

Brandy Butler

From: Ruth McHargue
Sent: Monday, November 13, 2017 10:53 AM
To: Consumer Correspondence
Cc: Janet Brunson; Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request; E-Form Other Complaint TRACKING NUMBER 125080; E-Form Other Complaint TRACKING NUMBER 125087; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request; E-Form Other Complaint TRACKING NUMBER 125094

Customer correspondence

From: Diane Hood
Sent: Monday, November 13, 2017 10:00 AM
To: Ruth McHargue
Subject: To CLK Docket 20160101

Copies on file. DHood

Brandy Butler

From: dwestrich@cfl.rr.com
Sent: Thursday, November 09, 2017 6:21 PM
To: Consumer Contact
Cc: Lee Constantine
Subject: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

Importance: High

Members of the Florida Public Service Commission,

I wish to file a complaint against Utilities, Inc. for unwarranted and unfair rate increases for me and my fellow residents of Seminole County, Florida.

A few months ago I received information on the impending water and sewage utility rate for my area. I read information and attended meetings concerning the increases and could find no rational justification for most of the reasons for the increases, as requested by Utilities, Inc.

I completed and submitted the April 2017 Utilities, Inc. of Florida - Consumer Comment Form in hopes that others would also submit their comments and let the Commission know that we were not in favor of the rate increase as it would not improve our service or water quality.

The fact that a lot of us are on fixed incomes, and looking towards a 2% Social Security increase for 2018, makes the increase totally unaffordable, and I would ask that the Commission reconsider the rate change that is based on what our portion of the system warrants and not on an equalization of rates for the sake of ease of billing. I feel that capital expenditure should have been considered in the acquisition price of the utility, and bonuses should be a result of fiscal responsibility of operating the business efficiently and effectively, and not an expense forced on the customer to pay.

In the private sector, this type of increase would not be supported as there are alternate sources for a product. Unfortunately, we cannot choose another company to provide these services, so we ask you to please protect us from these unreasonable and unaffordable increases.

Please do not hesitate to contact me should you have any questions, or need any additional information.

Respectfully,

David E. Westrich, P.E.
104 Crestwood Drive
Longwood, FL 32779-2405
Tel: 407-788-3128

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, November 09, 2017 7:12 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125080

CUSTOMER INFORMATION

Name: Vival Gilson
Telephone: (407) 332-6365
Email: vivalgilson@yahoo.com
Address: 106 Shepherd Trail Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Vival Gilson
Account Number: 635700000
Address: 106 Shepherd Trail Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

It is very disturbing seeing how much you commissioners have allowed the Utilities, Inc. to increase residential water service and wastewater service. My residential water service went from \$1.99 to \$17.70. Residential Wastewater service went from \$4.58 to \$41.78. The daily cost for this service went from \$1.24 per day to \$2.12. An increase is understandable but this is an insurmountable amount. I do not have a sprinkler system but hope to be able to water my grass when needed. At these rates I will not be able to so. I am a one person household and a senior, I do not waste water. PLEASE help.

PSC was contacted previously

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Friday, November 10, 2017 8:33 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125087

CUSTOMER INFORMATION

Name: Henry Alexandrowicz
Telephone:
Email:
Address: 106 Autumn Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Henry Alexandrowicz Account Number: 3366410000
Address: 106 Autumn Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The increase in water rate was excessive. They did justify a rate increase over the past years, however, increasing our rates by 70% would be considered grievous. I attended the Florida Service Commission meeting and I don't believe the Utilities Inc. provided the commission with the support to justify the substantial increase. I believe a review by the Commission of this increase is warranted.

Brandy Butler

From: Sergio A Miranda <sergioandres1171@gmail.com>
Sent: Friday, November 10, 2017 11:12 AM
To: Consumer Contact
Subject: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

Complaint of approved Utilities, Inc. Florida Docket No. 20160101.

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 SPECIALLY THE RESIDENTIAL WASTEWATER SERVICE CHARGE at \$4.05 per 1,000 gallons with an additional base charge of \$25.35 this is outrageous increase from the previous agreement, not all water used for irrigation systems, pools etc makes it into the sewage system.

Example of my bill below. (this does not include water service charges, only wastewater)

Pre increase Sep 2017

Residential Wastewater Service:

- Base charge \$8.89
- Maximum Usage 10,000 gallons \$11.06
- total charges wastewater = \$19.95

Post increase Oct 2017

- Base charge \$25.35
- 4,370 gallons at \$4.05 per 1,000 gallons = \$17.70
- total charges wastewater = \$43.05

Thank you,

Sergio A. Miranda
205 Canterclub Trail
Longwood FL, 32779
407-949-2374

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Friday, November 10, 2017 2:26 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125094

CUSTOMER INFORMATION

Name: Bill Richards
Telephone: (407) 463-3498
Email: wils@cfl.rr.com
Address: 2651 BENT HICKORY CIR LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: Bill Richards
Account Number: 9805400000
Address: 2651 BENT HICKORY CIR LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Water bill has more than doubled. Knew there would be increase but shocked that it was so much. This is terrible. Why wasn't increase spread out over several years?

Bill Richards