

Collin Roehner

From: Janet Brunson
Sent: Wednesday, December 14, 2016 1:42 PM
To: 'Carlos Abreu'
Cc: Consumer Correspondence
Subject: Docket No. 160101-WS - Utilities Inc. of Florida

Dear Mr. Abreu:

Thank you for contacting the Florida Public Service Commission (PSC) regarding Utilities Inc. of Florida's (UIF) rate petition. We appreciate your correspondence, and it has been included in both open UIF Docket files (150269 and 160101) for consideration.

PSC customer service hearings will be held in January and February 2017, throughout UIF's service territory for Commissioners to hear directly from customers about UIF's rate request and service. UIF will provide its customers with a hearing notice, including hearing dates, times, and locations. In addition to all correspondence provided to the PSC, customer comments made during those hearings will be reviewed and considered when PSC staff prepares its recommendation to the Commissioners on UIF's proposed rates.

The PSC's evidentiary hearing on UIF's rate case will be held in Tallahassee, tentatively slated for May 2017. Witnesses from UIF, PSC staff, and the Office of Public Counsel, who represents customers, will present testimony and exhibits and be cross-examined by the Commissioners and other parties. The Commission will carefully consider all evidence before making a decision.

If you have additional questions or need further assistance, please call 1-800-342-3552. If you would like updated case information, please visit the PSC's website, www.floridapsc.com and click on the Clerk's Office tab, then hit Dockets and type in case number 160101.

Sincerely,

Bev DeMello
Assistant Director

From: Carlos Abreu [mailto:manny_gabby@yahoo.com]
Sent: Monday, November 21, 2016 10:45 PM
To: Consumer Contact
Subject: Utilities Inc. of Florida and Docket #160101-WS

Good Evening,

I am writing this email on behalf of my parents who reside in Altamonte Springs, Florida. They have been made aware of another proposed price hike in their water bill by Utilities Inc. of Florida. First of all, I would like to begin by stating that their customers are gouged on a monthly basis. A good friend of ours across State Road 436 has a monthly water bill that rarely exceeds \$80, while my parents rarely have anywhere near that. I looked at their water bill for the last twelve months and they are paying an average of \$238/month. I looked at monthly water bills in major US

cities and only Atlanta, San Francisco, and Seattle were higher. The states had their highest city monthly bills listed. In Florida it showed Jacksonville at \$133/month, nearly half of what my parents pay per month.

Everywhere I look online to see if there are people with Utilities Inc. issues I find horror story after horror story of being bled dry by their water bill. Now they want to almost triple the monthly base water charge from \$8 to \$22, on top of that they want to whack larger households from \$8 to \$22 per 1000 gallons. I know that they are not the only ones in this boat, but when is enough enough? These people are legalized crooks with no conscience or motives other than lining their pockets. I implore that you please strongly consider denying this absurd rate hike and even maybe take a look at their price gouging of their customers

Thank you for your time in advance.

Carlos E. Abreu
manny_gabby@yahoo.com
(407)921-9297