

**Jacob Veauhn**

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**From:** Angie Calhoun  
**Sent:** Wednesday, December 30, 2020 4:33 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** Fwd: To CLK Docket 20200139  
**Attachments:** NEW FAX 262 968 4357 , 3 page(s); Summertree PSC Hearing Notice, AMR 12-28-20 copy; NEW FAX , 3 page(s); NEW FAX , 4 page(s); NEW FAX 16315913092 , 3 page(s)

Consumer correspondence for docket 20200139.

Angela Calhoun

----- Forwarded message -----

From: Diane Hood <DHOOD@PSC.STATE.FL.US>  
Date: Dec 30, 2020 3:57 PM  
Subject: To CLK Docket 20200139  
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>  
Cc:

**Jacob Veauhn**

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**From:** PSC Fax Server <fax@psc.state.fl.us>  
**Sent:** Tuesday, December 29, 2020 5:07 PM  
**To:** Consumer Contact  
**Subject:** NEW FAX: 262 968 4357 , 3 page(s)  
**Attachments:** FAX.2020-12-29 17\_04\_20.tif

## You Have Received a Fax!

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### Inbound Fax Details

Sent To	8504136362
Number of Pages	3
Sender CSID	262 968 4357
Sender CallerID	
Total Seconds	136

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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

Name (Print) KEN RADER  
 Address (Print) 11626 Golden Rain Drive  
New Port Richey, FL 34654

To submit your comments about this docket to the Florida Public Service Commission, please check off [  ] comments(s); add addition comments. and **SIGN** the form.

<b>Customer Comments</b>	
Check [ <input checked="" type="checkbox"/> ]	
1. Lack of Transparency for Consent Order by DEP	
2. Most citizens including UIF customers have been impacted by the COVID-19...enduring restriction for gatherings, health concerns, layoffs, shutdowns, national and state unrest, and financial uncertainty made gathering information, and community preparation for the upcoming hearing and conference difficult.	
Additional Comments:	
Customer Signature: <u>Ken Rader</u>	

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 or mail to **Florida Public Service Commission, Office of Commission Clerk,**  
 2450 Shumard Oak Boulevard, Tallahassee, FL 32399-0850  
 or FAX to 1-800-511-0809

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Utilities, Inc, of Florida

DOCKET NO. 20200139 – WS

Name (Print) KEN RADER

Address (Print) 11626 GOLDEN RAIN DRIVE

NEW PORT RICHEY, FL 34654

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please check off [  ] comments(s); add addition comments. and **SIGN** the form.

<b>Customer Comments</b>
Check [ <input checked="" type="checkbox"/> ] UIF requested permanent revenue increase for water and wastewater:
1) 16.7% water increase = \$2,812,445 produces annual income of \$19,416,373
2) 32.12% wastewater increase = \$6,521,686 produces annual income of \$26,827,568
3) Pasco County Utilities 2020 increase was 2% water/2% wastewater respectively.
4) UIF request increase Rate of Return of Equity (ROE) from 10.4% to 11.75%
5) UIFs ROE request is egregious.
Additional Comments: <i>IN THE MIST OF A PANDEMIC THE LAST</i>
<i>THING WE NEED IS AN EXCESSIVE WATER RATE INCREASE!</i>
Customer Signature: <i>Ken Rader</i>

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NEW PORT RICHEY, FL 34654

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Customer Comments					
Check [ <input checked="" type="checkbox"/> ] We have received \$1,743,324 increases for pass through and index fees between the rate requests.					
	A	B	C	D	E
	Pass Through & Index Increases:		Water	Sewer	
Please consider these fees when	1/21/2018	INDEX	86,633	88,160	
	1/21/2018	PT	25,984	51,677	
determining the rate increase request.	6/29/2018	INDEX	118,911	98,696	
	6/29/2018	PT	24,757	124,505	
	5/31/2019	INDEX	172,357	159,614	
	5/31/2019	PT	4,619	111,740	
	1/10/2020	PT	175,307	227,091	
	5/31/2020	INDEX	140,779	132,494	
Additional Comments:	SUBTOTALS		749,347	993,977	
	TOTAL			\$ 1,743,324	
Customer Signature: <u>Ken Rader</u>					

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 or FAX to 1-800-511-0809

## Jacob Veaghn

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**From:** Brian Muller <coldcreek@q.com>  
**Sent:** Wednesday, December 30, 2020 8:55 AM  
**To:** Consumer Contact  
**Subject:** Summertree PSC Hearing Notice, AMR 12-28-20 copy  
**Attachments:** Summertree PSC Hearing Notice, AMR 12-28-20 copy.pdf; ATT00001.txt

Good Morning,

Summertree reached out to its residents concerning the issues with Utilities Inc of Florida. I am currently out of state but I filled out the comment forms that are attached. Thank you so much for administrating it's review and taking needed action on these issues.

Brian Muller

TO: Summertree Residents  
FROM: Ann Marie Ryan, Leader  
Summertree Water Alliance Taskforce  
727-267-7162 / amr329@hotmail.com  
DATE: December 28, 2020  
RE: Utilities Inc. of Florida Water/Wastewater Rate Increase

=====

I am the leader of the **Summertree Water Alliance Taskforce** (not affiliated with the Summertree Recreation Facility) has been in existence since 2010 working together with elected official, municipal departments and agencies, and Summertree residents to gather and distribute information about Utilities Inc. of Florida (UIF) issues to the residents. Our unity has had a positive impact when standing up to UIF issues and rate increases before the Public Service Commission.

**UTILITIES INC. NOTICE OF CHANGE IN DISINFECTION TO CHLORINE DIOXIDE**

We all received three notices in the past two months, two of them from Utilities Inc. of Florida (UIF). The first UIF notice was undated but mailed on October 6, 2020 and delivered on October 9, 2020. It explained that, with the approval of the Florida Department of Environmental Protection (FDEP), UIF was going to be using our community for a pilot study to test chlorine dioxide as an oxidant in our water. The test is to determine if using this will "optimize and maintain the amount of residual chlorine present throughout Summertree's water distribution system by reducing the amount of biofilm present in the interior of the piping network". The pilot study was scheduled to begin on October 7, 2020 and run for at least 90 days. An extension of "an additional 90 days could occur with FDEP's approval if warranted and requested". Their letter included their usual cautions for people on dialysis or who have aquariums.

**Summertree residents were not contacted prior to the start of the UIF's Chlorine Dioxide Pilot Study for consent or to survey residents regarding health considerations. Not sure what effects these chemicals and procedures may have on our health over time.**

**UTILITIES, INC. OF FLORIDA's RATE INCREASE NOTICE:** The second letter from UI was dated October 30, 2020 (received November 2) and was the "Initial Customer Notice", Docket No. 20200139-WS, which tells us that they are asking the FL Public Service Commission (PSC) for another increase in our water and sewer rates "because the existing rates do not provide sufficient revenues to cover the required expenses of operations on a going-forward basis and fair return on the Utility's investment in used and useful property for the public use, including pro forma projects".

**FL Public Service Commission:** A follow up letter from the FL PSC Commission dated November 19, 2020) was the Notice of Customer Service Hearing and Technical Hearing. Because of COVID, the PSC Customer Service Hearing will be virtual meetings. As stated, there were hearing held on December 7 at 11AM and December 10 2PM and 6PM; Wednesday, January 6 at 10 :00 AM and January 7, 2021 at 6:00 PM.

**PUBLIC SERVICE COMMISSION CUSTOMER HEARING INFORMATION:**

1. **Deadline to Register:** Wednesday, December 30, 2020  
**Email the PSC at [speakersignup@psc.state.fl.us](mailto:speakersignup@psc.state.fl.us) or call 850-413-7080.**  
All customers who want to speak at the hearing must be registered 5 days prior to the hearing.
2. **Customer Hearing Dates:** Wednesday, January 6 @ 10:00 am  
and Thursday, January 7 @ 6:00 pm
3. We strongly urge you to participate by calling the PSC by December 30th. If you choose not to call into the hearing, PLEASE fill out the three attached Utilities, Inc. of Florida Customer Comment forms to provide input from the Summertree community residents. Failure to participate is a silent endorsement of UIF's exorbitant water and wastewater rate increases. Let your voice be heard opposing the rate increase and the introduction of chlorine dioxide pilot study without our consent and the need for customer input going forward. Thank you, Ann Marie Ryan

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Utilities, Inc, of Florida

DOCKET NO. 20200139 – WS

Name (Print) Brian Muller

Address (Print) 11615 English Elm Dr

New Port Richey, FL 34654

To submit your comments about this docket to the Florida Public Service Commission,  
please check off [  ] comments(s); add addition comments. and **SIGN** the form.

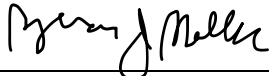
**Customer Comments**

Check [  ] UIF requested permanent revenue increase for water and wastewater:

- 1) 16.7% water increase = \$2,812,445 produces annual income of \$19,416,373
- 2) 32.12% wastewater increase = \$6,521,686 produces annual income of \$26,827,568
- 3) Pasco County Utilities 2020 increase was 2% water/2% wastewater respectively.
- 4) UIF request increase Rate of Return of Equity (ROE) from 10.4% to 11.75%
- 5) UIFs ROE request is egregious.

Additional Comments: Utility must provide just cause for its intent to increase cost.

No incentive is given such as better quality of water.

Customer Signature: 

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 Address (Print) 11615 English Elm Dr  
New Port Richey, FL 34654

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<b>Customer Comments</b>						
Check [ <b>X</b> ] We have received \$1,743,324 increases for pass through and index fees between the rate requests.		A	B	C	D	E
		<b>Pass Through &amp; Index Increases:</b>		<b>Water</b>	<b>Sewer</b>	
Please consider these fees when		1/21/2018	INDEX		86,633	88,160
determining the rate increase request.		1/21/2018	PT		25,984	51,677
		6/29/2018	INDEX		118,911	98,696
		6/29/2018	PT		24,757	124,505
		5/31/2019	INDEX		172,357	159,614
		5/31/2019	PT		4,619	111,740
		1/10/2020	PT		175,307	227,091
		5/31/2020	INDEX		140,779	132,494
Additional Comments:	0					
Better quality with appropriate	1	<b>SUBTOTALS</b>			749,347	993,977
confirmations are needed in	2					
order to justify any increases.	3		<b>TOTAL</b>			<b>\$ 1,743,324</b>
Customer Signature: <i>Brian J Muller</i>						

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<b>Customer Comments</b>	
Check [ <input checked="" type="checkbox"/> ]	
1.	Lack of Transparency for Consent Order by DEP
2.	Most citizens including UIF customers have been impacted by the COVID-19...enduring restriction for gatherings, health concerns, layoffs, shutdowns, national and state unrest, and financial uncertainty made gathering information, and community preparation for the upcoming hearing and conference difficult.
Additional Comments:	This utility needs to be more forthcoming and and precise about its process, it's testing results, and better notifications.
Customer Signature:	

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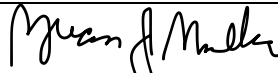
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Name (Print) Brian Muller

Address (Print) 11615 English Elm Dr

New Port Richey, FL 34654

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<b>Customer Comments</b>	
Check [ <b>X</b> ]	
	Water is an essential element in human health
	and well being. The utility needs to treat the people
Additional Comments:	It serves understanding this. Consequences to human
	Health are at risk and this needs to be better
	Understood.
Customer Signature:	

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**Jacob Veaghn**

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**Sent:** Wednesday, December 30, 2020 8:52 AM  
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DOCKET NO. 20200139 – WS

Name (Print) Edward Tyler  
 Address (Print) 11728 White Ash Dr  
New Port Richey, FL 34654

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	TOTAL				
Customer Signature: <u>Edward Tyler</u>					

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Name (Print) EDWARD TYLER

Address (Print) 11728 White Ash Dr.

New Port Richey, FL 34654

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Customer Comments
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Address (Print) 11728 White Ash Dr  
New Port Richey, FL 34654

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Name (Print) Paul Hays  
 Address (Print) 11230 MEGANER Way  
New Port Richey, FL 34654

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<b>Customer Comments</b>
Check <input checked="" type="checkbox"/> LUF is AN OPPORTUNISTIC, PROFITEERING PARASITE, TAKING ADVANTAGE OF A SYSTEM THAT SHOULD NEVER HAVE BEEN CREATED. THEY HAVE MADE NO IMPROVEMENTS OR CHANGED ANYTHING IN THE SEVEN YEARS I HAVE BEEN A CUSTOMER. THE ONLY CHANGES ARE INCREASED FEES.
Additional Comments: <u>THEY SHOULD BE BANNED FROM DOING BUSINESS IN FLORIDA AND CERTAINLY NOT REWARDED WITH MORE UNEARNED COMPENSATION.</u>
Customer Signature: <u>Paul Hays</u>

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Name (Print) Paul Hays  
Address (Print) 11230 MERCANER WAY  
New Port Richey, FL 34654

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3)	Pasco County Utilities 2020 increase was 2% water/2% wastewater respectively.
4)	UIF request increase Rate of Return of Equity (ROE) from 10.4% to 11.75%
5)	UIFs ROE request is egregious. <i>HAVE MADE NO CHANGES OR IMPROVEMENTS TO SYSTEM.</i>
Additional Comments:	<i>ALL UIF DOES IS MONITOR WATER + WASTE FLOWING THROUGH SYSTEM. THEY ARE AN UNNECESSARY MIDDLE MAN.</i>
Customer Signature:	<i>Paul Hays</i>

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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

Name (Print) Paul Hays  
 Address (Print) 11230 MEREANSER Way  
New Port Richey, FL 34654

To submit your comments about this docket to the Florida Public Service Commission, please check off [  ] comments(s); add addition comments. and **SIGN** the form.

Customer Comments					
Check [ <input checked="" type="checkbox"/> ] We have received \$1,743,324 increases for pass through and index fees between the rate requests.					
Please consider these fees when determining the rate increase request.	A	B	C	D	E
	Pass Through & Index Increases:			Water	Sewer
	1/21/2018	INDEX		86,633	88,160
	1/21/2018	PT		25,984	51,677
	6/29/2018	INDEX		118,911	98,696
	6/29/2018	PT		24,757	124,505
	5/31/2019	INDEX		172,357	159,614
	5/31/2019	PT		4,619	111,740
	1/10/2020	PT		175,307	227,091
	5/31/2020	INDEX		140,779	132,494
Additional Comments:					
WE ARE PAYING EXHORBITANT FEES FOR NO SERVICE PROVIDED. PASCO COUNTY SUPPLYS WATER AND WASTEWATER TREATMENT. ALL WIF IS, IS A PARASITE.					
Customer Signature:	Paul Hays				
	SUBTOTALS			749,347	993,977
	TOTAL			\$	1,743,324

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**Return Comment Forms by Tuesday, January 5, 2021**  
**Summertree Recreation Office or Breezeway Drop Box**  
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**Customer Comments**

Check [  ]

1. Lack of Transparency for Consent Order by DEP

2. Most citizens including UIF customers have been impacted by the COVID-19...enduring restriction for gatherings, health concerns, layoffs, shutdowns, national and state unrest, and financial uncertainty made gathering information, and community preparation for the upcoming hearing and conference difficult.

UIF initiated chlorine dioxide trial to try to clean up their MESS 25 years in the making. This has resulted in the "film" Additional Comments: FROM THE WATER LINES ENDING UP IN OUR WATER SOFTENERS, REQUIRING SERVICE TO RESTORE TO FULL OPERATIONAL EFFICIENCY. THIS COST, OF COURSE, BORNE BY UIF CUSTOMERS.

Customer Signature: Paul Hays

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**Jacob Veaghn**

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**From:** PSC Fax Server <fax@psc.state.fl.us>  
**Sent:** Wednesday, December 30, 2020 2:25 PM  
**To:** Consumer Contact  
**Subject:** NEW FAX: 16315913092 , 3 page(s)  
**Attachments:** FAX.2020-12-30 14\_22\_56.tif

## You Have Received a Fax!

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### Inbound Fax Details

Sent To	8504136362
Number of Pages	3
Sender CSID	16315913092
Sender CallerID	
Total Seconds	116

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DOCKET NO. 20200139 – WS

Name (Print) THOMAS DEL PRETE

Address (Print) 11513 YELLOW BIRCH CT.

New Port Richey, FL 34654

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please check off  comments(s); add addition comments. and **SIGN** the form.

**Customer Comments**

Check  UIF requested permanent revenue increase for water and wastewater:

- 1) 16.7% water increase = \$2,812,445 produces annual income of \$19,416,373
- 2) 32.12% wastewater increase = \$6,521,686 produces annual income of \$26,827,568
- 3) Pasco County Utilities 2020 increase was 2% water/2% wastewater respectively.
- 4) UIF request increase Rate of Return of Equity (ROE) from 10.4% to 11.75%
- 5) UIFs ROE request is egregious.

Additional Comments: WE PAY HIGHER WATER RATES THAN ALMOST

ANYWHERE ELSE IN THE STATE OF FLORIDA.

Customer Signature: Thomas Del Prete

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Additional Comments:	
Customer Signature:	<i>Thomas Del Prete</i>

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Additional Comments:

Customer Signature: Thomas Del Prete

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