form Other Complaint TRACKING NUMBER 125172

Customer correspondence

From: Diane Hood
Sent: Friday, November 17, 2017 10:06 AM
To: Ruth McHargue
Subject: To CLK Docket 20160101

Copies on file. This is a group I thought I had sent already, but discovered I had not. DHood

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, October 16, 2017 5:01 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124725

CUSTOMER INFORMATION

Name: Philip Kopman
Telephone: (407) 682-1733
Email: kopmanpj@aol.com
Address: 842 Riverbend Blvd Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Philip Kopman
Account Number: 8947610000
Address: 842 Riverbend Blvd Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Just received my latest bill from Utilities Inc. to find that my base water charges have gone from \$4.44 a month to \$8.95 per month, a 102% increase and the charge per gallon has gone from .94 a gallon to \$1.52 per gallon per month, an increase of 62%. Rates for wastewater are similarly outrageous from \$1.88 per 1,000 gallons to \$4.05 per 1,000 gallons - an increase of 115%. I find these rates to be unacceptable, especially whenever there is a power outage as we saw during Hurricane Irma, the lift stations lose power and the sewage percolates out onto the side walks and streets.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, October 16, 2017 10:55 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 124728

CUSTOMER INFORMATION

Name: Dennis King
Telephone: (407) 682-5844
Email: dking89@earthlink.net
Address: 508 Birdsong Ct. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Dennis King
Account Number: 7775300000
Address: 508 Birdsong Ct. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida
Details:

I just received the October billing from Utilities, Inc. (AKA Sanlando Utilities) and their water & wastewater rates have nearly DOUBLED! For example: the rate has been: FIRST 6000 GAL @ \$.94/per 1000 gal - then \$1.41 for the next 9,000 gal, remaining @ \$2.35 per 1000 gal. NOW FIRST 3,394 GAL @ \$1.52/per 1000 gal, THEN next 6,788 gal @ \$2.28 per 1000, and the remaining @ \$3.80/per 1000 gal. Similar OUTRAGEOUS INCREASED are also being applied to the Wastewater service rates. DID THE PSC APPROVE THESE RATE HIKES????? AND IF SO, WHO IS THE MORON THAT IS RESPONSIBLE FOR THAT DECISION??????? I've witnessed each and every year- Utilities, Inc. ALWAYS applies for some sort of rate hike.....ARE YOU PEOPLE IN THEIR POCKET?????????????

Brandy Butler

From: Collisa <collisak@aol.com>
Sent: Wednesday, October 18, 2017 6:56 AM
To: Consumer Contact
Subject: Major Increase in Water and Wastewater bill

Utilities Inc. has almost doubled my water bill from last months \$49 to \$89 for this month when water usage for us has been lower! Many residents in Sweetwater Oaks are expressing the same thing! We haven't even run our sprinkler system since before the hurricanes. This is way more than the average cost of living increase. I'll be lucky if I get a 2% raise this year. I can't afford increases like this! Please look into this matter.

Thank you,
Collisa Astle

Sent from my iPhone

Brandy Butler

From: BARBARA BROWN <barb2435@yahoo.com>
Sent: Wednesday, October 18, 2017 8:03 AM
To: Consumer Contact
Subject: Utililites Inc Rate Increase for Longwood, FL area

Dear Members of our PSC:

Well, you certainly have NOT done your due diligence in protecting Florida consumers from massive and outrageous monopoly rate increases.

We all know water in this state is a precious commodity. We also know that the monopolies that deliver it to us are businesses that need to show profits to their investors. We also understand that there are rate increases necessary for them to deliver that profit and maintain their equipment. But there needs to be some sense made of what you have allowed Utilities Inc to perpetrate on their customer base. It is criminal and you are their accomplices.

Our first water/waste bill under the new rate went from what should have been \$55.12 to a whopping \$99.40. THAT'S 80% MORE! I did the math on the new bill using the old rate to get the \$55.12 for the base. We have had our irrigation system shut down for weeks due to the hurricane and over abundance of rain. So can you imagine what the bill will be once the irrigation has to be on again?

I wonder if you people understand? How many of you are experiencing this outrageous increase? How many of you are living on a fixed income or working two jobs to pay household bills? I believe this kind of increase is like USURY and price gouging. And we have been thrown in a pile with other pieces of this company that are the real problem and we are suffering the consequences.

Utilities has quietly bought up small water companies in dire need of new equipment for years. Suddenly they decide to merge them all together and create a massive need that they can spread out to gain the cash needed quickly. That's a great ROI, wouldn't you agree?

Where were you for us? How many of you were actually awake during the hearings and process? You have failed us again. Thanks for nothing.

Barbara Brown
Longwood, FL

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 15, 2017 3:55 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125172

CUSTOMER INFORMATION

Name: John Alley
Telephone:
Email: jeremy_alley@yahoo.com
Address: 301 Wild Olive Lane Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: John Alley
Account Number:
Address: 301 Wild Olive Lane Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
Overbearing rate increase.

Ref:Utilities, Inc. Florida Docket No. 20160101 approved rate increase request.