

Brandy Butler

From: Ruth McHargue
Sent: Tuesday, December 19, 2017 11:52 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, December 19, 2017 10:42 AM
To: Ruth McHargue
Subject: To CLK Docket 20160101

Copy on file, see 1265355C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, December 19, 2017 10:33 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125474

CUSTOMER INFORMATION

Name: Orion Aldrich
Telephone:
Email: oj@ojaldrich.com
Address: 255 Tollgate Trl Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Orion Aldrich
Account Number:
Address: 255 Tollgate Trl Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

I understand that there is a need to increase rates to facilitate repairs and upgrades, but my bill doubled overnight and our water consumption has remained the same. This definitely puts a ding in our budgeting, but I have seen it cause some pretty serious distress to my older neighbors who live on a fixed income and budget tightly. The biggest increase in the bills is just to have it available, not necessarily usage, so it has impacted everyone no matter the actual amount used. It would make much more sense to roll this out over a number of years so that we as consumers could budget and adjust for this properly. Thanks for considering this on behalf of myself and my neighbors.