

Brandy Butler

From: Angie Calhoun
Sent: Monday, February 12, 2018 4:36 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Other Complaint TRACKING NUMBER 125931; Rate increase ; E-Form Other Complaint TRACKING NUMBER 125975

Customer correspondence for docket 20160101

From: Diane Hood
Sent: Monday, February 12, 2018 4:35 PM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Copies on file. DHood

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, February 07, 2018 5:45 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125931

CUSTOMER INFORMATION

Name: David Westrich
Telephone: (407) 788-3128
Email: dwestrich@cfl.rr.com
Address: 104 Crestwood Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: David Westrich
Account Number: 6150510000
Address: 104 Crestwood Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

It is my understanding that our Water and Wastewater Utility Company has filed for a rate increase.....again. We have disputed the previous increase based on the fact that the rationale for the increase does not make sense for our area, the fact that the Water and Wastewater Utility Company has not upgraded or improved our systems in any way, and most importantly, is the fact that a large number of the customers are on fixed incomes, such as Social Security. We are unable to ask the government for more monthly money to cover increases such as these, especially when we have no choice to get these services from another source. Please do not allow this latest increase to be approved.

PSC was contacted previously

Brandy Butler

From: Linda Crutchfield <lcrutchfl@yahoo.com>
Sent: Saturday, February 10, 2018 10:11 AM
To: Consumer Contact
Subject: Rate increase

I'm Linda Crutchfield at 187 Holderness Drive, Longwood, FL 32779. Phone #407-637-0796.

I'm on a fixed income and had my home here in Wekiva since 1984. I have utilities, inc for water and object to the unreasonable increase in the water charges. Thank you in advance for your help.

Sent from my iPhone, Linda!!

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, February 12, 2018 10:54 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125975

CUSTOMER INFORMATION

Name: Mary Harrell
Telephone: (407) 461-7540
Email: rrharrell79@gmail.com
Address: 537 Estates Place Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Richard R Harrell Account Number: 5613700000
Address: 537 Estates Place Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Good Morning,

I am writing to plead with the PSC to rescind the recent water increases. There are just two people residing in our home--my husband and myself. We have a septic tank. We water our yard on an as needed basis-not every week. I usually do two loads of laundry per week and we each take one shower per day. Our most recent water bill indicates 24,720 gallons of water used--\$104.43. Our 3/13/17 bill indicates 25,690 gallons of water used (comparing apples to apples) and the bill was \$57.36. This reflects an approximate 100% increase in our water bill!! This is totally unacceptable to me and our neighbors that I have spoken with. Please rectify the situation for the citizens of Seminole County that must use Utilities, Inc of Florida.

Thank you,
Mary Jane Harrell