

**Brandy Butler**

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**From:** Ruth McHargue  
**Sent:** Friday, February 02, 2018 4:48 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson; Diane Hood  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** E-Form Improper Billing TRACKING NUMBER 125863; E-Form Other Complaint TRACKING NUMBER 125864; E-Form Other Complaint TRACKING NUMBER 125866; E-Form Other Complaint TRACKING NUMBER 125867; E-Form Other Complaint TRACKING NUMBER 125869; E-Form Other Complaint TRACKING NUMBER 125872; E-Form Other Complaint TRACKING NUMBER 125874

Customer correspondence

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**From:** Diane Hood  
**Sent:** Friday, February 02, 2018 4:24 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 20160101

Copies on file. DHood

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, February 02, 2018 10:08 AM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 125863

### CUSTOMER INFORMATION

Name: Michael Pecker  
Telephone: (407) 221-6619  
Email: [mpecker@cfl.rr.com](mailto:mpecker@cfl.rr.com)  
Address: 408 SANDY HILL DR LONGWOOD FL 32779

### BUSINESS INFORMATION

Business Account Name: Michael Pecker  
Account Number: 6621300000  
Address: 408 sandy hill drive Longwood FL 32779

### COMPLAINT INFORMATION

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

“Utilities, Inc. Florida additional rate adjustment Docket No. 160005WS”) needs to be rejected by the Florida PUC. The request was filed on November 21, 2017 and it appears that there was no formal public hearing. Utilities Inc has already indicated that this rate increase has already been approved by the Florida PUC and will be incorporated in bills being mailed after January 21, 2018 (see below)

On November 22, 2017 Utilities Inc. filed its notice of intention with the Florida Public Service Commission to increase water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties pursuant to this Statute. The filing is subject to review by the Commission Staff for accuracy and completeness. If approved by the Commission, water rates will increase by 0.59% and wastewater rates will increase by 0.88%. Additionally, Miscellaneous Service Charges will increase by 0.72%. These rates should be reflected on your bills for service rendered on or after January 21, 2018.

Furthermore it is believed that this rate increase will be approved by the PUC based upon the failure of the Florida PUC to take action when a rate increase was previously submitted for consumers obtaining their water from Sanlando PUC where data clearly showed that this utility was over performing and a rate decrease was justified in addition to the failure of the Florida PUC to reject the statement of the utilities Inc rate consultant that increasing the rates to Sanlando and reducing the water rates to the additional Florida utilities serviced by utilities Inc did not constitute a subsidy

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, February 02, 2018 10:39 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125864

### CUSTOMER INFORMATION

Name: Travis Howard  
Telephone: (407) 473-4516  
Email:  
Address: 200 N. Mountsbay Ct. Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Travis Howard  
Account Number:  
Address: 200 N. Mountsbay Ct. Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
To Whom It May Concern,

I think it is abhorrent to once again ask for a rate increase given poor service during hurricane Irma and the continued smell of raw sewage in our neighborhood. The smell of sewage is regular at both processing plant and lift stations. The level of service does not reflect an increase. I ask that you deny this rate increase and roll back rates previous to August of 2017.

Thank you for your time.

Travis Howard

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, February 02, 2018 11:04 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125867

### CUSTOMER INFORMATION

Name: KRISTAL KELLY  
Telephone: (407) 461-2467  
Email: [kristal.kelly@yahoo.com](mailto:kristal.kelly@yahoo.com)  
Address: 104 BILSDALE COURT LONGWOOD FL 32779

### BUSINESS INFORMATION

Business Account Name: KRISTAL KELLY  
Account Number:  
Address: 104 BILSDALE COURT LONGWOOD FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

We received another notice in January that back in November, Utilities Inc asked to increase water and wastewater rates AGAIN. This is the 2nd time in 6 months. We just had an increase take effect in August 2017. This is getting ridiculous. Our bill has nearly doubled with these increases and we are not seeing any difference in our water quality. In addition, Utilities Inc regularly sends us direct mail letting us know that they don't cover any of the pipes that could be damaged so we also have to pay a separate service for that coverage. At what point is the utility company responsible instead of all the consumers? Bad planning and budgeting shouldn't be the burden of the consumers. This commission should not be allowed to regularly go and ask for increases without the input of the consumers. It's not like we have any options to choose a different water company.

Also, the changes to our bill weren't even outlined beyond they could increase by XX%. I know see I have a higher rate being billed for wastewater vs a flat fee up to 10,000 gallons. Where was that explanation? I am getting tired of companies taking advantage of its citizens.

PSC was contacted previously

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, February 02, 2018 11:02 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125866

### CUSTOMER INFORMATION

Name: Robert Adams  
Telephone:  
Email:  
Address: 592 Whisperwood Dr Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Robert Adams  
Account Number:  
Address: 592 Whisperwood Dr Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

Baloney! The rates that you've approved and are in the process of increasing are highway robbery, and you're being compliant. "Too bad!" seems to be your answer. The answer that you should be supporting is in the title of the Commission -- PUBLIC.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, February 02, 2018 1:53 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125869

### CUSTOMER INFORMATION

Name: Michele Ferrone  
Telephone: (407) 234-0963  
Email: [shelly.ferrone@ubs.com](mailto:shelly.ferrone@ubs.com)  
Address: 1963 Lost Spring Ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Michele Ferrone  
Account Number:  
Address: 1963 Lost Spring Ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I just read in a mailing that Utilities, Inc. is going to increase our rates again! We just suffered though a doubling of our previous rate. Obviously, we all need water & there are no alternative sources. Inflation is not that high so where is the justification?

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, February 02, 2018 3:06 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125872

### CUSTOMER INFORMATION

Name: Marilyn Shilling  
Telephone: (321) 972-4350  
Email: [mfshilling@cfl.rr.com](mailto:mfshilling@cfl.rr.com)  
Address: 226 Slade Drive Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Marilyn Shilling  
Account Number: 3372378087  
Address: 226 Slade Drive Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Following Hurricane Irma, Utilities, Inc., the water and sewer service for this area, raised their rate. Our bill went from \$16.00 a month to \$36.00 a month, now they have requested another rate increase. We feel that the increase of over 2 times the previous amount should be more than enough to cover their expenses, so why should they need another increase in less than one year?

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, February 02, 2018 4:06 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125874

### CUSTOMER INFORMATION

Name: Donna Duhamel  
Telephone:  
Email:  
Address: 117 Oakley Ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Donna Duhamel  
Account Number: 2273500000  
Address: 117 Oakley Ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

I have been a resident here in Wekiva since 1976. My water bill was around 29.00 per month = a little higher when I watered the lawn. NEVER EVER have I had bills like I just got = \$ 98.92. I cannot accept this especially now I am retired and on a fixed income. I am single also. This is ludicrous! Please help me and others and lower these outrageous water bills.

Donna Duhamel