

Amanda Griffith

From: Angie Calhoun
Sent: Wednesday, February 14, 2018 4:11 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Other Complaint TRACKING NUMBER 125984; FW Utilities Inc; E-Form Other Complaint TRACKING NUMBER 126001

Customer correspondence for docket 20160101.

From: Diane Hood
Sent: Wednesday, February 14, 2018 4:09 PM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Copies on file. DHood

Amanda Griffith

From: consumerComplaint@psc.state.fl.us
Sent: Monday, February 12, 2018 5:17 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125984

CUSTOMER INFORMATION

Name: William Crofton
Telephone: (407) 774-1942
Email: Jcrofton3@gmail.com
Address: 3955 Coverly Court Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: William Crofton
Account Number: 0605210000
Address: 3955 Coverly Court Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities, Inc increased their rates in the fall. My wife and I are 70 years old and live in a condo association and live on SS. Our water bill has slowly increased from \$35 to our last bill of \$99. We had a plumber come out and check for leaks and there is none. We don't water a lawn as we don't have one. When we called Utilities, Inc. we were told the increase was due to a voted on increase and they were averaging out the increase over months.

We most recently got a notice they are once again asking for another increase. If this increase is approved we want be able to afford water. Currently our electric bill is the same as the water bill.

Please don't allow this second request to go through.

Thank you for allowing me to express my opinion.

William Crofton, Jr

Amanda Griffith

From: Angie Calhoun
Sent: Tuesday, February 13, 2018 9:39 AM
To: Diane Hood
Subject: FW: Utilities Inc

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

From: Bill Bauman [<mailto:bill@baumanmediagroup.com>]
Sent: Monday, February 12, 2018 7:44 PM
To: PSC Media
Subject: Utilities Inc

We live in Seminole County and have been tracking our water and sewer bills for the past year. It is unbelievable to me that you approved a 110% increase for Utilities Inc. Our monthly bills went from the mid \$70's to the mid \$140's over the last six months. When I called them to inquire about my bills, they just said "Rate Increase." Turns out you guys approved TWO rate increases in the past six months, which combined come to roughly 110%.

Why in the world would you approve such a gigantic rate hike? I've lived here for 50 years, and I know Paula Hawkins would never have condoned this.
And I'm not even a Republican.

Shame, shame, shame on you. Wish you were all back on the ballot.

Bill Bauman
426 Timber Ridge Drive
Longwood, Fl. 32779

Amanda Griffith

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, February 14, 2018 6:45 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126001

CUSTOMER INFORMATION

Name: Ronald Stein
Telephone: (407) 332-8473
Email:
Address: 1374 North Marcy Drive Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Ronald Stein
Account Number: 1513510000
Address: 1374 North Marcy Drive Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Last year PSC granted Utilities Inc. an increase that raised rates almost 100% for residents of Seminole County. After sorting through the entire minutia espoused by Utilities Inc., the only justification they offered for the rate increase is this will allow them to simplify future requests for rate increases. What is the problem here? Are they still using abacuses, or are they unable to grasp the concept of computers as other modern, well managed, companies do? Aside from that water rates vary greatly across Florida depending on local conditions, what was the pressing need for a "standardized" rate?

Utilities Inc. was created by gobbling up numerous local utility companies throughout Florida. The infrastructure and conditions varied greatly in each company. This was known and accepted by Utilities Inc. management who now wants to treat them all the same. Utilities Inc. is the consummate example of bigger monopoly is not necessarily better. From my perspective Utilities Inc. is the worst managed utility in the state. Since acquiring properties in Florida they have done nothing to improve service such as installing non-potable water lines for irrigation. Additionally, whenever there is a service problem they appear to be incapable of resolving the root cause of the issue without multiple visits by their employees. As an example, last year I reported a suspected leak at the front of my property. After several follow up calls Utilities Inc. finally sent a crew to repair the problem. When they arrived the crew leader informed me the problem stemmed from a leak in my irrigation system. I disputed his assessment but agreed to recheck my system. I pointed out to him the area where the water was collecting was almost swamp like and it appeared to me water was still flowing heavily after the irrigation system was off. After having my irrigation system inspected at my expense and not finding a problem, I again contacted Utilities Inc. After some time they dispatched a crew again and this time found they had a leak in their pipeline. Why did it take multiple visits to fix their problem? Recently a Utilities Inc. crew removed piece of sidewalk at a nearby location in the neighborhood. They dug up an area there they saw water flowing only to discover it was a local french drain. Why did their crew not know they were nowhere near a water line? I have several neighbors who have had similar experiences and/or service problems with Utilities Inc. in our small community of 55 homes.

Many companies (including utilities) have taken the recently passed federal tax cuts and passed the savings on to customers. One example is Duke Energy who is using the tax cuts to recover damages done by the recent hurricanes

rather than pass the expense to its customer base. On the other hand Utilities Inc. (adding insult to injury) implemented a rate increase customers in several Florida counties (PSC Docket 160005WS) rather than pass the savings along. Further, Utilities Inc. only notified their customers of the increase three months after the fact via a billing insert with the January bill. This is one more example of Utilities Inc.'s gross mismanagement, inefficiency and lack of concern for their customers. It should be noted that this most recent rate increase only affects a limited number of Florida Counties. Since last year's increase was intended to provide a uniform platform for rate increases across the state why has not this latest increase been applied uniformly to all service areas? In fact, the very notion that Utilities Inc. implemented the latest rate increase in only several counties gives credence to the idea that a rate increase to "standardize" rates was totally unnecessary. This is one more example of gross mismanagement by Utilities Inc. The rate increase granted to Utilities Inc. last year was obscene and unnecessary. Utilities Inc. implementation of another rate increase less than six months later (and especially after benefiting from the recent federal corporate tax reductions) borders on criminal extortion. This is akin to adding insult to injury. I would request the Public Service Commission revisit and repeal the obscene increase granted last year along with this recent increase. The fact that they did not request a uniform statewide increase with this latest increase would seem to support the fact that their request for a uniform rate last year was bogus and should be overturned.