

**Brandy Butler**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, January 02, 2018 12:06 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20160101

Customer correspondence

-----Original Message-----

From: Consumer Contact  
Sent: Tuesday, January 02, 2018 8:27 AM  
To: Ruth McHargue  
Subject: To CLK Docket 20160101

Copy on file, see 1266233C. Also filed for water quality, see 1266234C. DHood

-----Original Message-----

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Saturday, December 30, 2017 9:49 AM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 125559

**CUSTOMER INFORMATION**

Name: John Morgan  
Telephone: (407) 339-4241  
Email:  
Address: 107 Cedarwood Circle Longwood FL 32750

**BUSINESS INFORMATION**

Business Account Name: John Morgan  
Account Number:  
Address: 107 Cedarwood Circle Longwood FL 32750

Water County Selected: Seminole

**COMPLAINT INFORMATION**

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

We have been in our home since 1998, and when we moved here the Sanlando Utilities water company had been here for many years and was financially viable. Our water was some of the best around, the service was fantastic, and we paid around \$20 per month. Since the PSC allowed Utilities, Inc. to come in, our rates have gone nowhere but up. It is a travesty, and demonstrates how clearly the PSC has foregone their responsibility and is a rubber stamp for Utilities Inc. Our most recent bill showed two graphs: one with level usage (in gallons) over the past year, and the other with what we actually paid, and that one was an arrow shooting upward. It clearly proves we are getting less for our money, and that's not what a licensed utility is supposed to provide. We would all be better off getting cisterns and septic tanks. Our water is about the same quality or worse, but Utilities, Inc. charged us \$150 this month, an increase of nearly 8 times. I can guarantee you that our water quality and customer service haven't gone up a factor of 8 times. Plus they

have a leaky pipe that is undermining and washing out the road on Sweetbriar near Eastern Fork, and they just were named in a report as having the most sewage leaks in central florida. Nice job PSC. You guys are puppets.