

Angela Charles

From: Randy Roland
Sent: Wednesday, September 23, 2015 3:16 PM
To: Consumer Correspondence
Subject: FW: To CLK Docket 150102
Attachments: FAX-2015-09-21 12_55_05.tif

Please add the attached consumer correspondence to Docket 150102.

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

From: Consumer Contact
Sent: Monday, September 21, 2015 1:19 PM
To: Randy Roland
Subject: To CLK Docket 150102

Copy on file, see 1192570C. Also filed for improper billing, see 1192563W. DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Monday, September 21, 2015 12:55 PM
To: Consumer Contact
Subject: FPSC , 4 page(s)

New Fax Received!

You have received a 4 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

Please be advised that Utilities Inc of Sandalhaven has issued a billing at an incorrect rate.

Attached are my bills date 8/11/2015 and 9/10/2015

The bill for 8/11 was at the base rate of \$29.34

The bill for 9/10 was at the base rate of \$48.97

According to the interim rate approved Utilities Inc of Sandalhaven was only authorized to bill at the rate of \$34.60

Please register this as an official complaint.

Brian/Lori Armen

9/21/15
BC



Utilities Inc of Sandalhaven

Phone: (800) 272-1919

Collections: (800) 272-1919

Customer Service: (800) 272-1919

www.utilities.com



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

Bill Date	Account Number	Due Date	Please Pay
08/11/2015	7630099199	9/2/2015	\$33.68

Name **LORI ARMEN** Primary Telephone # **(814) 248-0091**

Service Address **6800 PLACIDA RD 116, ENGLEWOOD, FL, 34224**

Activity Since Last Bill

Previous Balance	\$-8.84	
Payments received as of 08/11/2015	\$0.00	
Balance as of 08/11/2015		\$-8.84

Wastewater Residential Service

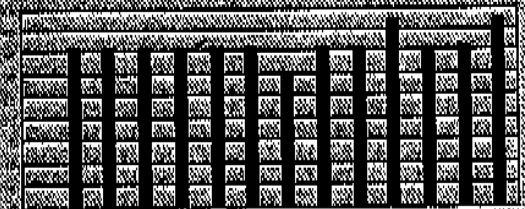
Wastewater Base Charge	\$29.34	
2,000 gallons at \$6.59 per 1,000 gallons	\$13.18	
Total Wastewater Residential Service		\$42.52

Total Amount Due **\$33.68**

Summary of Service

Meter Reading	Meter #	09123340
Current	106	07/24/2015
Previous	103	06/27/2015
Usage		2 Units
Number of Days		27
Average Daily Use		74 Gallons
Average Daily Cost		\$1.57

Billing History



CURRENT, INTERIM AND PROPOSED RATES

	Current Rates	Commission Approved Interim Rates	Utility's Requested Final Rates
<u>Residential Service</u>			
Base Facility Charge-All Meter Sizes	\$29.34	\$34.60	48.97 \$70.12
Charge per 1,000 Gallons 8,000 Gallon Cap	\$6.59	\$7.77	12.63 \$15.75
<u>General Service & Multi-Residential</u>			
Base Facility Charge by Meter Size			
5/8" x 3/4"	\$29.34	\$34.60	\$70.12
1"	\$73.35	\$86.50	\$175.31
1 1/2"	\$146.69	\$173.00	\$350.59
2"	\$234.71	\$276.80	\$560.96
3"	\$469.43	\$553.60	\$1,121.94
4"	\$733.47	\$865.00	\$1,752.99
6"	\$1,466.94	\$1,730.00	\$3,505.99
Restaurant 1"	\$73.35	\$86.50	\$175.31
Charge per 1,000 gallons	\$7.92	\$9.34	\$18.93
Reserved capacity – Flat Charge, per unit	\$28.42	\$33.51	\$67.92

8/11/15
Billed
Starts
9/10/15

HOW TO CONTACT THE COMMISSION

Any person who wishes to comment or provide information to Commission staff may do so at the meetings, either orally or in writing. Other written comments regarding the Utility and the proposed rates, or requests to be placed on the mailing list for this case, may be directed to this address:

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

A courtesy copy of written comments and complaints may be mailed to the following:

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

All correspondence should refer to "Docket No. 150102-SU, Utilities, Inc. of Sandalhaven." Your letter will be placed in the correspondence file of this docket. You may also submit comments through the Florida Public Service Commission's toll-free facsimile line at 1-800-511-0809, or the Commission's website available at <http://floridapsc.com/consumers/complaint/index.cfm>.

If you wish to contact the Florida Public Service Commission regarding complaints about service, you may call the Commission's Division of Consumer Assistance and Outreach at the following toll-free number 1-800-342-3552.