

**Jacob Veaghn**

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**From:** Diana Vizcarrondo  
**Sent:** Tuesday, November 3, 2020 11:23 AM  
**To:** Consumer Correspondence  
**Subject:** To CLK docket 20200139  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 182783; E-Form Other Complaint TRACKING NUMBER 182781

Consumer correspondence for docket 20200139.

-Diana Vizcarrondo

## Jacob Veauhn

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, November 3, 2020 10:30 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 182781

### CUSTOMER INFORMATION

Name: Ryan Menz  
Telephone:  
Email:  
Address: 110 E Wyndham Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Water and Wastewater Account Number:  
Address: 110 E Wyndham Court Longwood FL 32779

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Docket # 20200139-WS Utilities Inc. of Florida

Utilities Inc. of Florida has notified its users of a 16.94% increase for water and 32.12% increase for wastewater, during the middle of the greatest period of unemployment since the great depression. Utilities Inc. of Florida's reasoning is that they are not achieving satisfactory revenue and only are holding a 4.22% rate of return on water systems.

The Orlando area is experiencing one of the highest unemployment rates in the entire country. With heavy dependence on tourism and hospitality dollars, Orlando will experience of the slowest recoveries in the nation. Utilities Inc. of Florida's insistence on valuing profit over the resident's right for affordable, clean drinking water is a travesty. The company is not losing money; they are not at risk of any sort of insolvency. Utilities Inc. of Florida's last year profit was \$8,911,541, which is a 24% profit margin.

Utilities Inc. of Florida's notice indicates the following typical bill increase for a resident (Based off of the Utilities Final Requested Rate), for a total of \$24.55 a month. This is in addition to the increase of \$1.65, which came effective only 4 months ago. So within the span of the COVID-19 state of emergency, an increase of \$26.22 per month. With a total average bill of \$112.55.

Minimum wage in the state of Florida is only \$8.56 an hour. 40 hours a week provides a total monthly salary of \$1191, post-tax. This new water rate means someone in this position would spend almost 10% of their income on water alone. How is this sustainable? This does not even account for the approximate 23% of Orlando area residents currently unemployed.

Further, Utilities Inc. of Florida recently notified its customers of their intent to restore all shut-offs and late fees back to pre-pandemic limits. The United States has just experienced its highest rate of COVID-19 infections since the start of the pandemic. The pandemic is not over, no matter what Utilities Inc. of Florida assumes. On top of the extreme rate increases, they stand to gain additional rate of return by profiting off the misfortune of the residents of Florida who cannot pay their increased water bills on time.

The Florida Public Service Commission's purpose is to protect and serve the interests of the residents of Florida. Allowing utilities to increase profits during a global state of emergency with unprecedented levels of unemployment is not with the public's interests in mind.

## Jacob Veauhn

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, November 3, 2020 10:35 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 182783

### CUSTOMER INFORMATION

Name: RYAN MENZEL  
Telephone: (716) 982-6666  
Email: ryanmenzel333@gmail.com  
Address: 110 E Wyndham Court Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: RYAN MENZEL  
Account Number:  
Address: 110 E Wyndham Court Longwood FL 32779

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida  
Details:  
Docket # 20200139-WS Utilities Inc. of Florida

Utilities Inc. of Florida has notified its users of a 16.94 increase for water and 32.12 increase for wastewater, during the middle of the greatest period of unemployment since the great depression. Utilities Inc. of Florida's reasoning is that they are not achieving satisfactory revenue and only are holding a 4.22 rate of return on water systems. The Orlando area is experiencing one of the highest unemployment rates in the entire country. With heavy dependence on tourism and hospitality dollars, Orlando will experience of the slowest recoveries in the nation. Utilities Inc. of Florida's insistence on valuing profit over the resident's right for affordable, clean drinking water is a travesty. The company is not losing money; they are not at risk of any sort of insolvency. Utilities Inc. of Florida's last year profit was 8,911,541, which is a 24 profit margin. Utilities Inc. of Florida's notice indicates the following typical bill increase for a resident (Based off of the Utilities Final Requested Rate), for a total of 24.55 a month. This is in addition to the increase of 1.65, which came effective only 4 months ago. So within the span of the COVID-19 state of emergency, an increase of 26.22 per month. With a total average bill of 112.55. Minimum wage in the state of Florida is only 8.56 an hour. 40 hours a week provides a total monthly salary of 1191, post-tax. This new water rate means someone in this position would spend almost 10p of their income on water alone. How is this sustainable? This does not even account for the approximate 23p of Orlando area residents currently unemployed. Further, Utilities Inc. of Florida recently notified its customers of their intent to restore all shut-offs and late fees back to pre-pandemic limits. The United States has just experienced its highest rate of COVID-19 infections since the start of the pandemic. The pandemic is not over, no matter what Utilities Inc. of Florida assumes. On top of the extreme rate increases, they stand to gain additional rate of return by profiting off the misfortune of the residents of Florida who cannot pay their increased water bills on time. The Florida Public Service Commission's purpose is to protect and serve the interests of the residents of Florida. Allowing utilities to increase profits during a global state of emergency with unprecedented levels of unemployment is not with the public's interests in mind. I also do not appreciate the PSC's website redirecting the filing of my complaint to a 404 Server Error page. This only further fuels the notion that the PSC does not care about the public.