

Sandra Soto

From: Ruth McHargue
Sent: Friday, January 27, 2017 4:38 PM
To: Consumer Correspondence
Cc: Janet Brunson; Diane Hood
Subject: FW: To CLK Docket 160101
Attachments: E-Form Other Complaint TRACKING NUMBER 122328; E-Form Other Complaint TRACKING NUMBER 122329; E-Form Other Complaint TRACKING NUMBER 122331; E-Form Other Complaint TRACKING NUMBER 122334; E-Form Other Complaint TRACKING NUMBER 122335; E-Form Other Complaint TRACKING NUMBER 122292

Customer correspondence

From: Diane Hood
Sent: Friday, January 27, 2017 4:30 PM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copies on file. DHood

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 26, 2017 8:12 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122328

CUSTOMER INFORMATION

Name: barbara beasley
Telephone: (407) 227-8446
Email: bsilva13@hotmail.com
Address: 201 E. Sweetwater Creek DR longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Barbara Beasley
Account Number:
Address: 201 E. Sweetwater Creek Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

It is our family's belief that the proposed rate hike for Seminole County, is not only unfair to it's residents, it is borderline criminal. Why is it that Seminole should absorb a rate hike that it 4x that of other counties? If Utilities Inc. is in such bad financial condition, that my family's water charge needs to double in order to absorb it, perhaps their management needs to be fired and criminally investigated for mismanagement of funds.

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Friday, January 27, 2017 8:03 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122335

CUSTOMER INFORMATION

Name: Nancy Herrington
Telephone:
Email: nanherrington@ymail.com
Address: 705 Blue Lake Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Nancy Herrington
Account Number: 5967300000
Address: 705 Blue Lake Drive Florida, Fl FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
Unfair, enormous rate increase

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, January 22, 2017 7:26 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122292

CUSTOMER INFORMATION

Name: Harvey Grassian
Telephone: (407) 774-0039
Email: grassihs@cfl.rr.com
Address: 122 Shellie Ct Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Harvey Grassian
Account Number: 5952900000
Address: 122 Shellie Ct Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Docket 160101-WS, Utilities Inc of Florida I acknowledge the need to upgrade the water and waste infrastructure in my development and surrounding areas. There have been continuing problems with water piping since 2001 on my street. Back then UIF was slow to acknowledge responsibility and slow to effect repairs. In recent years their responsiveness has improved significantly, as has the competency of their crews. There have not been waste problems, to my knowledge, in the 21 years I have lived here. However, based on my bill 12/22/16, the rate changes proposed would increase the water portion 21% and the waste portion 90%, for an overall 55% increase. We are retirees and an increase of this magnitude will seriously reduce our ability to make our retirement savings last as long as we do.

Assuming that the PSC will approve some increase for UIF, what assurances will we get that the annual increase in revenues of up to \$11M to Sanlando will actually be used in our development?

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 26, 2017 11:40 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122331

CUSTOMER INFORMATION

Name: Agata Fowler
Telephone:
Email:
Address: 121 Wisteria Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Agata Fowler
Account Number:
Address: 121 Wisteria Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
Dear Sirs,

We have received the letter from utilities inc about the future water & wastewater increase. This is truly an extreme increase and I am absolutely not ok with that. The increase is more than 50%. How can that be justified ? Especially when I just learned that there are counties around us which will receive a decrease in dues.

I would like for you to consider the increase for Seminole county. Again, I absolutely oppose such a enormous dues increase!

Best, Agata Fowler

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Friday, January 27, 2017 1:06 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122334

CUSTOMER INFORMATION

Name: Natalie Thompson
Telephone:
Email:
Address: 841 riverbend blvd. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Natalie Thompson
Account Number:
Address: 841 riverbend blvd. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

A rate increase in the astronomical amount that we in our area have been informed of by Utilities, inc. is unjust. The letter sent out by Utilities, inc. describing rate increases and decreases was very inappropriate in assuming that the end user would rather have a one time large rate increase rather than minor increases over time. And to have an overwhelming majority have their rates decrease while only a select few increase significantly, and all at once was not a well thought plan. Go back to the drawing board and come up with another way to make this fair and economical for everyone.

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, January 26, 2017 8:33 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122329

CUSTOMER INFORMATION

Name: Andrew Gross
Telephone: (321) 439-6400
Email: andy@sunshine.bz
Address: 213 Thistlewood Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Andrew Gross
Account Number: 3304442666
Address: 213 Thistlewood Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I received notice of a very large rate increase. My area seems to be taking a much larger increase than all other areas... in fact, most service areas are getting a decrease. Our area seems to be shouldering too much for the rest. Please re-examine to make sure any increase is appropriate, and if so, that it is properly allocated between the service areas.