

**Antonia Hover**

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**From:** Consumer Contact  
**Sent:** Monday, September 21, 2020 10:53 AM  
**To:** Consumer Correspondence  
**Subject:** To CLK docket 20200139

Consumer correspondence for docket 20200139.

Sincerely,

Diana Vizcarrondo  
Regulatory Specialist II  
Office of Consumer Assistance

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

**From:** consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
**Sent:** Sunday, September 20, 2020 9:39 PM  
**To:** Consumer Contact <Contact@PSC.STATE.FL.US>  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 182418

**CUSTOMER INFORMATION**

**Name:** Karen Schnorf  
**Telephone:** (407) 788-1858  
**Email:** kschnorf3@yahoo.com  
**Address:** 531 Estates Place Longwood FL 32779

**BUSINESS INFORMATION**

**Business Account Name:** Karen Schnorf  
**Account Number:**  
**Address:** 531 Estates Place Longwood FL 32779

**Water County Selected:** Seminole

**COMPLAINT INFORMATION**

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

We received by mail information of yet another rate increase requested by Utilities, Inc. We moved into our home in April, 1999 and the rate increases seem to be just continuous, despite a general period of essentially zero inflation or even reductions in overall commodity prices. Can you provide us with a list of all the price increases granted to our water service provider in the last 21 years? So long as the Commission continues to grant such increases, there is no motivation for efficiency. We have been told for example by neighbors that there are many uncapped wells throughout the county that are wasting millions of gallons of water. Why do water prices keep going up so much when other utility services, such as phone service, continue going down? It would appear the answer is the water utilities have

monopolies. As such, they have little reason to be efficient, rather it appears they get granted increases based on a "cost plus" model...a horrible economic model for capitalism. We strongly urge the Commission to not only deny the rate increase request, but to roll back prices. We have also been told by neighbors that Seminole County is in essence subsidizing losses in other geographies. If so, hot totally inappropriate and unjust!