

**Brandy Butler**

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**From:** Ruth McHargue  
**Sent:** Thursday, November 16, 2017 5:01 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood; Janet Brunson  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** Water Bill Complaint seminole county, Utilities , Inc. Florida Docket No. 20160101 approved rate increase request; E-Form Other Complaint TRACKING NUMBER 125179; E-Form Other Complaint TRACKING NUMBER 125181

Customer correspondence

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**From:** Diane Hood  
**Sent:** Thursday, November 16, 2017 4:05 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 20160101

Copies on file. DHood

## Brandy Butler

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**From:** Mia Diercks <miadiercks@gmail.com>  
**Sent:** Wednesday, November 15, 2017 4:37 PM  
**To:** Consumer Contact  
**Subject:** Water Bill Complaint/ seminole county, Utilities , Inc. Florida Docket No. 20160101 approved rate increase request

Hi,

This is a complaint about the water increase in seminole county, Utilities , Inc. Florida Docket No. 20160101 approved rate increase request.

My family and neighbors are in shock about the water rate increase in Seminole County by Utilities Inc. It is one thing to increase by a small amount ( 2% to 5%), but this increase is just ridiculous! Our water bill has doubled! My husband and I are hard working and we have a strict budget. This is taking a huge slam in our monthly finances to the point that we can no longer water our plants and lawn and we must cut showers and baths short for our children!

This increase can not be “normal” and I can not believe that it was done in a legal manner!  
Something MUST be done as many people will not be able to pay!

Nadine Mia Diercks

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, November 15, 2017 8:48 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125179

### CUSTOMER INFORMATION

Name: James Smithson  
Telephone: (407) 772-0478  
Email: [otter117@yahoo.de](mailto:otter117@yahoo.de)  
Address: 248 Spring Run Cir Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: James Smithson  
Account Number:  
Address: 248 Spring Run 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 request.

My last water bill was almost double the previous bill but the usage was about the same.  
Nothing justifies this rate increase.

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, November 15, 2017 10:03 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125181

### CUSTOMER INFORMATION

Name: Matthew Mcclam  
Telephone:  
Email:  
Address: 111 little Wekiva ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: 1234567890  
Account Number: 1234567890  
Address: 111 little Wekiva ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
I formerly disapprove of Utilities rate increase Docket# 20160101