

Brandy Butler

From: Angie Calhoun
Sent: Monday, November 06, 2017 2:04 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request; E-Form Improper Billing TRACKING NUMBER 124969; E-Form Other Complaint TRACKING NUMBER 124970; E-Form Improper Billing TRACKING NUMBER 124971; E-Form Improper Billing TRACKING NUMBER 124972; E-Form Other Complaint TRACKING NUMBER 124974; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request; E-Form Other Complaint TRACKING NUMBER 124976; E-Form Other Complaint TRACKING NUMBER 124977; E-Form Other Complaint TRACKING NUMBER 124982

Customer correspondence for docket 20160101.

From: Diane Hood
Sent: Monday, November 06, 2017 1:59 PM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Copies on file. DHood

Brandy Butler

From: Leigh <leighkoepp@hotmail.com>
Sent: Monday, November 06, 2017 10:38 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 '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.

Leigh Koepp

211 Churchill Drive

Longwood, FL

32779

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 10:39 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 124969

CUSTOMER INFORMATION

Name: gil vinzant
Telephone: (816) 305-3379
Email: gilvinzant@juno.com
Address: 488 timber ridge dr longwood FL 32779

BUSINESS INFORMATION

Business Account Name: gil vinzant
Account Number:
Address: 488 timber ridge dr longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 10:39 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124970

CUSTOMER INFORMATION

Name: Rochelle Elardo
Telephone:
Email:
Address: 127 E Berkshire Cir Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Rochelle Elardo
Account Number:
Address: 127 E Berkshire Cir Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Utilities Inc. Florida Docket No.20160101 approved rate increase is obscene. No business should be able to increase their rates by such a large margin all at once. If it is truly needed it should have been implemented over a period of years, not all at once. This has placed a huge burden on their consumers. I thought their rates were extremely high to begin with. I moved here from NY in 2015. My TWO month bill for water was \$29.10. Water is a necessity. The water that comes out of our taps here is basically undrinkable. It has more chlorine in it than our pool. Charging the rates they charge for an inferior product should be against the law. Instead, you let them charge more. Roll back the obscene rate increase.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 10:49 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 124971

CUSTOMER INFORMATION

Name: Stormy Schaefer
Telephone: (407) 353-3809
Email: sls009@hotmail.com
Address: 335 Amesbury Ct. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Stormy Schaefer
Account Number: 092881000
Address: 335 Amesbury Ct. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I am a senior citizen on a very limited budget, my water bill has increased over \$30 a month since the recent Utilities Inc. rate increase. I live alone and can't understand why my water bill is over a \$100 a month. I have stopped watering my lawn because I can no longer afford to do so. At the very least I don't understand why this increase could not have been phased in over several years versus an immediate 70% increase all at one.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 10:58 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 124972

CUSTOMER INFORMATION

Name: Wendy Haveron
Telephone: (407) 782-8824
Email: wendyhaveron@yahoo.com
Address: 177 Durham Place Longwoof FL 32779

BUSINESS INFORMATION

Business Account Name: Wendy Haveron
Account Number: 1123210000
Address: 177 Durham Place Longwoof FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

A lot of the residents in my community are on a fixed income. This increase in our water bill is excessive. I uunderstand this was supposed to phased on over several year and not all at once. This should be reconsidered.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 11:15 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124974

CUSTOMER INFORMATION

Name: Randy Graves
Telephone: (407) 332-7460
Email: msuregraves@earthlink.net
Address: 107 Slade Drive Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Randy Graves
Account Number:
Address: 107 Slade Drive Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The present rate increase which has gone into effect is extremely an unfair and impacting condition on the existing customers as myself who are on a retirement budget. Our bill has increased by 50% on the last bill, and that seems quite a sudden change considering we have not had any water issues here in this area. But because Utilities, Inc. has decided to spread the cost of improving or repairing all the water systems they have acquired in the state to even those which are not in need, we are carrying the load for these unimproved systems Utilities, Inc. decided to take on. This seems to be a unnecessary immediate impact to the budgets of existing customers, and there apparently was no thought of a phased in bill increase to allow us to plan the increases. Seems to me that the will of the customers was not realistically considered by the PSC allowing for this massive increase.

Brandy Butler

From: The Ghneims <theghfamily@gmail.com>
Sent: Monday, November 06, 2017 11:19 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 '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.

Thank you,
Basem Ghneim
249 Coble Drive
Longwood, FL 32779
407-7866208

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 11:23 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124976

CUSTOMER INFORMATION

Name: KRISTAL KELLY
Telephone: (407) 461-2467
Email: kristal.kelly@yahoo.com
Address: 104 BILSDALE COURT LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: KRISTAL KELLY
Account Number: 1649215979
Address: 104 BILSDALE COURT LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The recent rate increase is too high for no difference in service. We used 20,000 less gallons this month compared to the same month last year, yet are being charged nearly \$50 more. People who conserve water should receive rate decreases or discounts for being water efficient. Every year, the utility company asks for more and more rate increases and we are not seeing any difference in the service, quality, etc. We also have to pay separately for the water pipes from our home to the street, so how is this increase validated? And if one was necessary, could it not have been phased over time vs gouging people all at once? Especially one month after Hurricane Irma when most people didn't even use their water? This needs to be appealed and voted on by the residents.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 11:34 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124977

CUSTOMER INFORMATION

Name: Christine Rohe
Telephone: (407) 333-2928
Email: christine@mybevi.com
Address: 226 New Gate Loop Lake Mary FL 32746

BUSINESS INFORMATION

Business Account Name: Christine Rohe
Account Number: 150333329690
Address: 226 New Gate Loop Lake Mary FL 32746

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

We are filing this complaint because our water bills have gone up dramatically because of the Utilities, Inc. Florida Docket No. 20160101 approved rate increase request. We are very upset by this.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 06, 2017 11:54 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124982

CUSTOMER INFORMATION

Name: Dan Sterling
Telephone: (407) 920-0905
Email: dangeroussilvia@gmail.com
Address: 201 Cumberland Circle West Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Dan Sterling
Account Number:
Address: 201 Cumberland Circle West Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Re: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request.

The rate increase approved by this commission is ludicrous and not in the best interest of the public. Also, to happen all at once with no gradual lead in was a poor decision as well. My biggest complaint is the complete lack of oversight to which the company will use this extra money for. With no concrete goals or milestones to accompany it, this rate increase seems only to increase profits instead of help the consumer.