

**Christopher Cooney**

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**From:** Ruth McHargue  
**Sent:** Tuesday, September 15, 2015 3:56 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 150102  
**Attachments:** FPSC , 2 page(s); FPSC , 2 page(s); FPSC , 3 page(s)

[Customer correspondence](#)

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**From:** Diane Hood  
**Sent:** Tuesday, September 15, 2015 3:30 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 150102

These have been entered as an info request to Docket 150102. Copy on file, see 1192060C. DHood

## Christopher Cooney

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**From:** PSC Fax Server <Fax@psc.state.fl.us>  
**Sent:** Tuesday, September 15, 2015 3:19 PM  
**To:** Consumer Contact  
**Subject:** FPSC , 2 page(s)  
**Attachments:** FAX-2015-09-15 15\_18\_34.tif

\*New Fax Received!\*

You have received a 2 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

Florida Public Service Commission  
Director, Office of Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

September 15, 2015

RE: Docket No. 150102-SU, Utilities, Inc. of Sandalhaven

Dear Sirs:

The letter we received recently explained that our current rate of \$29.34 could increase to the Utility's Requested Final Rate of \$70.12. We feel this increase is not in proportion to services rendered and feel that customers should not pay for this utility company's poor strategic planning. In paragraph three, it indicates that in 2007 an increase was approved and the second stage was based on "anticipated growth in the customer base of a then booming economy". In 2006, the housing market began to fall apart and for the next several years, it was quite clear that there would not be an immediate recovery. Anyone anticipating growth during period was literally foolish. The utility should have known at that time and made other plans to stabilize the system's expenses and costs to its customers. Instead, it continued with its 2007 plan even though it was very clear it was not going to be fruitful.

***Customers should not pay for poor forecasting on the account of Utilities Inc.***

We would like to see a salary listing and bios of the executive management team and the board of Utilities Inc.

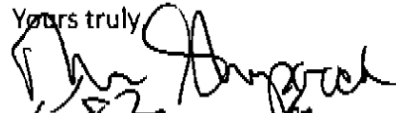
***Salaries should be commensurate with planning skills and solutions***

As a raw land owner, it is unbelievable that we pay monthly for *Nothing*. The new pricing structure would more than double our existing bill for which we receive no services. By the time we build—if we do, we have far exceeded the cost of connecting our property to the water line.

***Utility's Requested Interim Rates have already gone into effect***

We feel this rate hike is unjust and should be drastically reduced. We feel the *commission* approved interim rates should be the final rates. Utilities Inc. must be more creative and futuristic in their planning. Poor planning and poor leadership does not allow them to rape their consumer base.

Yours truly,





Utilities Inc of Sandalhaven  
Phone: (800) 272-1919  
Collections: (800) 272-1919  
Customer Service: (800) 272-1919  
www.ulwater.com

08/31/2015	1306144635	9/22/2015	\$54.45
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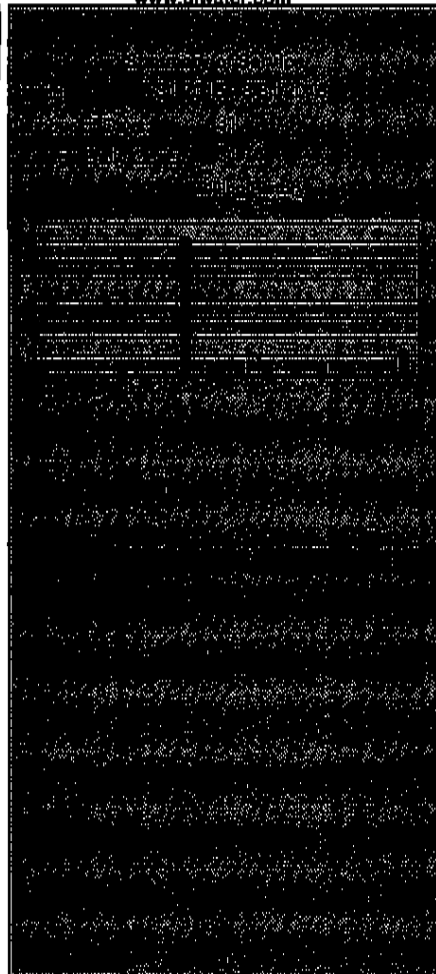
Name THOMAS C SHARNACK Primary Telephone # (567) 224-0126

Service Address 10021 EAGLE PRESERVE DR, ENGLEWOOD, FL, 34224

Activity Since Last Bill

RAW LAND

Previous Balance	\$28.42	
Payments received as of 08/31/2015	\$-28.42	
Balance as of 08/31/2015		\$0.00
<b>Reserved Capacity Service</b>		
Reserved Capacity Service	\$54.45	
Total Reserved Capacity Service		\$54.45
<b>Total Amount Due</b>		<b>\$54.45</b>



The payment for this bill is due upon receipt.

Rate Schedules are available upon request. Make check payable to: Utilities Inc of Sandalhaven

Messages

Glada 9.9.15



PO BOX 160609  
Altamonte Springs, FL 32716

130614463500000054450



Account Number: 1306144635

Amount Paid

Due Date: 9/22/2015

Please Pay: \$54.45

Empty rectangular box for amount paid.

UTI0901B MIXED AADC 604  
7000001567 00.0006.0190 1555/1



THOMAS C SHARNACK  
7 FOXMOOR CT  
NORWALK OH 44857-8889



Utilities Inc of Sandalhaven  
PO Box 11025  
Lewiston ME 04243-9476



## Christopher Cooney

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**From:** PSC Fax Server <Fax@psc.state.fl.us>  
**Sent:** Tuesday, September 15, 2015 3:22 PM  
**To:** Consumer Contact  
**Subject:** FPSC , 2 page(s)  
**Attachments:** FAX-2015-09-15 15\_22\_07.tif

\*New Fax Received!\*

You have received a 2 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



Utilities Inc of Sandalhaven  
Phone: (800) 272-1919  
Collections: (800) 272-1919  
Customer Service: (800) 272-1919  
www.ulwater.com

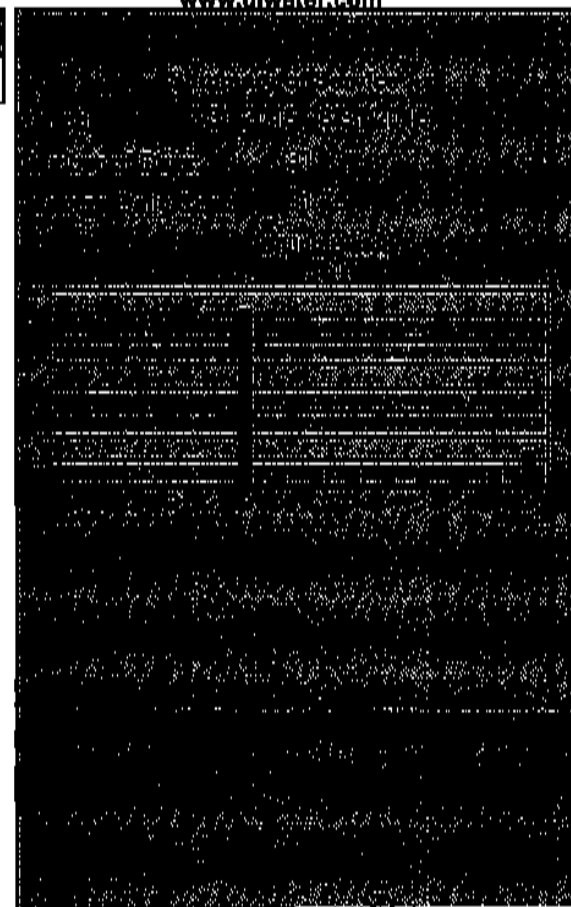
08/31/2015	1306144635	9/22/2015	\$54.45
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Name THOMAS C SHARPNACK Primary Telephone # (567) 224-0126  
Service Address 10021 EAGLE PRESERVE DR, ENGLEWOOD, FL, 34224

Activity Since Last Bill

RAW LAND

Previous Balance	\$28.42	
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Florida Public Service Commission  
Director, Office of Commission  
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September 15, 2015

RE: Docket No. 150102-SU, Utilities, Inc. of Sandalhaven

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We feel this rate hike is unjust and should be drastically reduced. We feel the *commission* approved interim rates should be the final rates. Utilities Inc. must be more creative and futuristic in their planning. Poor planning and poor leadership does not allow them to rape their consumer base.

Yours truly,



Thomas & Karen Sharpnack  
7 Foxmoor Court  
Norwalk, Ohio 44857  
Email: [karen.sharpnack@pnc.com](mailto:karen.sharpnack@pnc.com)  
Cell: 216.402.7754

## Christopher Cooney

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**From:** PSC Fax Server <Fax@psc.state.fl.us>  
**Sent:** Tuesday, September 15, 2015 3:25 PM  
**To:** Consumer Contact  
**Subject:** FPSC , 3 page(s)  
**Attachments:** FAX-2015-09-15 15\_24\_53.tif

\*New Fax Received!\*

You have received a 3 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.



09/15/2015 14:48 FAX 419 883 9747

NCR FIRELANDS ADMIN

002/002

Florida Public Service Commission  
Director, Office of Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0870

September 15, 2015

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Yours truly,



Thomas & Karen Sharpnack  
7 Foxmoor Court  
Norwalk, Ohio 44857  
Email: [karen.sharpnack@pnc.com](mailto:karen.sharpnack@pnc.com)  
Cell: 216.402.7754

Cc: Martin S. Friedman, Esquire  
Friedman & Friedman, P.A.  
766 North Sun Drive, Suite 4030  
Lake Mary, Florida 32746