

**Jacob Veughn**

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**From:** Jacob Veughn on behalf of Records Clerk  
**Sent:** Tuesday, December 1, 2020 2:32 PM  
**To:** 'mom hen'  
**Cc:** Consumer Contact  
**Subject:** RE: PSC Public Hearings for Docket No. 20200139

Good Morning, Tom and Cathy Henderson

We will be placing your comments below in consumer correspondence in Docket No. 20200139 and forwarding your comments to the Office of Consumer Assistance and Outreach.

**Jacob Veughn**

Commission Deputy Clerk I  
Florida Public Service Commission  
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Tallahassee, Florida 32399  
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850.413.6656

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**From:** mom hen <momhen99@yahoo.com>  
**Sent:** Monday, November 30, 2020 6:24 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** PSC Public Hearings for Docket No. 20200139

To Amber Norris, PSC Representative

From: Tom and Cathy Henderson  
404 Sandy Hill Drive  
Longwood, FL 32779

As residents at the above address for the last 40 years, we appreciate having safe, clean water and quality service from Utilities of Florida. We realize that the water rates years ago were unsustainably low, but the many recent increases in the rates should have allowed Utilities to maintain the quality water and service. A large increase in wastewater and water rates will be a hardship for many households with reduced and limited income.

We are against the proposed increase in wastewater and water rates. Our rates have tripled in the last 5 years, even though our water use has decreased 50%. The previous rate increases should be reviewed and evaluated, and this proposed rate increase should NOT be approved.

Thank you for your consideration,  
Tom and Cathy Henderson