

Brandy Butler

From: Ruth McHargue
Sent: Tuesday, February 06, 2018 9:26 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Other Complaint TRACKING NUMBER 125875; E-Form Other Complaint TRACKING NUMBER 125876; E-Form Other Complaint TRACKING NUMBER 125877; E-Form Other Complaint TRACKING NUMBER 125882; E-Form Other Complaint TRACKING NUMBER 125883; E-Form Other Complaint TRACKING NUMBER 125885; E-Form Other Complaint TRACKING NUMBER 125890; Utilities, Inc. Water Increase; E-Form Other Complaint TRACKING NUMBER 125898

[Customer correspondence](#)

From: Diane Hood
Sent: Monday, February 05, 2018 4:35 PM
To: Ruth McHargue
Subject: To CLK Docket 20160101

Copies on file. DHood

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Friday, February 02, 2018 4:42 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125875

CUSTOMER INFORMATION

Name: Frances Kaiser
Telephone: (407) 774-1682
Email: wkaiser@cfl.rr.com
Address: 186 Bristol Pt Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Frances Kaiser
Account Number: 9127010000
Address: 186 Bristol Pt Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I would like to know why we are getting a second increase in less than 3 months. Our bill more than doubled due to last increase and that is not even watering our yard! We live on mostly social security and as you know our social security has not gone up in last three years. Pretty soon our water bill will be higher than our electric bill. Once summer comes and we have to water our yard, we may have to sell our house because will not be able to pay water bill. Please help by reducing these ridiculous rates!

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Friday, February 02, 2018 4:58 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125876

CUSTOMER INFORMATION

Name: Mary Kay Wright
Telephone: (772) 766-6453
Email:
Address: 1991 St Andrews Place Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Mary Kay Wright
Account Number:
Address: 1991 St Andrews Place Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I am concerned about the proposed rate increase by Utilities Inc. My water rate doubled in the past 3 months and now another rate increase is being proposed. My base rate with no water use is \$35 per month before taxes. I do not understand why a necessity to life is being increased, holding everyone as a hostage with no recourse other than to pay or be cut off.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Friday, February 02, 2018 5:05 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125877

CUSTOMER INFORMATION

Name: Bettie Ruffner
Telephone: (407) 221-5603
Email: bettieruffner@hotmail.com
Address: 200 Sheridan Ave Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Robert Ruffner
Account Number: 7667400000
Address: 200 Sheridan Ave Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

We received a rate increase on our water bill of almost 50%, our bill went from approximately \$50-\$60 a month to \$111.00 for this month! I can understand a rate increase, but this is highway robbery! How did this happen?!

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Friday, February 02, 2018 8:56 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125882

CUSTOMER INFORMATION

Name: Sharon Anderson
Telephone: (407) 339-1658
Email: mssher@centurylink.net
Address: 106 Windmill Way Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Sharon Anderson
Account Number:
Address: 106 Windmill Way Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I don't understand why you people have targeted neighborhoods where mostly retired folks like us are living in Seminole County. You have already DOUBLED the water bills here, which is putting extreme hardship on us. We are living on our social security incomes and are trying to stay in our own homes. Our paltry social security increases were immediately taken by Medicare, leaving nothing to us. As if doubling our rates isn't disgusting and outrageous enough, you are now imposing yet ANOTHER increase on us. We are not corporations living in these neighborhoods! We are individuals who do not abuse water, but need it for daily consumption and housekeeping. Why are you after us??? Why are we paying for someone else's profits, bonuses, and pensions? We are barely able to keep our own heads above the water, trying to pay the taxes to live here!! Since when is it fair to have a water bill higher than a car payment? Or higher than an electric bill? This is completely UNFAIR. Where are the Commissioners who are supposed to be protecting us from outrageous and unfair utility increases?

PSC was contacted previously

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, February 03, 2018 5:48 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125883

CUSTOMER INFORMATION

Name: James Brown
Telephone: (407) 682-7696
Email: barb2435@yahoo.com
Address: 547 Winding Creek Pl Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: James Brown
Account Number: 5523410000
Address: 547 Winding Creek Pl Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Once again UI thinks their customers have unlimited resources and can cough up even more money to rebuild the water company. Not so and not what should be happening. We are being screwed by both UI and by the PSC who are supposed to give up some protection against this thievery. UI is being sued at the moment for the last horrendous increase and you are named in the suit because you are as guilty as they are. Stop playing games. Let UI pay to rebuild what they let go down the tubes or sell out to someone who will. We've been burdened enough.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, February 03, 2018 1:50 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125885

CUSTOMER INFORMATION

Name: Andrew R. & Joyce K. Halter
Telephone: (407) 331-1577
Email: joycehalter@hotmail.com
Address: 1209 Baypoint Ct. Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Andrew R. & Joyce K. Halter Account Number: 6997200000
Address: 1209 Baypoint Ct. Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

We are writing in response to the huge water bill increases that have been approved to Utilites Inc. of Florida by the PSC. We are seniors on a fixed income and our water bill has doubled at this point (others have complained that theirs have tripled). We simply cannot pay these huge increases. This is totally unjustified. You can't increase rates this amount all at once. What are we seniors to do?

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, February 04, 2018 11:08 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125890

CUSTOMER INFORMATION

Name: Robert Van Kaam
Telephone: (407) 260-6430
Email: Carpetcolormail@gmail.com
Address: 940 Citrus Wood Ct Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Robert Van Kaam
Account Number: 9745500000
Address: 940 Citrus Wood Ct Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Are water rates Have increased so dramatically it is now like paying my power bill I am out raged that these rates have been approved and that the concern for the citizens of my county and especially senior citizens living on budgets that cannot afford this kind of rate increases is outrageous! Utilities Inc. could not possibly need to make improvements that would warrant these kind of increases there needs to be an in-depth study of all the beds they received and the needs that they're declaring they need to make to warrant this increase besides that they should not have been done and allowed at the rate that these increases have been approved this needs to be rolled back and disallowed.

Brandy Butler

From: Pam Sabia <pamsabia@gmail.com>
Sent: Monday, February 05, 2018 9:53 AM
To: Consumer Contact
Subject: Utilities, Inc. Water Increase

This email is being sent to protest the rate increase as I have seen my bills double over the last few months. I do understand rate increases, however, this is over the top as many of my neighbors agree. Doubling the bill for water seems excessive in terms of an increase.

According to the suit filed in court by Lee Constantine, it seems that Longwood, which is one of 12 companies across the country owned by Utilities, Inc., is one of two that is profitable and we are being punished by these high water bills so we can float areas that are not profitable.

This seems extremely unfair. Find out how to take each area unto itself to make it profitable. Don't punish a profitable area to help out an area that is not profitable.

This is a travesty of justice!

Pam Sabia

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, February 05, 2018 2:44 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125898

CUSTOMER INFORMATION

Name: james foster
Telephone: (407) 267-1304
Email: foster5j@embargmail.com
Address: 139 tarrytown trail longwood FL 32750

BUSINESS INFORMATION

Business Account Name: james foster
Account Number:
Address: 139 tarrytown trail longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The water utility mentioned above has increased our water bill by around 75% in the last few months based on the rate change from \$.92 per to \$1.54 per. This is an outrageous increase and with no account on impact to homeowners. This utility has also just requested another increase. Please review these increases and step this back to a reasonable percentage instead of allowing a water utility to make such a drastic increase. Thank you.