

Antonia Hover

From: Angie Calhoun
Sent: Tuesday, September 15, 2020 8:47 AM
To: Consumer Correspondence
Cc: Diana Vizcarrondo
Subject: FW: To CLK Docket 20200139
Attachments: E-Form Other Complaint TRACKING NUMBER 182363; Utilities, Inc Rate Increases

Consumer correspondence for docket 20200139.

Angela Calhoun

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, September 15, 2020 8:22 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 182363

CUSTOMER INFORMATION

Name: Brandon Lemonier
Telephone: (407) 463-3933
Email: blemonierpe@gmai.com
Address: 401 Smokerise Blvd Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Brandon Lemonier
Account Number:
Address: 401 Smokerise Blvd Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
To whom it may concern,

I'm writing to you today to file a formal complain in regards to Utilities, Inc proposed rate increases for my area. A instructed in the correspondence I received, this is tied to Docket No. 20200139-WS, Utilities, Inc. of Florida.

Several years ago Utilities, Inc received permission to consolidate several, I believe 12, companies into a single entity. It was noted at that time that some residents would see a decrease and others would see an increase. This was in an effort to even out costs amongst all customers and also to prevent future increases. At that time, they published the rates. I ran through a calculation based on my families water usage and determined we should expect to see roughly a 70% increase in our water/wastewater costs. As the rate increases took affect, we did indeed see an increase of roughly 70%. At the time, I took it as a matter of business and that there was nothing we could do. I was somewhat focused on the fact that we were being told this should alleviate future rate increases for quite some time.

Well, here we sit roughly three years later and we have received additional rate increases on average one-two times per year, the most recent notice of yet another potential increase being received just last week. The last several have been in the fractional to 1% increase. However, this latest requested increase represents a substantial increase to both the usage rate and base meter fees.

I find it unacceptable that Utilities, Inc. increased many of our costs by as much as 70% under the guise of avoiding future increases and then apply for, and be granted, one to two rate increases per year. While my family can afford these increases, that doesn't make it right. My bigger concern is the hard-working people in your district that will have to shoulder these cost increases. In my neighborhood, there are a lot of hard working people and retirees. Neither of these classes of people should be subject to continual and unabated rate increases from a utility company who chooses to provide our most basic of services and needs, water.

These rate increases come with no explanation as to why, no improvement in our service, no installation of reclaim water services (which would at least aid in curbing some of these increases). These rate increases put stress on families and will cause many to stop maintaining their properties, through irrigation cutbacks, impacting the quality of our

neighborhood environments and potentially having long term detrimental impacts on their own property values as well as those around them.

As my Public Service Commission, I'm asking for you to look into these issues and step up for us, the customer, in lieu of Utilities, Inc. In addition to contacting you, I have also reached out to all of my State and Federal legislature to ensure they are aware of this issue including Representative Scott Plakon, Senator David Simmons, Representative Stephanie Murphy, Senator Marco Rubio and Senator Rick Scott.

Please step up and help us combat these rate increases. In a year of unprecedented struggles, this is just one more thing breaking the back of hard-working Americans.

Sincerely,

Brandon Lemonier

PSC was contacted previously

Antonia Hover

From: Brandon Lemonier <blemonierpe@gmail.com>
Sent: Tuesday, September 15, 2020 8:34 AM
To: Consumer Contact
Subject: Utilities, Inc Rate Increases

To whom it may concern,

Docket No. 20200139-WS, Utilities, Inc. of Florida

I tried to submit this information through the online complaint form, but I continued to get an error throughout the morning. Please ensure this gets added to this cases file.

Several years ago Utilities, Inc received permission to consolidate several, I believe 12, companies into a single entity. It was noted at that time that some residents would see a decrease and others would see an increase. This was in an effort to even out costs amongst all customers and also to prevent future increases. At that time, they published the rates. I ran through a calculation based on my families water usage and determined we should expect to see roughly a 70% increase in our water/wastewater costs. As the rate increases took affect, we did indeed see an increase of roughly 70%. At the time, I took it as a matter of business and that there was nothing we could do. I was somewhat focused on the fact that we were being told this should alleviate future rate increases for quite some time.

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These rate increases come with no explanation as to why, no improvement in our service, no installation of reclaim water services (which would at least aid in curbing some of these increases). These rate increases put stress on families and will cause many to stop maintaining their properties, through irrigation cutbacks, impacting the quality of our neighborhood environments and potentially having long term detrimental impacts on their own property values as well as those around them.

As my Public Service Commission, I'm asking for you to look into these issues and help fight for us, the customer in lieu of yet again siding with Utilities, Ince. I have also contacted my State and Federal representatives regarding this matter including Representative Scott Plakon, Senator David Simmons, Representative Stephanie Murphy, Senator Marco Rubio and Senator Rick Scott.

Please step up and help us combat these rate increases. In a year of unprecedented struggles, this is just one more thing breaking the back of hard-working Americans.

Sincerely,

Brandon Lemonier