

**Jacob Veaghn**

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**From:** Diana Vizcarrondo  
**Sent:** Tuesday, November 3, 2020 10:25 AM  
**To:** Consumer Correspondence  
**Subject:** To CLK docket 20200139  
**Attachments:** FW PSC Contact Form; E-Form Other Complaint TRACKING NUMBER 182778; E-Form Other Complaint TRACKING NUMBER 182775; E-Form Other Complaint TRACKING NUMBER 182771

Consumer correspondence for docket 20200139.

-Diana Vizcarrondo

## Jacob Veaghn

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 2, 2020 2:22 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 182771

### CUSTOMER INFORMATION

Name: Terry Bagnell  
Telephone: (407) 774-6194  
Email: Trbagnell@earthlink.net  
Address: 127 Point View Lane Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Terry Bagnell  
Account Number:  
Address: 127 Point View Lane Longwood FL 32779

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

1. Water rates are continuing to increase over time and seem excessive.
2. There is no relief from waste water charges for water used for irrigation or pool filling.
3. Why are profit levels higher than most other water utilities throughout Florida.
4. Question executive and management compensation levels at this company.

## Jacob Veaghn

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, November 2, 2020 6:30 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 182775

### CUSTOMER INFORMATION

Name: Sam Thurmond  
Telephone: (407) 869-9359  
Email: swthurmond@gmail.com  
Address: 113 Harrogate Place Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Sam Thurmond  
Account Number:  
Address: 113 Harrogate Place Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

Utilities Inc is once again asking to increase our rates. This seems to happen with amazing regularity. During this time of COVID-19, many families are struggling to get buy and yet this company wants to increase - again - our water bills. Why are they not satisfied with a rete of equity rate of 4.22% That is far and above any return a normal citizen can get on any savings account and probably more than even a savvy stock market investor. Yet they want more without any increase in service. Perhaps they are hurting because we had a very wet and rainy summer - that's just the way it works. Please do not allow Utilities, Inc. to once again raise the rates - especially if it is to subsidize other, less stable ventures in other Counties. We are all making due with less - they can do the same.

## Jacob Veaghn

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**From:** Webmaster  
**Sent:** Tuesday, November 3, 2020 9:33 AM  
**To:** Consumer Contact  
**Subject:** FW: PSC Contact Form

-----Original Message-----

From: contact@psc.state.fl.us <contact@psc.state.fl.us>  
Sent: Tuesday, November 03, 2020 9:21 AM  
To: Webmaster <webmaster@PSC.STATE.FL.US>  
Cc: bobkring@mac.com  
Subject: PSC Contact Form

Contact from a Web user

Contact Information:

Name: Robert Kring  
Company:  
Primary Phone: (407) 786-3681  
Secondary Phone:  
Email: bobkring@mac.com

Response requested? Yes

CC Sent? Yes

Comments:

Utilities Inc is wanting another rate hike, to date they have received a 100%+ increase in the past year, another would be criminal. Performance and water quality have not increased, thusly no rate increase is warranted under any circumstances. Support The PUBLIC, not special for profit interests, no increase!

## Jacob Veauhn

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, November 3, 2020 9:30 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 182778

### CUSTOMER INFORMATION

Name: Mark James  
Telephone: (407) 754-7838  
Email: mark.james619@gmail.com  
Address: 1509 Grace Lake Circle Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Mark James  
Account Number:  
Address: 1509 Grace Lake Circle Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

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

I am contacting you today in reference to the proposed water and wastewater rates increase in Seminole County, Florida. After reviewing the letter that was sent out on October 30, 2020, it is apparent that Utilities, Inc. of Florida is seeking to push the burden of COVID-19 revenue losses on the shoulders of the residents of Seminole County. This practice is egregious at best. All parties involved (residents, corporations, and utilities) suffered the impact of COVID-19 and the loss of revenue that resulted from the effects of the virus. Rather than accepting those losses and striving to become more efficient in a Post-COVID environment, Utilities, Inc. has seen fit to pass their losses onto a community that has already suffered their own losses when it comes to wages, corporate revenues, etc.. Instead of working with our community to move past the COVID experience, Utilities Inc. would rather use Seminole County citizens as their own personal credit card to cover the losses they suffered during the COVID shut down. I understand that all companies have general operating expenses that need to be covered, however, I am also sure that like most Utility Companies, there are several large, potentially wasteful operating expenses that are set to be paid out in the upcoming year. My point is, that we are all suffering due to the COVID shut downs. In a show of true partnership, I would prefer to see Utilities, Inc., Florida look internally to save money before stampeding to the citizens of Seminole County to cover their losses. I noticed that in the letter sent to residents, there is no mention or details of the operating expenses of Utilities Inc., Florida, only utility rates and the increases that will be thrust upon Seminole County residents. What is Utilities Inc. doing to cut back on their expenses during COVID? What kind of burden are the executives at Utilities, Inc. taking on?

Considering that the water and wastewater rates in Seminole County have gone up tremendously over the past 2 years, this latest rate hike is an insulting slap in the face to the residents of Seminole County. Residents who have taken on tremendous losses due to COVID, whether it be lost wages, depressed business revenue, or lost retirement funds. Utilities, Inc. needs to act in the same manner as the residents of Seminole County...tighten their belt, reduce their operating costs, and work towards a pre-COVID revenue stream. COVID losses are a temporary hiccup in the revenue stream of Utilities, Inc. The description of "losses" suffered by Utilities, Inc during COVID is laughable in itself. People are staying home during COVID, they are working out of their homes, therefore, I would think that their utility usage (i.e. their utility payments) would increase, therefore increasing the revenue to Utilities, Inc. However, they are asking for an additional rate increase that will last into the foreseeable future. These actions are very opportunistic and an attempt to squeeze additional revenue from a community that is trying to put their own lives back together during

COVID. If this is something that will simply be swept under the rug (as so many utility rate hikes are), then I suppose elections and appointments are the only way Seminole County residents can have their voices heard over such an injustice. I would have hoped that the Water Commissioner in Seminole County would truly represent the interests of citizens in the county. Unfortunately, it looks like we are lining up for yet another disappointment.