

**Collin Roehner**

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**From:** Sayler, Erik <SAYLER.ERIK@leg.state.fl.us>  
**Sent:** Thursday, May 11, 2017 5:25 PM  
**To:** Walter Trierweiler; 'Martin S. Friedman'; Jennifer Crawford; JR Kelly; Christensen, Patty; Ponder, Virginia; 'Brian Armstrong'; bbilenky@mansonbolves.com; 'Edward de la Parte'; dmanson (dmanson@MansonBolves.com); Charles Rehwinkel  
**Cc:** Kyesha Mapp; Danijela Janjic; Wesley Taylor; Amber Norris; Andrew Maurey; Tom Ballinger; Greg Shafer; Mary Anne Helton; Keith Hetrick; Katherine Fleming; Records Clerk; Roberts, Brenda  
**Subject:** Docket 160101-WS - OPC's PRR to DACS and Response  
**Attachments:** OPC PRR to DACS (4-27-17).pdf  
**Importance:** High

Hi Walt,  
The Chairman requested that OPC provide a copy of the public records request OPC made to the Department of Agriculture and Consumer Services to obtain the complaints against Utilities Inc. of Florida. Please find attached the request and response from DACS.  
Please let me know if you have any questions.

Best regards,  
Erik

**Erik L. Sayler**  
*Associate Public Counsel*  
*Office of Public Counsel*  
*111 West Madison Street, Room 812*  
*Tallahassee, FL 32399-1400*  
*850-717-0337 (direct)*  
*850-488-9330 (main)*  
*850-487-6419 (fax)*  
[Sayler.Erik@leg.state.fl.us](mailto:Sayler.Erik@leg.state.fl.us)



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Please note: Florida has a very broad public records law and e-mail communication may be subject to disclosure.

## Sayler, Erik

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**From:** Kelly, JR  
**Sent:** Thursday, May 11, 2017 9:28 AM  
**To:** Sayler, Erik; Christensen, Patty; Ponder, Virginia  
**Subject:** FW: UIF Complaints  
**Attachments:** List of UIF systems by county.xlsx

Below is my email making a public records request for all UIF complaints filed the last 7 years at DOACS. I believe Chairman Brown requested a copy of this.

JR

J.R. Kelly  
Office of Public Counsel  
111 West Madison Street  
Room 812  
Tallahassee, FL 32399-1400  
850-488-9330  
850-487-6419 Fax

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**From:** Kelly, JR  
**Sent:** Thursday, April 27, 2017 8:01 AM  
**To:** Topol, Amy <amy.topol@freshfromflorida.com>  
**Subject:** FW: UIF Complaints

Hi Amy – Hope you and your family are doing well. This is actually a work email as I need to know whether you have received any complaints filed against Utilities Inc. of Florida (or under a variety of names that they use) for the past 7 years. Can you call me on this? Thanks. direct 717-0326.

JR

J.R. Kelly  
Office of Public Counsel  
111 West Madison Street  
Room 812  
Tallahassee, FL 32399-1400  
850-488-9330  
850-487-6419 Fax

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**From:** Sayler, Erik  
**Sent:** Wednesday, April 26, 2017 4:21 PM  
**To:** Kelly, JR <KELLY.JR@leg.state.fl.us>  
**Cc:** Vandiver, Denise <VANDIVER.DENISE@leg.state.fl.us>; Christensen, Patty <CHRISTENSEN.PATTY@leg.state.fl.us>; Ponder, Virginia <ponder.virginia@leg.state.fl.us>  
**Subject:** UIF Complaints

JR,  
Attached is a list of UIF systems (and subsystem/subdivision) by county for UIF, showing water, wastewater, and both. We'd like all the complaints from January 1, 2010 through the present.

Thanks

Best regards,

Erik

*Erik L. Saylor*  
*Associate Public Counsel*  
*850-717-0337*

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Please note: Florida has a very broad public records law and e-mail communication may be subject to disclosure.

		<u>County</u>	<u>Water System</u>	<u>Sewer System</u>	<u>PSC Certificate #</u>
Utilities, Inc. of Florida					
	Bear Lake	Seminole	Y		278-W
	Crystal Lake	Seminole	Y		278-W
	Jansen	Seminole	Y		278-W
	Little Wekiva	Seminole	Y		278-W
	Oakland Shores	Seminole	Y		278-W
	Park Ridge	Seminole	Y		278-W
	Phillips	Seminole	Y		278-W
	Ravenna Park/Lincoln Heights	Seminole	Y	Y	278-W/225-S
	Weathersfield/Trail Wood. Oakland Hills	Seminole	Y	Y	278-W/225-S
	Crescent Heights	Orange	Y		40-W
	Davis Shores	Orange	Y		40-W
	Orangewood	Pasco	Y	Y	107-W/229-S
	Summertree	Pasco	Y	Y	107-W/229-S
	Lake Tarpon	Pinellas	Y		204-W
	Golden Hills/Crownwood	Marion	Y	Y	410-W/305-S
Cypress Lakes Utilities, Inc.		Polk	Y	Y	592-W/509-S
Utilities, Inc. of Eagle Ridge		Lee		Y	369-S
Labrador Utilities, Inc.		Pasco	Y	Y	616-W/530-S
Lake Placid Utilities, Inc.		Highlands	Y	Y	414-W/347-S
Utilities, Inc. of Longwood		Seminole		Y	232-S
Lake Utility Services, Inc.		Lake	Y	Y	496-W/465-S
Mid-County Services, Inc.		Pinellas		Y	81-S
Utilities, Inc. of Pennbrooke		Lake	Y	Y	446-W/400-S

Utilities, Inc. of Sandalhaven	Charlotte		Y	567-S
Sanlando Utilities Corporation	Seminole	Y	Y	247-W/189-S
Tierra Verde Utilities, Inc.	Pinellas		Y	58-S
12	Number of systems		21	16

		<u>County</u>	<u>Water System</u>	<u>Sewer System</u>	<u>PSC Certificate #</u>
Utilities, Inc. of Florida					
	Bear Lake	Seminole	Y		278-W
	Crystal Lake	Seminole	Y		278-W
	Jansen	Seminole	Y		278-W
	Little Wekiva	Seminole	Y		278-W
	Oakland Shores	Seminole	Y		278-W
	Park Ridge	Seminole	Y		278-W
	Phillips	Seminole	Y		278-W
	Ravenna Park/Lincoln Heights	Seminole	Y	Y	278-W/225-S
	Weathersfield/Trail Wood. Oakland Hills	Seminole	Y	Y	278-W/225-S
	Crescent Heights	Orange	Y		40-W
	Davis Shores	Orange	Y		40-W
	Orangewood	Pasco	Y	Y	107-W/229-S
	Summertree	Pasco	Y	Y	107-W/229-S
	Lake Tarpon	Pinellas	Y		204-W
	Golden Hills/Crownwood	Marion	Y	Y	410-W/305-S
Cypress Lakes Utilities, Inc.		Polk	Y	Y	592-W/509-S
Utilities, Inc. of Eagle Ridge		Lee		Y	369-S
Labrador Utilities, Inc. **		Pasco	Y	Y	616-W/530-S
Lake Placid Utilities, Inc.		Highlands	Y	Y	414-W/347-S
Utilities, Inc. of Longwood		Seminole		Y	232-S
Lake Utility Services, Inc.		Lake	Y	Y	496-W/465-S
Mid-County Services, Inc.		Pinellas		Y	81-S
Utilities, Inc. of Pennbrooke		Lake	Y	Y	446-W/400-S
Utilities, Inc. of Sandalhaven		Charlotte		Y	567-S
Sanlando Utilities Corporation		Seminole	Y	Y	247-W/189-S
Tierra Verde Utilities, Inc.		Pinellas		Y	58-S
12	Number of systems		21	16	

## Sayler, Erik

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**From:** Kelly, JR  
**Sent:** Thursday, May 11, 2017 9:30 AM  
**To:** Christensen, Patty; Sayler, Erik; Ponder, Virginia  
**Subject:** FW: UIF Complaints  
**Attachments:** 1701-04228.pdf; 1701-03387.pdf; 1610-39914.pdf

Here is the reply I received from DOACS to my public records request re UIF complaints for the past 7 years.

JR

J.R. Kelly  
Office of Public Counsel  
111 West Madison Street  
Room 812  
Tallahassee, FL 32399-1400  
850-488-9330  
850-487-6419 Fax

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**From:** Parkinson, Alan [mailto:Alan.Parkinson@freshfromflorida.com]  
**Sent:** Thursday, April 27, 2017 11:00 AM  
**To:** Kelly, JR <KELLY.JR@leg.state.fl.us>  
**Cc:** Topol, Amy <amy.topol@freshfromflorida.com>  
**Subject:** RE: UIF Complaints

Mr. Kelly,

Amy Topol asked that I look into the complaints against Utilities Inc. of Florida and the various other names on the spreadsheet you provided. We have several complaints on file regarding the Do Not Call (DNC) program but it appears as though telephone number for Utilities Inc. of Florida was being spoofed for a period of time. Aside from the DNC complaints, we only have (3) complaints in our database that meet your request parameters. Those complaints are attached.

If I can be of further assistance please let me know.

**W. Alan Parkinson**  
Chief of Mediation & Enforcement  
Division of Consumer Services  
Florida Department of Agriculture and Consumer Services

(850) 410-3697  
[Alan.Parkinson@FreshFromFlorida.com](mailto:Alan.Parkinson@FreshFromFlorida.com)

[www.FreshFromFlorida.com](http://www.FreshFromFlorida.com)

Please note that Florida has a broad public records law (Chapter 119, Florida Statutes). Most written communications to or from state employees are public records obtainable by the public upon request. Emails sent to me at this email address may be considered public and will only be withheld from disclosure if deemed confidential pursuant to the laws of the State of Florida.

Utilities Inc of Lake Placid Florida  
P.O. Box 11025  
Lewiston ME 04243

550  
SR

Dear Sir/Madam,

Oct 11, 2016

I received a water bill (ref: account # 6671494216) which shows an amount due of \$45.43. The bill also shows a usage of 1,410 gallons for the billing period from 9/3/16 to 10/01/16 (28 days). Be advised, the water has been shut completely off since February 2016 (almost 8 months). I had the water shut off by Lake Placid Utilities Inc., so there should be no water usage. The usage should be 0. If there is a leak, it would be on the Utilities side of the system, which is why I have it shut off by Lake Placid Utilities. I have my water shut off by Lake Placid Utilities when my place of residence is not occupied. The following water bills show water usage from 10/6/15 through 10/5/16

Month	Usage	Amount	
1) 10/6/15	520	\$34.21	<u>not occupied</u>
2) 11/4/15	0	\$27.84	
3) 12/6/15	520	\$34.21	
4) 1/8/16	149	\$80.88	
5) 2/4/16	4570	\$83.82	
6) 3/8/16	3510	\$70.84	
7) 4/6/16	0	\$27.84	
8) 5/4/16	0	\$27.84	<u>not occupied</u>
9) 6/7/16	0	\$27.84	<u>not occupied</u>
10) 7/7/16	160	\$29.86	<u>not occupied</u>
11) 8/4/16	200	\$30.44	<u>not occupied</u>
12) 9/7/16	870	\$38.77	<u>not occupied</u>
13) 10/5/16	1410	\$45.43	<u>not occupied</u>

DIVISION OF  
CONSUMER SERVICES  
2016 OCT 17 PM 1:29

The months highlighted, should show zero water usage, as the residence was not occupied and the water was turned off by Lake Placid Florida Utilities. I have been overcharged by \$234.39 for water that was not used. Please return the amount of \$234.39.

I would also like a complete review of charges of my water bill for the years of 2015, 2014, and 2013.

If you have any questions, feel free to call me at 734 847 7674

Regards,

Larry LaBeau  
1956 Briarwood Ln  
Temperance MI 48182

Ref - 151 Fairway Dr  
Lake Placid FL 33852

CC. Florida Department of Agriculture and Consumer Services



CONSUMER COMPLAINT FORM

January 22, 2017

ADAM H. PUTNAM  
COMMISSIONER

Please return completed form to:

Florida Department of Agriculture and  
Consumer Services  
Division of Consumer Services  
2005 Apalachee Parkway  
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL  
850-488-2221 - Calling from outside FL  
www.800helpfla.com

Online Complaint Number: 269076

Case Number: 1701-03387

Subject: Public Utilities

Consumer Information:

Name: SWERDLOW, DAVID  
Country: USA  
Address: 115 E. WYNDHAM CT.  
City/State/Zip: LONGWOOD, FL 32779  
Email: swerdlowdavid@gmail.com  
I would like to subscribe to the Florida Consumer E-Newsletter: No  
Age Group: Not available Home Phone: 407-862-2374 Work/Cell Phone:

Business Information (Complaint Filing Against):

Name: UTILITIES, INC. OF FLORIDA - SANLANDO  
Address: 200 WEATHERSFIELD AVENUE  
City/State/Zip: ALTAMONTE SPRINGS, FL 32714  
Phone: 866-842-8432

Authorized to contact Business:

Product Information:

Product or Service involved: WATER UTILITY RATE INCREASE REQUEST

Date of Transaction:

Amount Paid:

Did you sign a contract or any similar documents? No

When:

Where:

Are you currently represented by a lawyer? No

Have you filed suit in court? No

Mode of Contact: MAIL

Explain your complaint, describing the events in the order in which they occurred.

I was recently notified of a proposed rate increase request by this Co. which is unfair and excessive. I have no problem with a regulated utility making a reasonable profit on the cost of producing the water from the facility location plus their expenses on improvements needed. However, I object to subsidizing the cost for improvements on OTHER COMPANIES that they own in this area. I am a 35+ year customer of this utility (formerly Sanlando Utilities) and the rate structure should be based on costs for this operation....not operations of other owned utilities in this area. Thank you for your consideration.

What would satisfy your complaint?

Base the rate structure for Utilities, Inc. of Florida - SANLANDO on the costs & improvements needed for the SANLANDO OPERATION.....NOT other operations this Co. owns/operates.

Supporting Documents:





Florida Department of Agriculture and Consumer Services

Division of Consumer Services

**CONSUMER COMPLAINT FORM**

January 22, 2017

**ADAM H. PUTNAM**  
**COMMISSIONER**

**Please return completed form to:**

Florida Department of Agriculture and  
Consumer Services  
Division of Consumer Services  
2005 Apalachee Parkway  
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL  
850-488-2221 - Calling from outside FL  
[www.800helpfla.com](http://www.800helpfla.com)

Online Complaint Number: **269076**

Case Number: **1701-03387**

Please mail any supporting documents, such as letters written or received from the business, contracts, cancelled checks, receipts or any other proof of purchase/service. If your complaint involves a product or service that was advertised, include a copy of the advertisement. Please do not send originals.

Mail supporting documents to:

Florida Department of Agriculture and Consumer Services  
Division of Consumer Services  
Terry Lee Rhodes Building  
2005 Apalachee Parkway  
Tallahassee, FL 32399-6500



Florida Department of Agriculture and Consumer Services

Division of Consumer Services

**CONSUMER COMPLAINT FORM**

January 31, 2017

**ADAM H. PUTNAM**  
**COMMISSIONER**

**Please return completed form to:**

Florida Department of Agriculture and  
Consumer Services  
Division of Consumer Services  
2005 Apalachee Parkway  
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL  
850-488-2221 - Calling from outside FL  
www.800helpfla.com

Online Complaint Number: **270072**

Case Number: **1701-04228**

Subject: **Public Utilities**

**Consumer Information:**

Name: **VOIGT, ALICE C**  
Country: **USA**  
Address: **118 INGRAM CIRCLE**  
City/State/Zip: **LONGWOOD, FL 32779**  
Email: **alice.voigt@aol.com**  
I would like to subscribe to the Florida Consumer E-Newsletter: **Yes**  
Age Group: **Not available** Home Phone: **407-788-6085** Work/Cell Phone:

**Business Information (Complaint Filing Against):**

Name: **UTILITIES, INC.**  
Address: **P.O. BOX 160609**  
City/State/Zip: **ALTAMONTE SPRINGS, FL 32716**  
Phone: **866-842-8432**

**Authorized to contact Business:**

**Product Information:**

Product or Service involved:  
Date of Transaction:  
Amount Paid:  
Did you sign a contract or any similar documents? **No**  
When:  
Where:  
Are you currently represented by a lawyer? **No**  
Have you filed suit in court? **No**  
Mode of Contact: **MAIL**

**Explain your complaint, describing the events in the order in which they occurred.**

I am a retired senior citizen widowed. I do not fully understand the rate hike but it appears our water bill will go up substantially.

**What would satisfy your complaint?**

I feel like I pay enough for water. I do not need a huge hike.

**Supporting Documents:**



Florida Department of Agriculture and Consumer Services

Division of Consumer Services

**CONSUMER COMPLAINT FORM**

January 31, 2017

**ADAM H. PUTNAM**  
**COMMISSIONER**

**Please return completed form to:**

Florida Department of Agriculture and  
Consumer Services  
Division of Consumer Services  
2005 Apalachee Parkway  
Tallahassee, FL 32399-6500

1-800-HELP-FLA-Toll-free from within FL  
850-488-2221 - Calling from outside FL  
[www.800helpfla.com](http://www.800helpfla.com)

Online Complaint Number: **270072**

Case Number: **1701-04228**

Please mail any supporting documents, such as letters written or received from the business, contracts, cancelled checks, receipts or any other proof of purchase/service. If your complaint involves a product or service that was advertised, include a copy of the advertisement. Please do not send originals.

Mail supporting documents to:

Florida Department of Agriculture and Consumer Services  
Division of Consumer Services  
Terry Lee Rhodes Building  
2005 Apalachee Parkway  
Tallahassee, FL 32399-6500