

Brandy Butler

From: Angie Calhoun
Sent: Monday, November 27, 2017 7:53 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Other Complaint TRACKING NUMBER 125246; E-Form Improper Billing TRACKING NUMBER 125253; Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

Customer correspondence for docket 20160101.

From: Diane Hood
Sent: Wednesday, November 22, 2017 2:03 PM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Copies on file. DHood

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 21, 2017 9:09 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125246

CUSTOMER INFORMATION

Name: Barbara Starita
Telephone: (708) 935-0688
Email: BarbaraRStarita@yahoo.com
Address: 320 Spring Run Circle Longwood FL 32279

BUSINESS INFORMATION

Business Account Name: Barbara Starita
Account Number: 8975630595
Address: 320 Spring Run Circle Longwood FL 32279

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am lodging our complaint about our water rate increase. Our bill went from \$38.00 to \$100. There are only 2 adults and a 12 year old in our home, we wash cloths once a week and are not home most of the day. How can this rate increase be legal at a 115% rate increase!!

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 22, 2017 11:50 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125253

CUSTOMER INFORMATION

Name: Barbara Back
Telephone: (760) 792-2038
Email: doughinvestors@gmail.com
Address: 100 Wax Myrtle Lane Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Barbara Back
Account Number: 5232893982
Address: 100 Wax Myrtle Lane Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

October billing jumped to \$217.69 without any changes to our living style. I spend an additional \$125 to have someone come out and make sure there are no irrigation leaks and there were none. There is no reason for this bill to have more than doubled.

In addition, November billing continues to be double in what i normally consume, again with no changes in living style. I have heard of utilities doing this to others, i never thought it would happen to me. We have no recourse but to pay if we want to continue service so we call upon the great state of Florida for help.

Thank you!

James and Barbara Back

Brandy Butler

From: Ricky Lopez <internetricky@gmail.com>
Sent: Wednesday, November 22, 2017 12:14 PM
To: Consumer Contact
Subject: Utilities, Inc. Florida Docket No. 20160101 approved rate increase request

To whom it may concern,

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.

Ricky Lopez
CEO Hispanic Certification
233 Portsmouth Cv
Longwood, Fl 32779
(407) 484-5198
internetricky@gmail.com