

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

**-M-E-M-O-R-A-N-D-U-M-**

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**DATE:** 11/24/2020  
**TO:** Office of Commission Clerk  
**FROM:** Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach  
**RE:** Customer Correspondence

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Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 20200139.

RECEIVED-FPSC  
2020 NOV 24 PM 12: 03  
COMMISSION  
CLERK

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk and Seminole Counties by

### Utilities, Inc. of Florida

DOCKET No. 20200139 – WS

11/30/20

Name Richard and Patricia Martin

Address 11505 Sinatra Ct, New Port Richey FL 34654 (Summertree Community)

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, Or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS
We are homeowners in the retirement community of Summertree (Pasco Co) and request that the rate increase which has recently been applied for by Utilities, Inc. of Florida <b>NOT</b> be granted. If anything, the rate should be reduced, not increased. We formally make the request that the FPSC require Utilities, Inc of Florida to research for other means to meet 'reasonable and customary' gains on their bottom line. The water here in our community has been an on-going problem for years and even connecting with Pasco County water, it continues to be an ongoing problem. We don't even drink our water and definitely require a water softener in order to tolerate the hard water. This rate increase should not be granted!

FOLD & TAPE – See back for address

*Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the FSC, in the transaction of public business is considered a public record and subject to Florida's Public Records Law. This means that Florida law generally required the FSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida Citizen or to any member of the media.*

*M*  
Rick and Pat Martin  
11505 Sinatra Ct  
New Port Richey FL 34654

TAMPA FL 335  
SAINT PETERSBURG FL  
20 NOV 2020 PM 8  
DISTRIBUTION CENTER



2020 NOV 24 AM 7:24



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and Commission Clerk  
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32399-085099

