

Antonia Hover

From: Ellen Plendl
Sent: Thursday, October 29, 2020 1:29 PM
To: Consumer Correspondence
Cc: Diane Hood; Shonna McCray
Subject: Docket No. 20200139
Attachments: FW To CLK Docket 20200139-WS; Consumer Inquiry - Utilities, Inc. of Florida

See attached customer correspondence and FPSC reply for Docket No. 20200139.

Antonia Hover

From: Shonna McCray
Sent: Thursday, October 29, 2020 12:02 PM
To: Ellen Plendl
Cc: Diane Hood
Subject: FW: To CLK Docket 20200139-WS

Ellen,

Please handle.

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

From: Consumer Contact <Contact@PSC.STATE.FL.US>
Sent: Thursday, October 29, 2020 11:41 AM
To: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: To CLK Docket 20200139-WS

Please cc me when forward this.

DHood

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, October 29, 2020 11:07 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 182732

CUSTOMER INFORMATION

Name: Todd Gable
Telephone:
Email: todd@gablefamily.us
Address: 201 Duncan Trail Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Todd Gable
Account Number:
Address: 201 Duncan Trail Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Per Docket 20200139-WS, Utilities Inc. is asking for an additional rate increase again. This amounts to almost a 90% increase in rates over a four year period. When the corporate parent of Utilities Inc. purchased most of the local water providers in FL and consolidated, they did a massive rate increase of nearly 70% but noted to the Public and the PSC that this would be a one time increase and would negate the need for future increases for quite awhile as this would revenue neutralize the rates across the state for the now common owner. However, this is now the fifth rate increase over that same four year period that are requesting the PSC approve.

Per State Law, utility companies are supposed to show that their profit margin is below 13%. However, last year (2019) Utilities Inc. has a profit of \$8.9 Million which is approximately a 24% profit margin. Since their profit margin is that high, shouldn't the rate we're forced to pay be lower (or at least stay the same) rather than increase again? They are nearing double the profitability margin in the statutory formula.

Antonia Hover

From: Shonna McCray
Sent: Thursday, October 29, 2020 1:24 PM
To: 'todd@gablefamily.us'
Subject: Consumer Inquiry - Utilities, Inc. of Florida

Mr. Todd Gable
todd@gablefamily.us

RE: FPSC Inquiry 1353477C

Dear Mr. Gable:

This is in response to your E-mail to the Florida Public Service Commission (FPSC), regarding Utilities, Inc. of Florida (UIF).

You expressed a concern about UIF's application for an increase in water and wastewater rates in Seminole County. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 20200139-WS.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission