

Antonia Hover

From: Angie Calhoun
Sent: Monday, November 16, 2020 4:03 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20200139
Attachments: E-Form Other Complaint TRACKING NUMBER 182874; E-Form Other Complaint TRACKING NUMBER 182869; E-Form Other Complaint TRACKING NUMBER 182875

Consumer correspondence for docket 20200139.

Thank you,

Angie

From: Diane Hood <DHOOD@PSC.STATE.FL.US>
Sent: Monday, November 16, 2020 4:02 PM
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>
Subject: To CLK Docket 20200139

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 16, 2020 2:47 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 182874

CUSTOMER INFORMATION

Name: James Schnorf
Telephone: (407) 788-1858
Email: jschnorf@cfl.rr.com
Address: 531 Estates Place Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: James 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 a notice that Utilities, Inc. is requesting yet another large rate increase for water service. We strongly urge that this request be denied, and that the Commission study the rates being charged customers in our area with other counties in Florida, in addition to checking the history of rate changes over the past 20 years. From information we have been told by others, our area is effectively providing a mass subsidy to other regions that pay much lower water rates than we do. This is inherently unfair and the utility should address this problem by charging customers in the other area what is needed for those services to be economically viable. In addition, it is apparent the utility is not being run prudently when large increases continue to be requested during periods of essentially zero inflation.

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, November 15, 2020 2:17 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 182869

CUSTOMER INFORMATION

Name: Kimberly Monahan
Telephone: (407) 619-1131
Email: Kim.twiceblessed@gmail.com
Address: 400 Sweetwater Bay CT Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Kimberly Monahan
Account Number: 1191610000
Address: 400 Sweetwater Bay CT Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am writing to file a complaint regarding Docket No 20200139-WS. This is regarding notice for rate increases to water and wastewater which is at least the third request for increase in the last two years. Seminole County water charges are exponentially above neighboring communities by other water/wastewater providers.

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Monday, November 16, 2020 3:08 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 182875

CUSTOMER INFORMATION

Name: Robert Smith
Telephone: (814) 282-9838
Email: rocindoc@gmail.com
Address: 11608 Old Quarry Drive Clermont FL 34711

BUSINESS INFORMATION

Business Account Name: Deborah Smith
Account Number: 4277796346
Address: 11608 Old Quarry Drive Clermont FL 34711

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Twice this year there has been a widespread low water pressure of significance. At the time, Utilities Incorporated failed to answer its "emergency" Phone number (866) 842-8432. The phone rings 7 times and then automatically disconnects. This leaves the consumer without any information about estimated time for resolution or need for boil water restriction, checking home pressure valves etc. They also failed to respond timely on social media. Many communities were affected. This was confirmed on multiple social media sites, but the Utility did not monitor or respond (or even post the outage, estimated time of restoration or other important information for the consumer. This issue was escalated to the utility with the request that management rectify their failure to provide a way to communicate with customers in an outage emergency. Thankfully these were only 1/2 day events (presumably due to water main breaks). In the event of a major hurricane, what would we do. Now they want a significant rate increase... perhaps they should be required by the PSC to provide financial guarantees. that they have remedied the lack of adequate emergency number staffing / system & development of improved social media staffing and messaging in the event of a loss of service event. This should done, and a corrective action plan approved by the PSC, PRIOR to any approval of and increase in rates by Utilities Incorporated.