

**Antonia Hover**

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**From:** Diana Vizcarrondo  
**Sent:** Friday, September 18, 2020 4:33 PM  
**To:** Consumer Correspondence  
**Subject:** To CLK docket 20200139  
**Attachments:** Docket No. 20200139-WS, Utilities, Inc. Florida; E-Form Other Complaint TRACKING NUMBER 182410

Consumer correspondence for docket 20200139.

Diana Vizcarrondo

## Antonia Hover

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**From:** office@crosscreekfl.com  
**Sent:** Friday, September 18, 2020 4:12 PM  
**To:** Consumer Contact  
**Subject:** Docket No. 20200139-WS, Utilities, Inc. Florida  
**Attachments:** Utilities Inc.pdf

Your message is ready to be sent with the following file or link attachments:

Utilities Inc

Note: To protect against computer viruses, e-mail programs may prevent sending or receiving certain types of file attachments. Check your e-mail security settings to determine how attachments are handled.



September 18, 2020

Florida Public Service Commission

Director, Office of Commission Clerk

2540 Shumard Oak Boulevard

Tallahassee, Florida 32399-0870

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

Dear Sir:

I am writing you as the President of the Cross Creek of Fort Myers Community Association Inc. Our 905-unit condominium association sewage treatment service is provided by Utilities, Inc. We recently received notice from Utilities, Inc. that they are seeking a rate increase that we are opposed to.

Our monthly rate on 9-30-17 was \$24,054.90, in 10-17 it increased to \$38,972.92, following several changes since then our current rate is \$43,494.30. Utilities, Inc. is currently asking the Florida Public Service Commission to approve a new final rate of \$63.78 per unit which would increase our monthly payment to \$57,720.90, a 139% increase since October 2017!

On behalf of our Association I am asking you to deny Utilities, Inc. requested final per unit rate of \$63.78, and roll back the Commission approved interim rate of \$49.70 to the current rate of \$48.06.

Thank you for your consideration.

A handwritten signature in black ink that reads "Harvey LaPointe". The signature is written in a cursive, flowing style.

Harvey LaPointe

President, Cross Creek Community Association

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Friday, September 18, 2020 3:59 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 182410

### CUSTOMER INFORMATION

Name: Dave Joswick  
Telephone: (407) 625-0251  
Email: dave@newhopeforkids.org  
Address: 600 Magnolia Oak Court LONGWOOD FL 32779

### BUSINESS INFORMATION

Business Account Name: Dave Joswick  
Account Number:  
Address: 600 Magnolia Oak Court LONGWOOD FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
I'm sending a letter to Mr. Clark with the details  
Reference: Docket# 20200139 - WS

Dear PSC, I'm sure you have a difficult job with your responsibilities and the decisions you have to make. I'm 78 years old so I have to watch expenses closely. I'm writing you because I feel the rate increases PSC has approved for Utility Inc. over the past 7 years are excessive. Over this time frame a 120% increase in the cost of a gallon of water has been approved by the PSC for Utility Inc. The letter to Mr. Clark includes a spread sheet with figures taken from my monthly Utility Inc. bills. As you look this spread sheet over you will see when rate increases took effect. Myself, and all Utility Inc. residential customers in this area are now paying double what we did 7 years ago. In this 7 year time period my Social Security has gone up 8.5% due to cost of living (COLA). During this same time period my electrical bill per kWh has gone from .119 cents to .136 cents which is a 14.2% increase. I'm confused, would you please tell me how the PSC justifies a 120% water rate increase over this 7 year period? Are there capital water projects requiring a repetitive rate increase? What am I missing, where is all this money going? Please tell me and other residents? Possible, some of these increases should be rescinded. There are many residents in the area here that share my view and have expressed it on social media. I suspect you will be hearing from many of them.  
Thank you for your attention to this matter.