

**Antonia Hover**

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**From:** Angie Calhoun  
**Sent:** Monday, July 30, 2018 8:05 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 127159; E-Form Other Complaint TRACKING NUMBER 127160; E-Form Other Complaint TRACKING NUMBER 127161

[Consumer correspondence for docket 20160101](#)

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**From:** Diane Hood  
**Sent:** Monday, July 30, 2018 8:01 AM  
**To:** Angie Calhoun  
**Subject:** To CLK Docket 20160101

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, July 26, 2018 8:53 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 127159

### CUSTOMER INFORMATION

Name: Jerry KURLAND  
Telephone: (407) 682-7799  
Email: [jakurland57@gmail.com](mailto:jakurland57@gmail.com)  
Address: 524 Sugar Ridge Ct longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Jerry KURLAND  
Account Number: 0243300000  
Address: 524 Sugar Ridge Ct longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

For your consideration as a complaint to recent increases in the utility charges. June 29, 2018 FLDocket # 20160101 approved rate increases.

### CURRENT CHARGES BY UTILITIES, INC.

#### WASTEWATER TREATMENT:

1. COSTS \$4.09/1000 GALLONS, UNDER 10,000 GALLONS CONSUMED.
2. THERE IS NO CONSIDERATION FOR WATER THAT DOES NOT REQUIRE SEWAGE TREATMENT, SUCH AS WASHING DRIVEWAYS, PRESSURE CLEANING, WATERING LAWN, WASHING CARS, ETC. THIS WATER DRAINS INTO THE GROUND. Similarly, THIS WATER IS NOT TREATED.
3. SANLANDO UTILITY CO. USED TO CHARGE AROUND 70% OF OUR WATER CONSUMPTION OR GALLONS USED FOR WATER SEWAGE TREATMENT. NOW IF YOU USE UP TO 10,000 GAL. YOU ARE CHARGED 100% OF YOUR WATER CONSUMPTION IN GALLONS FOR YOUR WATER SEWAGE TREATMENT.
4. PLEASE CONSIDER DECREASING THE COST FOR SEWAGE TREATMENT / GALLON FROM \$4.09/GALLON TO 20% LESS OR DECREASING THE TOTAL WATER CONSUMPTION USED BY 20% +/- FOR WASTEWATER SERVICE.
5. THERE IS A FEE FOR WATER CONSUMPTION AND A SEPARATE FEE FOR WATER TREATMENT.
6. THE WATER BASE CHARGE AND THE WASTEWATER BASE CHARGES COST AS MUCH AS THE TOTAL GALLONS USED FOR WATER SERVICE AND WASTEWATER SERVICE. THIS ITEM IS EXCESSIVE.

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, July 26, 2018 8:53 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 127160

### CUSTOMER INFORMATION

Name: Jerry KURLAND  
Telephone: (407) 682-7799  
Email: [jakurland57@gmail.com](mailto:jakurland57@gmail.com)  
Address: 524 Sugar Ridge Ct longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Jerry KURLAND  
Account Number: 0243300000  
Address: 524 Sugar Ridge Ct longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

For your consideration as a complaint to recent increases in the utility charges. June 29, 2018 FLDocket # 20160101 approved rate increases.

### CURRENT CHARGES BY UTILITIES, INC.

#### WASTEWATER TREATMENT:

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2. THERE IS NO CONSIDERATION FOR WATER THAT DOES NOT REQUIRE SEWAGE TREATMENT, SUCH AS WASHING DRIVEWAYS, PRESSURE CLEANING, WATERING LAWN, WASHING CARS, ETC. THIS WATER DRAINS INTO THE GROUND. Similarly, THIS WATER IS NOT TREATED.
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4. PLEASE CONSIDER DECREASING THE COST FOR SEWAGE TREATMENT / GALLON FROM \$4.09/GALLON TO 20% LESS OR DECREASING THE TOTAL WATER CONSUMPTION USED BY 20% +/- FOR WASTEWATER SERVICE.
5. THERE IS A FEE FOR WATER CONSUMPTION AND A SEPARATE FEE FOR WATER TREATMENT.
6. THE WATER BASE CHARGE AND THE WASTEWATER BASE CHARGES COST AS MUCH AS THE TOTAL GALLONS USED FOR WATER SERVICE AND WASTEWATER SERVICE. THIS ITEM IS EXCESSIVE.

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, July 26, 2018 8:53 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 127161

### CUSTOMER INFORMATION

Name: Jerry KURLAND  
Telephone: (407) 682-7799  
Email: [jakurland57@gmail.com](mailto:jakurland57@gmail.com)  
Address: 524 Sugar Ridge Ct longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Jerry KURLAND  
Account Number: 0243300000  
Address: 524 Sugar Ridge Ct longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

For your consideration as a complaint to recent increases in the utility charges. June 29, 2018 FLDocket # 20160101 approved rate increases.

### CURRENT CHARGES BY UTILITIES, INC.

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