

Brandy Butler

From: Ellen Plendl
Sent: Friday, December 22, 2017 10:00 AM
To: Consumer Correspondence
Subject: Docket 20160101
Attachments: FW To CLK Docket 20160101; Consumer Inquiry - Utilities, Inc. of Florida

See attached email and reply and add to the correspondence side of Docket 20160101.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, December 21, 2017 5:20 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125492

CUSTOMER INFORMATION

Name: Denise Bloodsworth
Telephone: (407) 927-1784
Email: dbloodsworth@cfl.rr.com
Address: 213 N Monterey Isle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Denise Bloodsworth Account Number: 1531210000
Address: 213 N Monterey Isle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Starting with my October 2017, my water and wastewater has gone up as follows:

Water - rate change from first 6000 gallons used down to 4000 gallons used and the rate went up 73%. Overage amount went up 63% Wastewater - rate went up 215%

Does this seem like a reasonable increase to the commission? This is absolutely ridiculous and I expect it to be reevaluated and a refund be given to the customers.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, December 21, 2017 5:20 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125491

CUSTOMER INFORMATION

Name: Denise Bloodsworth
Telephone: (407) 927-1784
Email: dbloodsworth@cfl.rr.com
Address: 213 N Monterey Isle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Denise Bloodsworth Account Number: 1531210000
Address: 213 N Monterey Isle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Starting with my October 2017, my water and wastewater has gone up as follows:

Water - rate change from first 6000 gallons used down to 4000 gallons used and the rate went up 73%. Overage amount went up 63% Wastewater - rate went up 215%

Does this seem like a reasonable increase to the commission? This is absolutely ridiculous and I expect it to be reevaluated and a refund be given to the customers.

Brandy Butler

From: Randy Roland
Sent: Friday, December 22, 2017 10:00 AM
To: 'dbloodsworth@cfl.rr.com'
Subject: Consumer Inquiry - Utilities, Inc. of Florida

Ms. Denise Bloodsworth
dbloodsworth@cfl.rr.com

RE: FPSC Inquiry 1265692C

Dear Ms. Bloodsworth:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Utilities, Inc. of Florida (UIF) with respect to Docket No. 20160101-WS, UIF's application for an increase in its water and wastewater rates in 10 counties to the Florida Public Service Commission (FPSC).

In response to UIF's application, the Commission held nine customer service hearings across the state in January, February, and May 2017 and a technical hearing was held in Tallahassee in May. The Commission's decision to approve uniform rates for all UIF water and wastewater systems was based on the testimony and evidence provided by the utility, Commission staff, customers, the Office of Public Counsel, and other intervenors in the docket during those hearings.

The Commission considered not only the prudent costs associated with operating and maintaining the individual UIF systems, but also the potential impact of future investment by the utility as they continue to repair and replace aging infrastructure and make improvements to address quality of service issues related to color and odor in the treated water. Many of the UIF water and wastewater systems serve a small number of customers and large investments can have a significant impact on those system rates. By consolidating the utility's systems for rate setting purposes, the costs associated with future investments for all systems will be spread across a larger customer base, mitigating the rate impact for all customers. The Commission's decision in this most recent case affected customers of some systems more than others, however, in the long run it is expected that all customers will share the benefit of consolidated rates.

We appreciate your comments will add your correspondence to Docket No. 20160101-WS.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Randy Roland
Regulatory Program Administrator
Florida Public Service Commission