

**Collin Roehner**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, February 07, 2017 5:12 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 122481

[Customer correspondence](#)

---

**From:** Diane Hood  
**Sent:** Tuesday, February 07, 2017 4:40 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 160101

Copy on file. DHood

## Collin Roehner

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, February 06, 2017 8:50 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 122481

### CUSTOMER INFORMATION

Name: Robert Glickman  
Telephone: (407) 862-4154  
Email:  
Address: 146Essex Drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Robert Glickman  
Account Number: 177541000  
Address: 146Essex Drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

We are seniors on a fixed budget that would be impacted by water rate increases of 100% or more.

It is unconscionable to charge us for company salary increases, and revenue that goes to Canada and Illinois. You are charging us for expenses that supposedly goes to fund infrastructure when we have to filter the water to eliminate toxic metals chemicals, and undesirable odors and tastes.

I've been told that I'm wasting my time writing because you really don't give a damn about your customers a thousand miles away. You're indifference will change our way of life, create hardships, and cancel the very reasons we moved here in the first place. Our options are limited. We can't afford to move and we can't afford to stay.

Furthermore, you're a public utility and are held to a higher standard of decency than a private corporation which exists to make money for its investors. Your actions will determine our way of life in Florida.

Will you provide to us a breakdown in all your expenses so we can see where our hard earned money is going?

Your customer,

the Glickman family.

PSC was contacted previously