

**Brandy Butler**

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**From:** Ruth McHargue  
**Sent:** Thursday, November 30, 2017 12:03 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** Utilities Inc. Florida docket #20160101; Re NWP

[Customer correspondence](#)

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**From:** Diane Hood  
**Sent:** Wednesday, November 29, 2017 4:06 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 20160101

Copies on file. DHood

## Brandy Butler

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**From:** Chris Derato <cderato@aol.com>  
**Sent:** Sunday, November 26, 2017 11:07 AM  
**To:** Consumer Contact  
**Subject:** Utilities Inc. Florida docket #20160101

The over 100% recent increase in water rates is unconscionable and is causing a strain on our fixed monthly income. We are a retired couple in our seventies living on retirement income only. We need relief from our Public Service Commission immediately! Our water bill has gone from an average of \$80 per month to \$167 monthly. We demand that you negate this unconscionable increase.

Chris and Dottie Derato  
144 Wisteria Drive  
Longwood, FL

Sent from my iPhone

## Brandy Butler

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**From:** Dennis Sedor <dsedor@cfl.rr.com>  
**Sent:** Tuesday, November 28, 2017 3:31 PM  
**To:** Consumer Contact  
**Subject:** Re: NWP

*I believe the company is Utilities, Inc - rather than NWP.*

**From:** [Consumer Contact](#)  
**Sent:** Tuesday, November 28, 2017 2:47 PM  
**To:** 'Dennis Sedor'  
**Subject:** RE: NWP

11/28/2017

RE: NWP

Dear Mr. Sedor:

This e-mail is in response to your recent inquiry to the Florida Public Service Commission (FPSC) regarding NWP Services Corporation.

The FPSC has jurisdiction over the rates charged by regulated utilities for their services. NWP is not a regulated utility. NWP bills on behalf of your landlord or management company. The Commission does not have any authority over third party billers

You may wish to contact the Better Business Bureau at the following:

Better Business Bureau of Central Florida  
1600 S. Grant Street  
Longwood, FL 32750  
Phone: 407-621-3300  
Toll Free within Florida: 800-275-6614  
Fax: 407-786-2625  
Website: [www.bbb.org/central-florida](http://www.bbb.org/central-florida)

Thank you for contacting the Florida Public Service Commission. I hope this information has been useful. If you have any questions please contact the FPSC at 1-800-342-3552, by fax at 1-800-511-0809 or by email at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us).

Sincerely,

Angela Calhoun  
Regulatory Consultant  
Office of Consumer Assistance & Outreach

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Dennis Sedor [<mailto:dsedor@cfl.rr.com>]  
Sent: Tuesday, November 28, 2017 8:48 AM  
To: Consumer Contact  
Subject: Re:

NWP Services  
Current customer at Sabal Club Apts Longwood FL  
From: Consumer Contact  
Sent: Tuesday, November 28, 2017 8:39 AM  
To: 'Dennis Sedor'  
Subject: RE:

11/28/2017

Dear Mr. Sedor:

Thank you for contacting the Florida Public Service Commission.

In order to process your request we need to know the name of the company whose rates you are protesting and if you are a current customer of record.

You may send this information to me via e-mail at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Sincerely,  
Ruth McHargue  
Regulatory Program Administrator  
Office of Consumer Assistance and Outreach  
Florida Public Service Commission  
1-800-342-3552  
[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Dennis Sedor [<mailto:dsedor@cfl.rr.com>]  
Sent: Monday, November 27, 2017 5:03 PM  
To: Consumer Contact  
Subject:  
Importance: High

Can you please explain to me how/why you granted NWP an almost 100% rate increase?

My bill is literally DOUBLED - how can that possibly be justified?

Dennis Sedor  
Sabal Club Apts  
Longwood FL