

Antonia Hover

From: Diana Vizcarrondo
Sent: Friday, November 6, 2020 2:26 PM
To: Consumer Correspondence
Subject: To CLK docket 20200139
Attachments: E-Form Other Complaint TRACKING NUMBER 182808; E-Form Other Complaint TRACKING NUMBER 182807

Consumer correspondence for docket 20200139.

-Diana Vizcarrondo

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Friday, November 6, 2020 1:56 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 182808

CUSTOMER INFORMATION

Name: Barbara Savino
Telephone: (407) 687-3875
Email: barbara@specialadditions.com
Address: 1530 Jill Jenee Ln Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Barbara Savino
Account Number: 5915710000
Address: 1530 Jill Jenee Ln Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities Inc- has sent out yet another rate increase. When a rate goes up 1,200% in four years something is not right. We moved in our house in 1990 and had 2 children living here. Our bill was between \$35-\$44 a month. Now that it is just 2 of us, our bill has gone up to \$125 - \$132. Utilities, Inc is above their 13% profit margin - More like 24%.

Please turn down these increased rates in February. enough is enough. They are constantly raising rates of each person that has to have their service. Sept 2015- \$4.45 just to be connected to the service. (whether you use it or not) July 2020 that went up to \$11.81. There are 33,376 customers - do the math. \$394,170.56 each month just to have their service and they want more for that.

DOC# 20200139-WS

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Friday, November 6, 2020 10:57 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 182807

CUSTOMER INFORMATION

Name: MIRIAM STARR
Telephone: (407) 389-0301
Email: mstarr13@cfl.rr.com
Address: 208 Weeping Elm Ln Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: MIRIAM STARR
Account Number:
Address: 208 Weeping Elm Ln Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities Inc of Florida has recently filed for a rate increase that would allow it to increase its return on equity to 11%. This is an exceedingly high percentage for a public utility. This would increase rates on the average homeowner by \$20 a month. This is an additional increase of 25% in the total water bill after we have already had a 100% increase in the last several years because of the purchase by Utilities Inc. of Florida of our prior local water utility. Enough is enough for increases to the consumer by a utility owned by a non-US parent company.