

Brandy Butler

From: Ruth McHargue
Sent: Thursday, January 25, 2018 11:10 AM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 20160101

Importance: High

Customer correspondence

From: Consumer Contact
Sent: Thursday, January 25, 2018 8:01 AM
To: Ruth McHargue
Subject: To CLK Docket 20160101
Importance: High

Copy on file, see 1268594C. DHood

From: Dennis King [<mailto:DKing89@earthlink.net>]
Sent: Wednesday, January 24, 2018 9:58 PM
To: Consumer Contact
Subject: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request
Importance: High

To Whomever is in charge of the Asylum (PSC)!

The following content is the message I just sent to Seminole County Commissioner Lee Constantine. The message briefly outlines the results of the PSC's action in approving Rate Consolidation for Utilities, Inc. of Florida and the impact it has on all "captured customers" of this Utility who reside in Seminole County. I respectfully request that this issue be given additional consideration with some form of mandate for these thieves to reimburse the residents of our county who have had their "pocket picked".

Sent 1/23/2018

Commissioner Constantine,

As a District 3 constituent, I'm writing to you today concerning the outrageous increase being levied by one of our 'beloved' public utilities- Utilities, Inc. (AKA Sanlando Utilities). Apparently the Florida Public Service Commission (PSC) approved a rate schedule that has resulted in nearly DOUBLING the residential water/sewer monthly costs, at least for residents in my Sabal Point neighborhood. Since this rate schedule became effective (October) my monthly water/sewer billing for the exact same water usage volumes (28,000 gal.) has INCREASED from \$97.67 (7/10/17) to \$176.16 (11/8/17)!!!! This example is a factual example from my account and represents approximately 82% overall increase!!!!

I have to question if THIS is the intended result that the PSC expected and knowingly approved?? As a Sabal Point resident since 1998, I've witnessed Utilities, Inc. (AKA Sanlando Utilities) petition for rate increases EVERY YEAR like

clockwork. I've also witnessed my water utility costs rise from roughly \$40 to now approaching \$200 monthly for similar usage volumes. My most recent bill was for \$224.10!!!!!! Is this not greed? HOW CAN THIS BE JUSTIFIED????

Did the PSC actually calculate the impact of the rate structure changes? Did they put pencil to paper to calculate the true "real life" impact on consumer's utility bills? Or, are they focused on lining their war chests with campaign contributions from this utility???? Since public water utilities are not subject to direct competition, isn't the PSC tasked with protecting consumers from greedy utilities who attempt to utilize their monopolistic position to overcharge their customers who are captive????

Lastly, can ANYTHING be done to bring these costs back in line with reality? Can you raise and champion this issue with the PSC on behalf of your constituents?

Respectfully,

Dennis R. King
508 Birdsong Court
Longwood, FL 32779-2629
(407) 682-5844 (H)
(407) 257-3651 (Cell)

P.S.- As a side issue, while being out of town this past weekend- I returned on Sunday evening to discover that there had been a water main line break between the utility meter and the main shut off valve on my house. Water had been running unabated for one, perhaps two days. While I immediately contacted both Utilities, Inc. and a local plumber to effect the emergency repairs which were completed that evening. I then contacted Utilities Inc. customer service (866-842-8432) to advise them of the situation, and (in light of their recent exorbitant rate increases) to inquire if they could offer any relief on the HUGE water bill anticipated this next billing cycle. I was basically told.... SORRY CHARLIE - NO WAY! It's so nice to know how customer friendly they are.....don't you think?