

Brandy Butler

From: Ruth McHargue
Sent: Friday, February 02, 2018 12:19 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Improper Billing TRACKING NUMBER 125837; E-Form Other Complaint TRACKING NUMBER 125849; E-Form Other Complaint TRACKING NUMBER 125851; E-Form Other Complaint TRACKING NUMBER 125852; E-Form Other Complaint TRACKING NUMBER 125854; E-Form Improper Billing TRACKING NUMBER 125855; E-Form Other Complaint TRACKING NUMBER 125856; E-Form Other Complaint TRACKING NUMBER 125859; E-Form Other Complaint TRACKING NUMBER 125860; Docket # 160005WS Utilities Inc. Florida

Customer correspondence

From: Diane Hood
Sent: Friday, February 02, 2018 10:47 AM
To: Ruth McHargue
Subject: To CLK Docket 20160101

Copies on file. DHood

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, January 31, 2018 4:27 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125837

CUSTOMER INFORMATION

Name: Jennifer Fitzgerald
Telephone: (407) 782-6832
Email: fitzgeraldjd21@gmail.com
Address: 1369 N. Marcy Drive Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Jennifer Fitzgerald Account Number: 2948641582
Address: 1369 N. Marcy Drive Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

When I received my water bill in October 2017, I knew there had to be a mistake. My bill was over \$100- FOR WATER! I called Utilities, Inc. to find out that a rate increase was approved by the Public Service Commission which caused our bill to almost double. I was told that this increase was an attempt to equalize the rates over several counties in Florida. My parent's live in Apopka, in a home with a regular irrigation system and a pool and they pay less then \$20 a month, of course it is not with Utilities, Inc, but the comparison is astounding. My water bill is almost as much as my power. I was under the impression the Public Service Commission was in place to protect the public, however a rate increase like this is benefiting only one side- the utility company. The most frustrating part about this is that there is nothing I can do. As a home owner, I am unable to "shop around" for other providers, I am stuck at the mercy of a deep pocket company and a commission that has failed the public. As if this was not enough, I received a letter in the mail notifying me that on November 22, 2017, Utilities, Inc. filed a notice of intention to increase water and wastewater in Seminole County and if approved water rates will increase by 0.59%, wastewater rates will increase by 0.88% and miscellaneous service charges will increase by 0.72%. This is so incredibly unacceptable and an obvious example of exploitation. Disgusting!

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, February 01, 2018 5:18 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125849

CUSTOMER INFORMATION

Name: Crystal Mullet
Telephone: (614) 395-2353
Email: cjmullet@cfl.rr.com
Address: 252 E Hornbeam Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Crystal Mullet
Account Number: 3721902117
Address: 252 E Hornbeam Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

RE: Utilities, Inc. Florida additional rate adjustment Docket No. 160005WS Utilities, Inc. has requested yet another rate increase, after the very recent exorbitant increase they just instituted less than 4 months ago. While this increase is fairly small, the last increase was excessive. We, as consumers, have no choice but to pay their rates; we cannot choose a different provider. Please stop them from increasing rates again, and if at all possible, reverse the prior increase since it was unreasonable. Thank you!

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, February 01, 2018 7:19 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125852

CUSTOMER INFORMATION

Name: Julia Smith
Telephone:
Email:
Address: 206 E Hornbeam Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Julia Smith
Account Number:
Address: 206 E Hornbeam Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

The egregious rate hike proposed unfairly increases the rates we pay for water. This is unacceptable and should be unlawful. There are areas adjacent to here that were not increased at the same rate and therefore it appears that they have not raised all rates consistently with the standards set forth.

The rate is almost a 70% increase in our water bill and is not something that should be pushed down to consumers. The rate increase should be denied and revisited to be addressed in a legal and fair manner.

Please help by denying the increase in a legal fashion. This should have NEVER gotten this far.

PSC was contacted previously

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, February 01, 2018 6:30 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125851

CUSTOMER INFORMATION

Name: Zach Allard
Telephone: (407) 756-5532
Email: zachary.allard87@gmail.com
Address: 144 Fig Tree Run Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Zach Allard
Account Number: 121935-1
Address: 144 Fig Tree Run Longwood FL 32750

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

The water and sewer rate increase is out of control for this area. Many homeowners are on a fixed income based and increasing these rates at the rate they have been, will end up forcing many families into foreclosure, and or homeowners simply letting their landscaping die completely as they cannot afford to water. This will have a massive impact on our property values and thus denisnishing our city value.

PSC was contacted previously

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, February 01, 2018 8:27 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125854

CUSTOMER INFORMATION

Name: Fernando Acuna
Telephone: (914) 629-9203
Email: Jrflash4@aol.com
Address: 250 Queensberry Ct Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Fernando Acuna
Account Number:
Address: 250 Queensberry Ct Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

These rate increases are not going to allow for a greener Florida. My average bill during the winter months was in the high forties. Now it is in the eighties. With these rate changes and taxes and such Florida will look like a desert. It's unimaginable that we are talking about water. Water given to us for free by the heavens. Something must be done soon.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Friday, February 02, 2018 2:59 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125855

CUSTOMER INFORMATION

Name: naomi strong
Telephone: (216) 501-7777
Email: nstrong10@hotmail.com
Address: 1939 JUNE BELLS DR CLEARWATER FL 33755

BUSINESS INFORMATION

Business Account Name: naomi strong
Account Number: 4170440
Address: 1939 JUNE BELLS DR CLEARWATER FL 33755

Water County Selected: Pinellas

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I have been a resident at this address for over 7yrs and I live alone. I don't understand why I am forced to pay a flat rate fee of \$98 when I don't even use half of that in water and I was told nothing can be done about that. Be that as it may. I received a water bill last month for \$141.00. I paid my regular monthly amount(\$98) and I called them and asked why my bill was so high. I informed them that I haven't had any house-guest and nothing has been repaired. I was told that they are going to send someone out to re-read the meter and they would follow up. Well instead, I received a new bill with the \$98 flat rate fee and a past due balance of \$43. I called back but was not given an explanation for why no one followed up with me or why my bill was that amount. They said the meter is working properly. I am already struggling to pay the \$98. I cannot afford to just have bills generating for random amounts and not be provided an explanation. I know that my landlord has not been over to repair anything so how did my bill just go back down if something was broke the bill would remain high? Nor have I had anybody there other than myself?

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Friday, February 02, 2018 9:41 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125859

CUSTOMER INFORMATION

Name: Karl Willard
Telephone: (407) 620-1177
Email: kpwillard@gmail.com
Address: 325 Coble Drive Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Karl Willard
Account Number:
Address: 325 Coble Drive Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities, Inc. Florida additional rate adjustment Docket No. 160005WS

Here we go again PSC, NO, NO, NO more rubber stamp approvals (automatic or not). Utilities, Inc. is requesting another rate increase less than 5 months after our rates were almost doubled?!!!! This time they tell us of their intent to increase, no approval needed. Enough is enough. Utilities' Inc. customers are complaining daily on Nexdoor.com -- Our water/waste utility rates have doubled and the PSC does nothing to assist its taxpayer constituents. 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.

The PSC should roll back the August 2017 approved increase that doubled our rates. Less than 6 months later the private utility is ready to gouge us with ANOTHER rate increase. This one is small but it is salt on an open wound to consumers. DON'T APPROVE IT AND ROLL BACK THE AUGUST INCREASE.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Friday, February 02, 2018 5:40 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125856

CUSTOMER INFORMATION

Name: Lisa Workman
Telephone: (321) 231-3891
Email: workmanKL@yahoo.com
Address: 116 Essex Drive LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: Lisa Workman
Account Number: 8186410000
Address: 116 Essex Drive LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Our water bills have more than doubled since December and now they want another rate hike? This is insane. We waited for months for them to fix a leak across the street that ruined our road and caused the county to have to repave and tear up our driveways to install a drain. And now they want another rate hike? Please look into this. This is a neighborhood of hardworking middle-income families with kids and we cannot continue to keep lining their pockets.

Thank you for your consideration.

Lisa Workman

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Friday, February 02, 2018 9:53 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125860

CUSTOMER INFORMATION

Name: CONNIE MEMORY
Telephone: (407) 312-6792
Email: CKM626@AOL.COM
Address: 112 ALBRIGHTON DR LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: CONNIE MEMORY
Account Number:
Address: 112 ALBRIGHTON DR LONGWOOD FL 32779

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Are you kidding! Utilities, Inc. is requesting another rate increase less than 5 months after our rates were almost doubled?!!!! What are we to do as taxpaying citizens, we have NO choice for our water/sewer service. Are we to sell our homes and relocate? That is not a choice a taxpaying homeowner should be forced to make. wE live in a nice community but if we can't water our lawns the whole neighborhoods property values will go down. H E L P!!

The PSC should roll back the August 2017 approved increase that doubled our rates. Less than 6 months later the private utility is ready to gouge us with ANOTHER rate increase. PLEASE, DON'T APPROVE IT AND ROLL BACK THE AUGUST INCREASE!

Brandy Butler

From: Jim Richardson <jimrich08@gmail.com>
Sent: Friday, February 02, 2018 10:08 AM
To: Consumer Contact
Subject: Docket # 160005WS Utilities Inc. Florida

I am opposed to the proposed rate increase by Utilities of Florida. They just more that doubled our rates and now want more. This is not right. You are the "Public Service Commission", not utilities service commission. Do the right thing this time.

James Richardson, Longwood, Florida