

**Antonia Hover**

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**From:** Hannah Barker  
**Sent:** Monday, August 2, 2021 8:39 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket Correspondence  
**Attachments:** Utilities Inc; Re Consumer Inquiry - Utilities, Inc. of Florida; Complaint filed with PSC re Utilities, Inc (Seminole County); Please Help.

Good morning,

Please place the attached emails in Docket No. 20200139, 20210116, & 20210109.

**Hannah E. Barker**

Executive Assistant to Chairman Clark

Florida Public Service Commission

[2540 Shumard Oak Blvd.](#)

[Tallahassee, FL 32399](#)

(850) 413-6004

## Antonia Hover

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**From:** Sue Lasine <srlasine@yahoo.com>  
**Sent:** Saturday, July 31, 2021 10:28 PM  
**To:** Office of Chairman Clark  
**Subject:** Utilities Inc

There has been much on line chatter regarding the excessive increases from this company. Many people have stated increases are 100-300%. Myself included. How is that even possible? Some are reaching out to us to file a class action lawsuit as the answers we are receiving are lame and inconsistent. The average amount a person uses water a day is 100 gallons. We are a two person household and our readings are 42,000 gallons a month. And because of all the rains and our rain sensor, we aren't running our irrigation system. Help us understand what is the truth about our situation. Thank you

## Antonia Hover

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**From:** Janet Cabal-Clark <yogacabai107@gmail.com>  
**Sent:** Saturday, July 31, 2021 1:41 PM  
**To:** Shonna McCray  
**Cc:** Office of Commissioner La Rosa; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Fay; Office of Commissioner Passidomo; GovernorRon.Desantis@eog.myflorida.com  
**Subject:** Re: Consumer Inquiry - Utilities, Inc. of Florida

Dear Ms. McCray,

I appreciate you reaching out to me, on behalf of Commissioner Passidomo.

I was contacted by Mr. Chris Snow, of Utilities Inc. He sent an Area Manager to my house yesterday, to reread the meter. He also had someone call me to set up a date to check our irrigation system as well as the meter itself.

When the Area Manager for Utilities Inc., came out, (Matt) we both read the meter, twice, wrote down the current number, and Matt told me that the read was off by 50,000 since it was read 3 days prior. He told me that this was a human error, and that he would take care of it when he got back to the office, and have our bill adjusted. I don't feel, as I stated to both Matt and Chris Snow, that our meter is being read right, if at all. I feel at times the read is merely "guessed."

Later yesterday, Chris Snow called me, and said he spoke with Matt, the Area Manager, who told him everything with the meter read was accurate. I explained to him that this was not the case, and he told me I was not correct, and that there would be no fix to my bill. Mr. Chris Snow also suggested to me that a neighbor is possibly stealing our water, with a hose.

I am updating you on this, because Mr. Chris Snow has not been honest with me since our first phone call. He also told a neighbor of mine that there is a large increase in rates every 4 years, and that is it. There are no other increases. This is what he said to her, and to me in our first phone call. Yesterday, I told him that there have been multiple increases over the last few years, and that he misspoke when he told my neighbor there has only been one increase in 4 years. He backtracked and said there have been many "small" increases, but he was correct stating there was only one "big" increase in 4 years.

I do not want to be contacted by Chris Snow any longer. If he is your complaint connection at Utilities Inc., can you please have someone else from Utilities Inc., contact me, who has his facts straight and doesn't make things up to sound good. There is obviously miscommunication at Utilities Inc., and it is at the expense of the customers. Mr. Chris Snow has wasted much of my time, making up scenarios and providing inaccurate information.

I do appreciate your help, but I am starting to feel that the monopoly business is going to win, and the common citizen is out of luck. Hence, I am reaching out to my Commissioners hoping they will make a difference.

Thank you for your time.

Please see the correspondences below.

Janet Cabai-Clark  
407-704-0374

**Here is the link to Nextdoor Neighbor, which you will see multiple complaints regarding the same issues as I am having with both my Utilities bill, Mr. Chris Snow, and staff at Utilities Inc.**

**If you read these, which I truly hope someone at the Commission does, you will see that many solutions have been tried by the common citizen, yet Utilities Inc., walks away with more approved hikes and no scars.**

**[https://nextdoor.com/news\\_feed/?post=194528702&comment=627997393&is=notification\\_center](https://nextdoor.com/news_feed/?post=194528702&comment=627997393&is=notification_center)**

Email below from Mr. Chris Snow:

**Chris Snow** <[chris.snow@uiwater.com](mailto:chris.snow@uiwater.com)>

to me

Ms. Cabai-Clark,

Good afternoon. I understand our Area Manager Matt came out and reread your meter with you this morning. Everything looks good and correct is my understanding. I wanted to follow up with you about that and your meter test/irrigation audit being scheduled and assure you don't have any questions and that you are getting the information and communication you need.

Thanks so much!

**Chris Snow | Director of External Affairs**

**NEW EMAIL** : [chris.snow@uiwater.com](mailto:chris.snow@uiwater.com)

**Janet Cabal-Clark** <[yogacabai107@gmail.com](mailto:yogacabai107@gmail.com)>

to Chris

Hello Mr. Snow,  
You were misinformed.

Everything did not look good and was not correct.

The meter had been misread by 50,000.

Your manager Matt and I both read the meter and it was a difference of 50,000 more since it was read 3 days ago.

Matt told me it would be corrected before our next bill.

Janet Cabai-Clark

On Thu, Jul 29, 2021 at 2:56 PM Shonna McCray <[SMcCray@psc.state.fl.us](mailto:SMcCray@psc.state.fl.us)> wrote:

Ms. Janet Cabal-Clark

[yogacabai107@gmail.com](mailto:yogacabai107@gmail.com)

RE: FPSC Inquiry 1375236W

Dear Ms. Cabal-Clark:

This is an acknowledgement of your E-mail to Commissioner Gabriella Passidomo, Florida Public Service Commission (FPSC) regarding Utilities, Inc. of Florida (UIF). Given the nature of your concerns, Commissioner Passidomo believes it would be appropriate for the specialized staff of the FPSC's Office of Consumer Assistance and Outreach to assist you.

The FPSC filed an inquiry with UIF. Upon completion of the investigation, we will contact you. In the

meantime, UIF staff will be contacting you directly to discuss your billing concern with you.

If you have any questions, please contact 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

## Antonia Hover

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**From:** G Parker <parkerhouse311@gmail.com>  
**Sent:** Thursday, July 29, 2021 11:16 AM  
**To:** Office of Commissioner La Rosa; Office of Commissioner Graham; Office of Commissioner Fay; Office of Commissioner Passidomo; Office of Chairman Clark  
**Cc:** Gisele Parker  
**Subject:** Complaint filed with PSC re: Utilities, Inc (Seminole County)

Dear Commissioner:

Herein is a copy of my recent complaint regarding Utilities, Inc (Seminole County).

PLEASE HELP US! We cannot continue to pay these outrageously high bills, some wherein people are being billed for using up to 40,000 gallons in one month!!! Two people in the house!! TOTALLY out of line with previous history!

PLEASE figure out how we can be notified within a couple of days of an impending catastrophe of these types of bills. PLEASE send people out IMMEDIATELY to investigate. We are at the mercy of UTILITIES, INC and we live in fear of such bills arriving monthly.

We are on a fixed income and hope to remain in our home, but with these bills, it becomes impossible.

PLEASE HELP! Here is my complaint:

Your rates are OUTRAGEOUS. Please take a look at what we paid just a couple of years ago! Your rates keep going up and up, FOR NO REASON, you scam us by not reading the meter around the same day each month so several months you get the higher rate of \$2.62 per 1000 gals only because you intentionally and artificially created more days in the billing months! You prefer to have a low number of days when the rate is \$1.72 per 1000 gals. STOP THIS CRAZINESS. Many people like us are on fixed incomes. We try to stay in our homes but you contribute to the impossibility of doing so but charging rates that are so high we can't pay our bills. Then other people get outrageous bills, with consumptions of water that are impossible to achieve, and you have no mercy, no reasonableness for their situations. You have made us live in fear of what our next water bill will be!

PLEASE STOP RAISING YOUR RATES, STOP BILLING PEOPLE FOR OUTRAGEOUS CONSUMPTION THAT CANNOT BE LOGICAL. Use reason. Call them and tell them something is wrong within a couple of days so they can figure out the problem, or shut off their water temporarily and figure out the problem.

Thank you for your attention and hopefully your improved attitude to serve us with our reasonable water needs.

Sincerely,  
John Parker  
Longwood FL

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"The Lord bless you and keep you; the Lord make His face shine upon you and be gracious to you; the Lord turn His face toward you and give you peace." Numbers 6:24-26

## Antonia Hover

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**From:** Janet Cabal-Clark <yogacabai107@gmail.com>  
**Sent:** Thursday, July 29, 2021 11:04 AM  
**To:** Office of Commissioner La Rosa; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Fay; Office of Commissioner Passidomo; GovernorRon.Desantis@eog.myflorida.com  
**Cc:** Daddy  
**Subject:** Please Help.

Dear Commissioners,

First, thank you for taking the time to read this email. I have faith in your work, although many of my neighbors are currently in doubt.

In the last 3 months our water bill (Utilities Inc.) has increased by 125%. Our water bill is now more than our electric bill. It has been brought to my attention that Utilities Inc., is getting another approved increase. With that said, we cannot afford this service. My husband is a firefighter and I am a teacher. We don't make a lot of money. We dropped our cable service and phone 3 years ago. We stopped running our sprinklers and have conserved diligently when it comes to water. As a result, we are now pay \$100+ more per month on water.

I am begging you to help.

We have called Utilities Inc. a few times regarding our high bills. They were suppose to send someone out to check our lines on 2 different occasions. We never heard from them again. They are claimed that my family of 3 used \$34,000 gallons of water in May, our highest bill ever. We have a 1900sf house. That is impossible. We do not have a leak. Our pipes are 4-5 years old.

My neighbors say it's a waste of time to contact you, because many of them have tried and filed complaints that have lead to nothing.

Please help us, the families, and not the business Utilities Inc. I am asking that you look into their business, make sure they are actually reading the meters, not guessing, I am asking that their increase be reversed so that our bills are not longer 125% more than they were 4 months ago. I am asking that they are not given the opportunity to increase rates anymore.

I am asking that you listen to us, the people, and help us be able to afford to live.

Thank you for your time,

Janet Cabai-Clark  
234 E. Hornbeam Dr.  
Longwood, FL 32779  
407-704-0374