

**Brandy Butler**

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**From:** Angie Calhoun  
**Sent:** Monday, November 06, 2017 11:55 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** E-Form Improper Billing TRACKING NUMBER 124963; E-Form Other Complaint TRACKING NUMBER 124964; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request; E-Form Other Complaint TRACKING NUMBER 124966; Utilities Inc rate increase; E-Form Other Complaint TRACKING NUMBER 124967; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request; Utilities rate increase; E-Form Other Complaint TRACKING NUMBER 124968; "Utilities, Inc. Florida Docket No. 20160101 approved rate increase request"

[Consumer correspondence for docket 20160101.](#)

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**From:** Diane Hood  
**Sent:** Monday, November 06, 2017 11:45 AM  
**To:** Angie Calhoun  
**Subject:** To CLK Docket 20160101

Copies on file. DHood

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 06, 2017 9:16 AM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 124963

### CUSTOMER INFORMATION

Name: Lea Pruitt  
Telephone: (407) 716-0890  
Email: [nolzman1@reagan.com](mailto:nolzman1@reagan.com)  
Address: 105 Leyburn Place LONGWOOD FL 32779

### BUSINESS INFORMATION

Business Account Name: Lea Pruitt  
Account Number: 2161000000  
Address: 105 Leyburn Place LONGWOOD FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida  
Details:

It is unconscionable to think that the average consumer with Utilities, Inc., can absorb a +70% increase in their water/wastewater bills! Shame on you and the entire committee for approving such a ridiculous increase in our utility costs! You should immediately rescind the approval by reversing your decision to prevent the coming lawsuits by Seminole County and other entities. Failure to do so will confirm that "you do not care" about the well-being of the average consumer. Shame!

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 06, 2017 9:22 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124964

### CUSTOMER INFORMATION

Name: Joel Folber  
Telephone: (407) 718-1668  
Email: [Gldnbeer2001@yahoo.com](mailto:Gldnbeer2001@yahoo.com)  
Address: 100 e Cumberland cir Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Joel Folber  
Account Number:  
Address: 100 e Cumberland cir Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

I have been living in my home for over seven years and you recently increased our rates. Since then I have use the same amount if not less water and my bill has more than 70% increase. It is actually more than doubled. This kind of increase is unjust and unfair or the zoo or suffering it and I demand for action to be taken to rectify the situation.

## Brandy Butler

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**From:** Karl Willard <kpwillard@gmail.com>  
**Sent:** Monday, November 06, 2017 9:34 AM  
**To:** Consumer Contact  
**Subject:** Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

Utilities, Inc. was granted an obscene rate increase by the 'rubber stamp' PSC members, on August 3rd, 2017. As a Utilities, Inc. consumer and as a taxpayer, I ask you to consider what other business can double (or more) their revenue with one request to the PSC? Answer: Only a monopoly can!! In this case, Utilities Inc. of Florida did. As taxpaying citizens, we have NO choice for our water/sewer service. If pricing is outrageous and/or service becomes intolerable, we have no choice but to pay the price or sell our home to relocate. That is not a choice a taxpaying homeowner should be forced to make. I respectfully submit that the approved Utilities Inc. increase should be implemented ratably over a reasonable time period, say 10 years and calculated on a more current Return On Equity formula, such as 50% of the current 10.4%. The PSC should consider reducing their Return On Equity rate to 5.2%, which would be more in-line with current long-term capitalization rates. ROLL BACK the obscene rate increase.

Karl Willard  
325 Coble Drive  
Longwood, FL 32779  
407-620-1177

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 06, 2017 9:48 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124966

### CUSTOMER INFORMATION

Name: Ebba Bowen  
Telephone: (407) 637-9385  
Email: [ebbabowen@cfl.rr.com](mailto:ebbabowen@cfl.rr.com)  
Address: 1436 Canal Point Road Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Ebba Bowen  
Account Number: 3033600000  
Address: 1436 Canal Point Road Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am opposed to the Utilities, Inc. Florida Docket No. 20160101 approved rate increase request. The rate increase is way too high!!

## **Brandy Butler**

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**From:** Barbara Laughlin <dlaugh140@gmail.com>  
**Sent:** Monday, November 06, 2017 9:51 AM  
**To:** Consumer Contact  
**Subject:** Utilities Inc rate increase

My last water bill increased by 50%. This is really unacceptable. As a senior citizen living on a fixed income this is a real burden. We would appreciate any help you could give us.

Thank you  
Barbara Laughlin  
140 Harrogate Ct  
Longwood  
FL

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 06, 2017 9:54 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124967

### CUSTOMER INFORMATION

Name: James Richardson  
Telephone: (407) 831-0953  
Email: [jimrich08@gmail.com](mailto:jimrich08@gmail.com)  
Address: 1415 Windsor Ave Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: James Richardson  
Account Number:  
Address: 1415 Windsor Ave Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Utilities, INC. has raised our water rates by at least 50%. This was approved by the Florida Public Service Commission on docket # 20160101. I feel this is way too much and would like a review of the rate increase.

PSC was contacted previously

## Brandy Butler

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**From:** Holly Simkus <hjablon@rhgi.com>  
**Sent:** Monday, November 06, 2017 10:11 AM  
**To:** Consumer Contact  
**Subject:** Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

Utilities, Inc. was granted an obscene rate increase by you, the PSC members, on August 3rd, 2017. As a Utilities, Inc. consumer and as a taxpayer, I ask you to consider what other business can double (or more) their revenue with one request to the PSC? Answer: Only a monopoly can!! In this case, Utilities Inc. of Florida did. As taxpaying citizens, we have NO choice for our water/sewer service. If pricing is outrageous and/or service becomes intolerable, we have no choice but to pay the price or sell our home to relocate. That is not a choice a taxpaying homeowner should be forced to make. I respectfully submit that the approved Utilities Inc. increase should be implemented ratably over a reasonable time period, say 10 years and calculated on a more current Return On Equity formula, such as 50% of the current 10.4%. The PSC should consider reducing their Return On Equity rate to 5.2%, which would be more in-line with current long-term capitalization rates. ROLL BACK the obscene rate increase.

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## Brandy Butler

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**From:** Angela Ciarrocki <angelatennis109@yahoo.com>  
**Sent:** Monday, November 06, 2017 10:26 AM  
**To:** Consumer Contact  
**Cc:** lconstantine@seminolecountyfl.gov; Leo Custer  
**Subject:** Utilities rate increase

Subject: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request Utilities, Inc. was granted an obscene rate increase by you, the 'rubber stamp' PSC members, on August 3rd, 2017. As a Utilities, Inc. consumer and as a taxpayer, I ask you to consider what other business can double (or more) their revenue with one request to the PSC? Answer: Only a monopoly can!! In this case, Utilities Inc. of Florida did. As taxpaying citizens, we have NO choice for our water/sewer service. If pricing is outrageous and/or service becomes intolerable, we have no choice but to pay the price or sell our home to relocate. That is not a choice a taxpaying homeowner should be forced to make. I respectfully submit that the approved Utilities Inc. increase should be implemented ratably over a reasonable time period, say 10 years and calculated on a more current Return On Equity formula, such as 50% of the current 10.4%. The PSC should consider reducing their Return On Equity rate to 5.2%, which would be more in-line with current long-term capitalization rates. ROLL BACK the obscene rate increase.

Sincerely,

Leo Custer and Angela Ciarrocki  
528 Birdsong Ct  
Longwood FL 32779  
321-972-6812

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 06, 2017 10:29 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124968

### CUSTOMER INFORMATION

Name: Priscilla Emery  
Telephone:  
Email: [priscillaemery@hotmail.com](mailto:priscillaemery@hotmail.com)  
Address: 356 Winchester Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Priscilla Emery  
Account Number: 2219900000  
Address: 356 Winchester Court Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

My bill has jumped from an average of about \$35 a month to \$80 within 2 months with consumption being fairly consistent during that time. This is an over 100 percent increase in less than 2 months. This is highway robbery. Especially since we purposely used less water during and after Irma to mitigate local issues with wastewater pumps. I expected a rate increase but not to over double of what I was already paying. I'm presently on a fixed income and just recovering from breast cancer treatment - every penny counts and this is causing me to rethink about who is running things in Seminole County and the state of Florida - a place I've called home for over 13 years. Who gave this utility the authority to increase our bills by over 100%?

## **Brandy Butler**

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**From:** Monroe Booth <booth.monroe@yahoo.com>  
**Sent:** Monday, November 06, 2017 10:35 AM  
**To:** Consumer Contact  
**Subject:** "Utilities, Inc. Florida Docket No. 20160101 approved rate increase request"

These rates are exhorbitant and userous to the citizens of Florida and Longwood.  
Please deny these increases as your constituents, request it.

Charles Booth  
407-448-5134