

STATE OF INDIANA

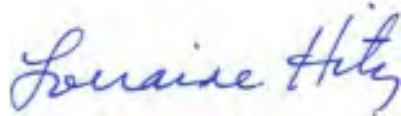
INDIANA UTILITY REGULATORY COMMISSION

PETITION OF COMMUNITY UTILITIES OF)
INDIANA, INC. FOR: AUTHORITY TO)
INCREASE ITS RATES AND CHARGES FOR)
WATER AND WASTEWATER UTILITY)
SERVICE; APPROVAL OF NEW SCHEDULES)
OF RATES AND CHARGES APPLICABLE)
THERETO; AUTHORITY TO RECOVER)
CERTAIN COSTS INCURRED IN) CAUSE NO. 45651
CONNECTION WITH CAUSE NOS. 44724,)
45342 AND 45389; AUTHORITY TO)
RECOVER COSTS INCURRED AND)
DEFERRED IN CONNECTION WITH THE)
COVID-19 PANDEMIC; APPROVAL OF A)
NEW RESIDENTIAL LOW-INCOME RATE)
FOR WATER AND WASTEWATER SERVICE;)
AND OTHER APPROPRIATE RELIEF)

PUBLIC'S EXHIBIT NO. 5
CONSUMER COMMENTS

Respectfully submitted,

INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR



Lorraine Hitz, Attorney No. 18006-29
Deputy Consumer Counselor
Daniel M. Le Vay, Attorney No. 22184-49
Deputy Consumer Counselor
OFFICE OF UTILITY CONSUMER COUNSELOR
115 W. Washington St. Suite 1500 South
Indianapolis, IN 46204
Email: lhitz@oucc.in.gov
dlevay@oucc.in.gov
infomgt@oucc.in.gov

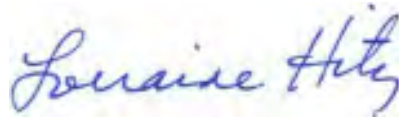
CERTIFICATE OF SERVICE

This is to certify that a copy of the *Consumer Comments – Public’s Exhibit No. 5* has been served upon the following counsel of record in the captioned proceeding by electronic service on April 28, 2022.

Kay E. Pashos
Steven W. Krohne
Mark R. Alson
Kelly M. Beyrer
ICE MILLER LLP
One American Square, Suite 2900
Indianapolis, IN 46282-0200
Email: kay.pashos@icemiller.com
steve.krohne@icemiller.com
mark.alson@icemiller.com
kelly.beyrer@icemiller.com

Nikki Gray Shoultz
BOSE MCKINNEY & EVANS LLP
111 Monument Circle, Suite 2700
Indianapolis IN 46204
Email: nshoultz@boselaw.com

Lee Lane
GENETOS LANE & BUITENDORP LLP
7900 Broadway
Merrillville, Indiana 46410
Email: lee@glblegal.com



Lorraine Hitz
Deputy Consumer Counselor

INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR
115 West Washington Street
Suite 1500 South
Indianapolis, IN 46204
infomgt@oucc.in.gov
317/232-2494 – Phone
317/232-5923 – Facsimile

March 26, 2022

Indiana Office of Utility Consumer Counselor (OUCC)
101 W Washington St – Suite 1500 South
Indianapolis, IN 46204

Re: IURC Cause No. 45651

To person in charge:

As a resident of the Lakes of the Four Seasons in Crown Point Indiana, I'd like to object to the recent rate increase that "Community Utilities of Indiana" (our water and sewer service provider) has proposed. I'm all for being able to recover costs and for the company to be successful in its endeavor.

However the increases they want are quite a substantial increase from their current rates. A 15 to 20 percent increase would be acceptable but as their proposals as follows are extreme. I've included a copy that is attached.

My residential rate service is currently \$11.14 plus \$6.26/1000 gallons for water and \$23.49 plus \$7.57/1000 gallons for sewer waste water recovery.

They want to raise the \$11.14 water rate initially to \$76.25 for Phase I and then to \$86.20 for Phase II. Which figures out to a **584 percent** increase for Phase I and a **674 percent** increase for Phase II

And then they want to raise the \$23.49 sewer rate to \$86.33 for Phase I and then to \$95.83 for Phase II. Which figures out to a **268 percent** increase for Phase I and a **309 percent** increase for Phase II.

These increases not including the gallon rate would be a substantial burden for us folks on retirement income and or folks on a fixed income.

Last month my water/sewer bill was about \$80 with taxes and such. With their proposals it would be \$208 monthly initially for Phase I then \$228 monthly for Phase II. For a water usage of about 3000 gallons per month. Or 2.6 to 2.9 times what I'm already paying them.

For the expense our water is tolerable but not great. So please look at this so that we can afford to pay our utility bills.

Sincerely,



Michael Collins

3062 Parkwood Pl

Crown Point, IN 46307

Dear Valued Community Utilities of Indiana, Inc. Customers,

On December 7, 2021, Community Utilities of Indiana, Inc. (“CUII”) filed a rate case with the Indiana Utility Regulatory Commission (“IURC”) for approval of an increase in our base rates and charges for water and wastewater service. This filing was submitted to the IURC under Cause No. 45651.

CUII has not filed a petition for a rate increase since December 15, 2015, and a final order was received in January of 2018. Since the previous petition, CUII has made substantial investments to improve the quality and reliability of your water and wastewater service. In addition, significant improvements have been made to your water and wastewater infrastructure. The proposed increases are needed to recover the costs of these improvements and to reflect the increased costs of providing quality service. Together, we share your goal of a safe, dependable supply of quality water as well as the safe, reliable treatment and disposal of wastewater, at the lowest possible price consistent with prudent business practices.

The following is a list of some of the major projects already undertaken or planned to be undertaken by CUII:

Water:

- 1) Twin Lakes 2019 Watermain Replacement – Approximately 1,540 LF of watermain and 44 service lines in 2019.
- 2) IWS 2019 Watermain Replacement – Approximately 934 LF of 3 watermain and 11 service lines in 2019.
- 3) Twin Lakes WTP #2 Iron Pressure Filters – were rehabilitated, which consisted of sandblasting, painting, and new media, completed in 2021.
- 4) AMR Replacements – CUII is replacing all of its meters with newer models to mitigate the risk of meter failures and continue to read accurately and bill customers.
- 5) Twin Lakes Iron Filter Replacement – South Filter replacement, pumping and piping improvements, SCADA improvements, and the other miscellaneous improvements that the Commission pre-approved in Cause No. 45342

Wastewater:

- 6) 2018 Sewer capital improvement project – improve the sewer systems, including sewer main repairs, sewer main lining, manhole rehabilitation, and other miscellaneous improvements
- 7) 2020 Sewer Capital Improvement Project (“SCIP”) – As mandated by IURC in Cause No. 43128-S1, CUII is required to clean, televise, and make necessary repairs/replacements to a minimum of 10% of its sewer collection system each calendar year.
- 8) Rehabilitation of north and south package plants at WSC – included sandblasting, painting, and sealing concrete walls in 2019 and 2020.
- 9) WSC sludge storage tank – rehabilitated with blasting and painting in 2021.
- 10) Twin Lakes Headworks – installation of automated headworks to mitigate the potential for screen blinding and consistent, effective operation. Project includes a protective building for the new equipment to prevent freezing and other weather-related damage.

In total, CUII has invested approximately \$2.8 million on system upgrades and improvements, which are not included in your base rates and charges and CUII plans to invest approximately \$10.2 million on future system upgrades and improvements through this Cause.

We understand that there is never a good time for a rate increase, certainly in difficult economic times. However, a rate increase is needed to cover current operating expenses and plant additions. As a public utility, we have an obligation to continue to deliver clean, reliable service at the lowest reasonable cost. CUII is proposing to increase rates effective in two phases, Phase I and Phase II. Proposed average monthly charges for residential 5/8” metered customers under Phase I for water service will be approximately \$76.25 and approximately \$86.33 for sewer service. Proposed average monthly charges for commercial 5/8” metered customers under Phase I for water service will be approximately \$84.33 and approximately \$94.02 for sewer service. Proposed average monthly charges for residential 5/8” metered customers under Phase II for water service will be approximately \$82.60 and approximately \$95.83 for sewer service. Proposed average monthly charges for commercial 5/8” metered customers under Phase II for water service will be approximately \$91.36 and approximately \$104.38 for sewer service. Our proposed rates will be reviewed by the Indiana Office of Utility Consumer Counselor and the IURC, which will make the final determination as to whether our request is reasonable and

justified. In the meantime, if you have any questions or concerns, please contact us at Community Utilities of Indiana, Inc. 500 W Monroe St. Suite 3600, Chicago IL 60661 or (877) 294-8890.

Monday, January 31, 2022

From:

Ryan J. Kondrat
2386 Four Seasons Pkwy
Crown Point IN, 46307

To:

The Honorable Governor Eric J. Holcomb
Office Of the Governor
Statehouse
Indianapolis, Indiana 46204-2797

Dear Governor Holcomb,

I hope this letter finds you and your family well in these times of difficult adversity. I am aware that you are very busy and I appreciate you taking the time to read my letter, so I will try to be short and to the point. I am writing to you as a lifelong Hoosier, resident of Porter County, concern citizen of the Lakes of the Four Seasons community, and frustrated member of The Lakes of the Four Seasons Volunteer Fire Force.

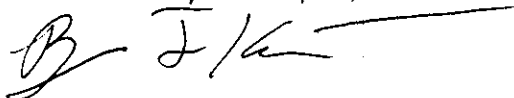
On January 19, 2022 I received a letter from our local water utility company, Community Utilities of Indiana, Inc. (AKA "Twin Lakes Utilities" and/or "Utilities, Inc.") in regards to a petition the was filed with the Indiana Utility Regulatory Commission under Cause No. 45651, a request of an increase base rates and charge. The letter states that Community Utilities of Indiana, "CUII" has made "substantial investments" in improving our water quality and reliability and would like to recoup the costs of their investments to provide my community and me with quality water. They go on to list 10 projects that have been or are planned for completion in the future. The list is rather underwhelming in regards to improvements and more over maintenance projects that are likely required to continue providing my community with potable water. As an employee of a family-owned business, I am well aware that everyone involved in a transaction has to make money, this point could not be clearer to me, and my experiences in business has made me truly appreciate how hard it is to earn a dollar. However, this base rate increase that "CUII" has proposed is not only outrageous, its board line piracy. A quick google search will tell you that the average cost for water service for Hoosiers is approximately \$38 per month. In 2021, I paid "CUII" \$956.54 for water services for the year for and average cost of \$79.71 per month. More than double the average cost per month for the entire state. Almost half of that cost being base rate water and sewer usage charges. My base rate charge for water provided by "CUII" over a 29 day period in January of 2022 period was \$11.14 and \$23.46 for sewage, which means I paid \$34.63 before I used a single drop of water for my family. "CUII" states in this letter that they have invested approximately \$2.8 million in "upgrade and improvements" and have plans for roughly \$10.2 million more on "upgrades and improvements." Cause No. 45651 submitted to the Indiana Utility Regulatory Commission also states that they are trying to recoup deferred costs due to the COVID-19 pandemic, which is not mentioned in the letter sent to me. "CUII" is proposing to increase our base rate water and sewer charges in two phases, phase I water base rate from my current \$11.14 to \$76.25 and \$82.60 in phase II for residential water service and the sewer base rate from my current \$23.46 to \$86.33 and \$95.83 in phase II. This would bring my water bill to \$162.58 for just the base rates in phase I and

\$178.43 in phase II. \$178.43 per month, before I use 1 ounce of water... That is more than 4.5x the average in the state of Indiana, before I use any water. "CUII" has approximately 5300 water connection customers in our service area and 3500 sewer connections according to their website. Their proposed phase I will increase their monthly revenue over **\$550,00 per month** and more than **\$600,000 per month** at the end of phase II. In phase I alone they would be able to recoup their completed and proposed \$13 million "upgrades" in less than 24 months. This return rate is far in excess of most capital expenditures that any business could reasonably expect regardless of industry. That return is on top of our already 2x state average for water charges. "CUII" states in the letter that "as a public utility, we have an obligation to continue to deliver clean, reliable service at the lowest reasonable cost." Mr. Governor, I implore you, 2x the state average charge is already pretty unreasonable. Mr. Governor, I can assure you that the hard water stains in my home are evidence enough to illustrate that "CUII" is not providing me with 2x the quality of water that one would find in neighboring communities, that have other utility providers, at less cost. One would think that companies who provide a product that everyone needs to live and have no other option but to purchase at 2x the state average could be profitable. Please don't allow "CUII" shortcomings or other mismanagements to continue to be the burden of my neighbors and my family.

As a utility consumer, I don't have an option to take my business elsewhere. This egregious base rate increase ask is undoubtedly a shock tactic to get the state to allow them some concession in base rate increases under the guise of proposed "improvements" and COVID-19 hardships. If "CUII" was looking to perform actual upgrades on the water system in the Lakes of the Four Seasons service area and not necessary maintenance, that should already be covered by our 2x state average rates, they would upgrade their hydrant system in the area. As a volunteer firefighter for the Lakes of the Four Seasons Volunteer Fire Force, I can tell you there are exactly zero fire hydrants in the Lakes of the Four Seasons community. We have hydrants, but "CUII" has declared them "flushing hydrants" since they do not provide enough water for firefighting. There are almost 2600 homes inside just the Lakes of the Four Seasons community, and we are forced to use rural firefighting tactics because of the "flushing hydrants." Portions of our fire service area who are supplied by other utility providers, have fire hydrants that provide water flow rates in excess of our needs for firefighting, provided to consumers at less cost than we pay now in "CUII's" water service area. Now I understand that upgrading the hydrant system would be a costly endeavor, but at 4.5x the state average in base rates alone, one would think our community could have fire hydrants. But this is not an upgrade listed in "CUII's" letter or on Cause No. 45651, because it isn't something "CUII" is planning to do, because it wouldn't be profitable for them.

Mr. Governor, I supplicate that you instruct the Indiana Utility Regulator Commission to quell this ludicrous ask by "CUII" with prejudice. It is ridiculous that they would ask for such an egregious action and cite COVID-19 and "upgrades" as a reason. I am sorry that our correspondence has to be me complaining about something, but I could not sit back and allow even the notion of this idiocy to be unchallenged.

With Humility and Respect,



Ryan J. Kondrat

have filters on everything which adds to the cost. Its beyond unfathomable that the cost of this undrinkable brown smelly water is going to double or triple.

Also if you have an issue the very first thing they say is "You have a leak" No matter what the problem.

This has happened numerous times to many neighbors. They truly don't care.

They continue to increase the cost & never do anything about the quality of the water. Its not acceptable & an increase is just a slap in the face.

(Besides affecting those of us on fixed incomes.)

Thank you for listening.

P.S.

Cindy Zoch

If this gets passed through then its clear that Util. Inc has a "friend" thats a regulator or has payed someone off.

Just Shameful

Indiana Utility Regulatory Commission Public Field Hearing

Community Utilities of Indiana - Cause Number 45651

If you would like to speak tonight, complete this form, and return it to the OUCC table.

(Please print)

NAME Mary Sanborn

ADDRESS 5050 F Spinnaker Ln. Crown Point, In. 46307

Are you a customer of this utility? *(circle one)* YES NO

Do you wish to speak or provide written comments? *(circle one)* SPEAK WRITTEN BOTH

If you are representing any firm or organization, please provide the name:

No

SIGNATURE: Mary Sanborn DATE: 4/12/2022

If you are providing written comments, you can include them on this form or attach a separate document.

Price hike is unreasonable! Water quality is so bad. I have to pay extra for drinking water as the water taste bad. Often brown in color. Water is hard and another additional cost is water softener + salt. We already pay over amount my family pay for water in Valpo and Portage.

You may continue your comments on the back of this sheet or attach them.

You may also send comments to the OUCC at:
Indiana Office of Utility Consumer Counselor
115 W. Washington St., Suite 1500 South
Indianapolis, IN 46204

web: www.IN.gov/OUCC
email: uccinfo@oucc.IN.gov



You can go directly to the OUCC's electronic contact form by scanning this code:

Indiana Utility Regulatory Commission Public Field Hearing

Community Utilities of Indiana - Cause Number 45651

If you would like to speak tonight, complete this form, and return it to the OUCC table.

(Please print)

NAME Sandy Palcitis Bond - Lyman Bond Sr

ADDRESS 4283 Harbor Park E Crown Point In

Are you a customer of this utility? (circle one) YES NO 46307

Do you wish to speak or provide written comments? (circle one) SPEAK WRITTEN BOTH

If you are representing any firm or organization, please provide the name:

SIGNATURE: *[Handwritten Signature]* DATE: 4/12/2022

If you are providing written comments, you can include them on this form or attach a separate document.

*We are very unhappy that you are increasing the water + sewer rates. Also the quality of the water is questionable. Please help us elderly people stay up with all the increasing cost of living
Lyman + Sandra Bond*

You may continue your comments on the back of this sheet or attach them.

You may also send comments to the OUCC at:
Indiana Office of Utility Consumer Counselor
115 W. Washington St., Suite 1500 South
Indianapolis, IN 46204

web: www.IN.gov/OUCC
email: uccinfo@oucc.IN.gov

*Lakes of the Four Seasons
LAKE County side*

You can go directly to the OUCC's electronic contact form by scanning this code:



Indiana Utility Regulatory Commission Public Field Hearing

Community Utilities of Indiana - Cause Number 45651

If you would like to speak tonight, complete this form, and return it to the OUCC table.

(Please print)

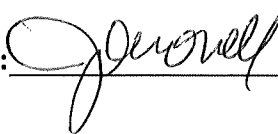
NAME JOHN O'NEILL

ADDRESS 3400 W. LAKESHORE DR. CROWN POINT, IN

Are you a customer of this utility? *(circle one)* YES NO

Do you wish to speak or provide written comments? *(circle one)* SPEAK WRITTEN BOTH

If you are representing any firm or organization, please provide the name:

SIGNATURE:  DATE: 4/12/2022

If you are providing written comments, you can include them on this form or attach a separate document.

SEWER & WATER RATES ARE TOO HIGH FOR THE QUALITY OF WATER THAT WE GET. I NEED A SOFTENER & OSMOSIS JUST TO USE THE WATER, THE CURRENT WATER LEAVES STAINS & SPOTS. THE QUALITY NEEDS IMPROVEMENTS BEFORE ADDITIONAL RATE INCREASES ARE WARRANTED

You may continue your comments on the back of this sheet or attach them.

You may also send comments to the OUCC at:
Indiana Office of Utility Consumer Counselor
115 W. Washington St., Suite 1500 South
Indianapolis, IN 46204

web: www.IN.gov/OUCC
email: uccinfo@oucc.IN.gov



You can go directly to the OUCC's electronic contact form by scanning this code:

Indiana Utility Regulatory Commission Public Field Hearing

Community Utilities of Indiana - Cause Number 45651

If you would like to speak tonight, complete this form, and return it to the OUCC table.

(Please print)

NAME ARIANA CROSS

ADDRESS 4258 PARK ROCE

Are you a customer of this utility? (circle one) YES NO

Do you wish to speak or provide written comments? (circle one) SPEAK WRITTEN BOTH

If you are representing any firm or organization, please provide the name:

SIGNATURE: [Signature] DATE: 4/12/2022

If you are providing written comments, you can include them on this form or attach a separate document.

To whom it May Concern,
My family and I have recently relocated from IL. to Crown Point
IN. "Takes of the four seasons." One of the biggest reasons we
decided to make this move was because of the unbelievable rise
in the cost of living, only to be hit with all utilities rate increases
in our new home. After hearing all of the testimony today
I too believe this is a ratio like "ask" that cannot
be allowed to be passed. We, like many of our residents, have also
had to replace our main water valves due to the water quality.
Our families, single parents, seniors, veterans cannot afford this
ASK. Please open an investigation

You may continue your comments on the back of this sheet or attach them. info the -

You may also send comments to the OUCC at:
Indiana Office of Utility Consumer Counselor
115 W. Washington St., Suite 1500 South
Indianapolis, IN 46204

web: www.IN.gov/OUCC
email: uccinfo@oucc.IN.gov



You can go directly to the OUCC's electronic contact form by scanning this code:

companies' ^{poor} management of funds |

Please do not ask the customers (us) to
carry the ~~burden~~ ^{burden} of their poor management of
funds!

Patricia Curran

April 12th 2020

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Adam Hansen - CUII
Date: Monday, April 18, 2022 2:19:05 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 2:18 PM

Title:	Mr.
Name:	Adam Hansen
Email:	adam.c.hansen@outlook.com
Address:	3937 South Lakeshore DR Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(312) 560-4489
If providing comments on a specific case, please	

indicate the
cause
number
and/or
name of
utility::

Case: 45651

Your
Comments::

It has come to my attention that, once again, water utility ownership has changed hands and the new owner is requesting a substantial increase in pricing. While I appreciate the need for regular maintenance and the cost of labor has increased (I am a small business owner), but a 71.27% increase from current pricing between now and October of 2023 is absolutely unreasonable.

While I appreciate the mission of the IURC is to make decisions that balance the public interest to ensure the utilities provide safe and reliable service at just and reasonable rates, I'm not aware of another business where (a) the vendor effectively has an authorized monopoly, (b) a request as substantial as this would even be considered given the size of the impact and (c) the justification of the request stems from decades of prior mismanagement (i.e. failure to upgrade infrastructure) with no consequence to the prior vendors.

I implore you to, at a minimum, elongate the time of the requested increase and require a legally binding agreement that every penny of the required funds is allocated to the capital improvements required and that if the utility is sold, the funds remain for future improvements. I also think additional bids from uninterested parties should be collected to ensure pricing is fair and just and aligning the project plan with the ability of the community to invest in its infrastructure.

Thanks,
Adam

From: snowcanyon@comcast.net
To: [UCC Consumer Info](#)
Subject: PLEASE REJECT; Utility looking to double water rate, increase sewer rates by as much as 56%
Date: Friday, April 8, 2022 10:26:37 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

Good morning,

I vehemently oppose the proposed up to 56% increase proposed for our area. I am serviced by Utilities Inc in Merrillville IN who seem to be behind the **part of Merrillville previously served by Indiana Water Service**

Our economy is not doing good. Most of us, including me and my husband, have reduced income at this time with inflation being high and expenses for everyday life having exploded. Supply Chains are heavily impacted and the imbalance of supply and demand has driven up prices. Prices for food, gas, construction materials, and all other commodities have increased significantly and threaten to force many of us on assistance.

This is not acceptable and payable for us. We are nearing retirement and our retirement savings are being eaten up by the current state of affairs in this nation.

PLEASE REJECT THIS REQUEST for an up to 56% increase for our water. This is not the time to squeeze us any more than absolutely necessary.

The new utility, Community Utilities of Indiana, is seeking a two-phase rate increase, with rate hikes that would take effect in October 2022 and October 2023.

Under the proposed hike, the standard water rate for 5,000 gallons a month would jump from \$42.44 to \$76.25 in October and \$82.60 next year. The standard sewer rate for 5,000 gallons a month would increase from \$61.34 to \$86.33 in October and \$95.83 next year.

From: snowcanyon@comcast.net <snowcanyon@comcast.net>
Sent: Friday, April 8, 2022 9:08 AM
To: 'customerservice@corixgroup.com' <customerservice@corixgroup.com>
Subject: RE: Utility looking to double water rate, increase sewer rates by as much as 56%

This is not answering my question if I am in the affected part of Merrillville.
Hence I will simply protest the proposed increase since I have no idea who is included.
I don't get 56% more income. Why should water increase 56%.

Have a good day!

From: customerservice@corixgroup.com <customerservice@corixgroup.com>
Sent: Friday, April 8, 2022 8:43 AM
To: snowcanyon@comcast.net
Subject: RE: Utility looking to double water rate, increase sewer rates by as much as 56%

Good Morning,

Thank you for contacting Community Utilities of Indiana. Please visit our website www.uiwater.com/indiana to view the tariff rates under the Regulations tab. If you need further assistance, please call 877-294-8890.

Thank you,

Roslyn LM

Customer Support
Water Service Company
P 877-294-8890 | F 866-842-8348

Community Utilities of Indiana

From: Customer Service ECC <customerservice@corixgroup.com>
Sent: Thursday, April 7, 2022 2:32 PM
Subject: Utility looking to double water rate, increase sewer rates by as much as 56%

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and verify that the content is safe.

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and verify that the content is safe.

Good afternoon,

How can I find out if we would be affected by this? I live in Merrillville. I need clarification please.
Which areas of Merrillville are affected.

My address is 3120 W. 75th Place, Merrillville, IN 46410

Utility looking to double water rate, increase sewer rates by as much as 56% | Northwest Indiana
[Business Headlines | nwitimes.com](#)

**The increases would affect the part of Merrillville previously served
by Indiana Water Service,**

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Barbara Philp - CUII
Date: Monday, April 18, 2022 7:11:57 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 7:02 PM

Title:	Mrs.
Name:	Barbara Philp
Email:	barbp2005@comcast.net
Address:	1226 Brandywine Road Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 988-2649
If providing comments on a specific case, please	

indicate the
cause
number
and/or
name of
utility::

Case 45651 - Community Utilities of Indiana

The thought of raising the cost of water / sewer is unfair due to the current quality of water we have had to deal with over the years. Even with a softener I have had to replace faucets and shower heads due to the amount of calcium buildup that always collects on these items.

We all know that this is a hard time for everyone with just the general cost of living increases going on; but to then think that a possible 95% increase in water rates along with a 56% increase to sewage could happen is absurd with the reasoning behind it. For the CUII to assume in its calculations that sewage charges could be based on the water usage for the entire year is again absurd. While I agree in certain months these figures could be accurate there are often times like late spring to summer and even early fall where these figures will not match. Water usage is not always in the home especially during these times. Lets remember people water grass, gardens, wash cars, homes, and even kids playing in a sprinklers. Wouldn't this water be evaporated in the soil not the sewer? SO why should I be charged for it?

Your
Comments::

These types of increases can and in some cases will cause families who are already scrapping by to start choosing which bill to pay because they can't do all at one time.

The company wants this increase so they can afford to update their infrastructure - isn't this something they could have been saving for over the years instead of putting it on all their customers in a large sum over a years time. I would also question what have they been doing with the money they have been collecting over the years seeing how water quality has never increased? I have seen the repairs they have made to broken pipes to only see they come out again to fix the same issue over again due to it again breaking. I have seen sewer manholes over the past 15-years overflow during storms leaving human waste in yards which also means it has been flushed in to our community lakes.

I thank you for your time in reviewing this case and

hope that the right decision is made in turning down this proposal.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

0000 Public Comment
115 W. WASHINGTON ST., STE 1500
INDIANAPOLIS, IN 46206

[1/1]

Account Number: [REDACTED]
Name: PATRICIA CARRABINE
Phone: (219) 226-0571
Service Address: 11031 CLAIRMONT CT, CROWN POINT, IN, 46307

Bill Date: 12/22/2021
Due Date: 01/14/2022
Please Pay: \$56.08



Customer Service: (877) 294-8890
Collections: (877) 294-8890
www.uwater.com

Meter Information

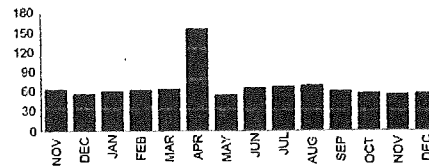
Badge Nbr	Service Type	Start Read Date	Start Read	End Read Date	End Read	Total Usage	Days in Cycle	Avg Daily Use	Constant
9439031A	Water & Wastewater	11/15/2021	68570	12/15/2021	70030	1,460 GAL	30	48.67 GAL	1

Bill Details

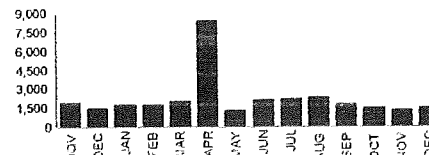
Activity Since Last Bill

Previous Balance	\$53.81	
Payments received as of 12/22/2021	-\$53.81	
Balance as of 12/22/2021		\$0.00
Residential Water Service		
Residential Water Base Charge	\$11.14	
Residential Usage of 1,460 gallons at \$6.26 per 1,000 gallons	\$9.14	
Water Tracking Rate at \$-0.1044 per 1,000 gallons	-\$0.15	
Indiana State Tax	\$1.41	
Total Residential Water Service		\$21.54
Residential Wastewater Service		
Residential Wastewater Service	\$23.49	
1,460 gallons at \$7.57 per 1000 gallons	\$11.05	
Total Residential Wastewater Service		\$34.54
Current Charges		\$56.08
Total Due Amount		\$56.08

Billing History
in dollars



Consumption History for Water
in GAL



Message Center

Customers paying by check, processing changes from USPS are causing extended First Class mail delivery times and your bill payment may now take longer to post to your account. View your account and sign up for automatic bill pay at connect.myutility.us

PLEASE DENY THE RIDICULOUS INCREASE
FROM UTILITIES!!

I AM A SENIOR - WIDOW ON A FIXED
INCOME & CANNOT AFFORD THIS — AS ARE
MANY RESIDENTS IN MY DEVELOPMENT!!
\$ NOT NECESSARY!

THANK YOU!
Patricia Carrabine

From: [Cathy Evans](#)
To: [UCC Consumer Info](#)
Subject: Cathy Evans - Water bills utilities inc
Date: Monday, January 24, 2022 12:58:24 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

I am writing in response to a recent letter we received regarding a request for rate increase. Throughout our almost five years at our home and as customers of Utilities, Inc. we have never had what we would consider high quality water or service. Concerns raised in the past over sudden water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) are met with responses of “the problem must be in your home and is not on our end”. And yet neighbors are raising the same concerns and, it will, in hours or days improve with no changes in the home. When we moved here we expected a change compared to the Lake Michigan water we were accustomed to and accept that. We did not expect a higher price for poorer quality. We further did not expect the the rate increase that increased our bill about 25% around two years ago. This came when it was decided that it was fair for Utilities, Inc. to change from an already high for the area flat rate for wastewater to a per 1000 gallon price higher than the the price of the water itself. From the perspective of a homeowner, this company appears to be unwilling to accept responsibility for their product or their mismanagement of their system and spending. Do not allow them to pass this on to the customer. By their own figures, it will increase the average homeowners bill by double. Thank you for your consideration.

Cathy Evans
3932 S Lakeshore Dr
Crown Point, IN 46307

From: [Miller, John](#)
To: [LIC Consumer Info](#)
Subject: John Miller - Cause # 45651 / Company Name CUII / Utilities Inc. Water Service
Date: Monday, April 11, 2022 3:56:26 PM
Attachments: [lmao002.png](#)

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To Whom It May Concern:

I am writing to raise concern around the dramatic, monthly water service increase that is being proposed by CUII as part of cause # 45651.

In this proposal, the average monthly water / wastewater service bill will exceed \$200. My wife and I are empty-nesters and our monthly average bill will nearly double to \$200. For years, we were a family of 6 with average monthly water usage in the range of 8,000-10,000 gallons. This proposal will represent a hardship for us but I am genuinely concerned about the young families and older community residents with limited or fixed incomes.

It is not fair that CUII customers must bear the brunt of years mismanagement. Being a utility provider comes with certain responsibilities. If revenue is required to make improvements to infrastructure and facilities, CUII should take out business loans and take the hit in their profit line. In addition, the water quality is so poor that one is forced to purchase /rent a water softener system and purchase salt tablets each month.

Find the below table which represents the actual out-of-pocket costs that are being proposed. I encourage you to reach out to CUII to confirm that these calculations are correct. Take a look at your monthly water bill and then compare it to what CUII customers are facing as their only option for water service. **Think about it... \$200-\$250 a month is a car payment. Would you be able to absorb this into your monthly budget?**

Please help by rejecting the proposal that has been issued against cause # 45651.

Thank you,

John Miller
4201 Glen Oaks Drive
Crown Point, Indiana 46307
Home Resident since 1999

Proposed CUII Rates

Water Usage (in gallons)	Current		October, 2022		October, 2023	
	Low Income	Standard	Low Income	Standard	Low Income	Standard
0	\$37.66	\$37.66	\$37.76	\$98.83	\$43.23	\$115.12
2000	\$65.97	\$65.97	\$66.07	\$127.14	\$76.55	\$143.43
2250	\$69.51	\$69.51	\$69.61	\$130.68	\$80.08	\$146.97
2500	\$73.05	\$73.05	\$73.15	\$134.22	\$83.62	\$150.51
2750	\$76.59	\$76.59	\$76.69	\$137.76	\$87.16	\$154.05
3000	\$80.13	\$80.13	\$80.23	\$141.30	\$90.70	\$157.59
3250	\$83.67	\$83.67	\$83.77	\$144.84	\$94.24	\$161.13
3500	\$87.21	\$87.21	\$87.30	\$148.37	\$97.78	\$164.67
3750	\$90.75	\$90.75	\$90.84	\$151.91	\$101.32	\$168.21
4000	\$94.29	\$94.29	\$94.38	\$155.45	\$104.86	\$171.75
4250	\$97.82	\$97.82	\$97.92	\$158.99	\$108.40	\$175.29
4500	\$101.36	\$101.36	\$101.46	\$162.53	\$111.94	\$178.83
4750	\$104.90	\$104.90	\$105.00	\$166.07	\$115.48	\$182.36
5000	\$108.44	\$108.44	\$108.54	\$169.61	\$119.01	\$185.90
5250	\$111.98	\$111.98	\$112.08	\$173.15	\$122.55	\$189.44
5500	\$115.52	\$115.52	\$115.62	\$176.69	\$126.09	\$192.98
5750	\$119.06	\$119.06	\$119.16	\$180.23	\$129.63	\$196.52
6000	\$122.60	\$122.60	\$122.70	\$183.77	\$133.17	\$200.06
6250	\$126.14	\$126.14	\$126.24	\$187.30	\$136.71	\$203.60
6500	\$129.68	\$129.68	\$129.77	\$190.84	\$140.25	\$207.14
6750	\$133.22	\$133.22	\$133.31	\$194.38	\$143.79	\$210.68
7000	\$136.76	\$136.76	\$136.85	\$197.92	\$147.33	\$214.22
7250	\$140.29	\$140.29	\$140.39	\$201.46	\$150.87	\$217.76
7500	\$143.83	\$143.80	\$143.93	\$205.00	\$154.41	\$221.29
7750	\$147.37	\$147.37	\$147.47	\$208.54	\$157.95	\$224.83
8000	\$150.91	\$150.91	\$151.01	\$212.08	\$161.48	\$228.37
8250	\$154.45	\$154.45	\$154.55	\$215.62	\$165.02	\$231.91
8500	\$157.99	\$157.99	\$158.09	\$219.16	\$168.56	\$235.45
8750	\$159.05	\$159.05	\$159.15	\$220.22	\$169.62	\$236.51
9000	\$165.07	\$165.07	\$165.17	\$226.23	\$175.64	\$242.53
9250	\$168.61	\$168.61	\$168.70	\$229.77	\$179.18	\$246.07
9500	\$172.15	\$172.15	\$172.24	\$233.31	\$182.72	\$249.61
9750	\$175.69	\$175.69	\$175.78	\$236.85	\$186.26	\$253.15
10,000	\$179.22	\$179.22	\$179.32	\$240.39	\$189.80	\$256.69

Water Service Rate Charges (Current)	Low Income	Standard
Water Service Base Charge (facility / maintenance / infrastructure)	\$11.14	\$11.14
Wastewater Base Charge (facility / maintenance / infrastructure)	\$23.49	\$23.49
Water Service Charge (per 1000 gallons)	\$6.26	\$6.26
Waste Service (per 1000 gallons)	\$7.57	\$7.57
Water Tracking Rate (per 1000 gallons)	-\$0.10	-\$0.10
Payment Charge	\$2.25	\$2.25
State Tax	7.0%	7.0%

Proposed Water Service Rate Charges (Oct 2022)	Low Income	Standard
Water Service Base Charge (facility / maintenance / infrastructure)	\$14.10	\$44.95
Wastewater Base Charge (facility / maintenance / infrastructure)	\$20.42	\$48.48
Water Service Charge (per 1000 gallons)	\$6.26	\$6.26
Waste Service (per 1000 gallons)	\$7.57	\$7.57
Water Tracking Rate (per 1000 gallons)	-\$0.10	-\$0.10
Payment Charge	\$2.25	\$2.25
State Tax	7.0%	7.0%

Proposed Water Service Rate Charges (Oct 2023)	Low Income	Standard
Water Service Base Charge (facility / maintenance / infrastructure)	\$17.89	\$51.30
Wastewater Base Charge (facility / maintenance / infrastructure)	\$26.84	\$57.98
Water Service Charge (per 1000 gallons)	\$6.26	\$6.26
Waste Service (per 1000 gallons)	\$7.57	\$7.57
Water Tracking Rate (per 1000 gallons)	-\$0.10	-\$0.10
Payment Charge	\$2.25	\$2.25
State Tax	7.0%	7.0%

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Charles DeLasCasas - CUII
Date: Monday, April 18, 2022 9:31:42 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 9:31 PM

Title:	Mr.
Name:	Charles DeLasCasas
Email:	cdelas@comcast.net
Address:	5030 Spinnaker Lane Unit A Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 776-3031
If providing comments on a specific	

case, please
indicate the
cause
number
and/or
name of
utility::

45651

Your
Comments::

This company thinks everybody is rich because we live in Lakes of the Four Seasons. I have been a resident since 1983. I have watch how this company keeps asking for rate increases and does not perform keeps asking for rate increases and does not perform the work they say they need the money. In the Eighties and Nineties they were give rate increases to fix the sewers so people would not have sewage overflow in there yards. The governing body for the state of Indiana has not made sure they fixed the problems before giving them another increase. We already have the highest rate around our area.

A company asking for the amount of money for people that don't use the water for month or more while away for the winter is just plain stealing. A company that wants to increase rates that makes our water greater than what we paying for both our gas and electric bills is a company that is being poorly run. Money is going into someone's pockets. My combine electric and gas build is \$110.00 a month.

The people on a fixed income cannot continue to support poor management. A lot of the problems with this utility is from years of not maintaining the system. They got rate increase to fixed the problems but failed to used the money correctly. If they would have done the work when needed. The work would have been done cheaper than it can be done today. People should not have to pay for a companies mismanagement.

Thanks for listening to me. This company should be taken over by the state.

Charles De Las Casas

4120 Augusta Drive,
Crown Point, IN 46307

Office of Utility Consumer Counselor,
115 W. Washington St., Suite 1500 S.,
Indianapolis, IN 46204

January 31st 2022

Dear OUCC,

Community Utilities of Indiana Inc. (CUII) is my service provider for water/wastewater. CUII account 483010505. I recently received a letter from CUII regarding a submission made to the Indiana Utility Regulatory Commission (IURC) for an increase in the base rates for water/wastewater service. This submission was made to the IURC under Cause No 45651.

The CUII letter outlines improvements & upgrades made over the past few years as justification for the rates increase as well as the estimated average monthly payment amounts for residential & Commercial customers.

The proposed rate increases would be implemented in two phases. Under phase I the estimated average residential customer bill would be \$162.58 for combined water/wastewater service. This would increase further to an average of \$178.43 in phase II.

Given that my current average monthly bill for combined water/wastewater service is in the range of \$ 74.00 - 80.00 this proposed rate change would mean my monthly bill would increase somewhere between 204% & 224%.

I have read through the CUUI letter a number of times thinking surely I must have mis-interpreted. You may imagine the range of thoughts & emotions involved but would like to say that chief among these is a sense of fearfulness.

It is my understanding the CUCC reviews rate requests of this nature. I request that this review be exacting & thorough because I cannot for the world understand how a rate of this magnitude could ever be contemplated yet alone ever be seriously requested, considered or approved.

In closing, I would like to suggest that any rate increases approved for improvements & upgrades be separate from regular service rates & that they be approved only for a specific period of time sufficient to recover the investment costs involved. Absent this, my concern would be that the increased rates would become permanent & continue indefinitely.

Respectfully,

Peter Cusley

January 30, 2022

Regarding

Community Utilities of Indiana Rate Increase

The proposed rate increase for water and sewer for Lakes of the Four Seasons is unreasonable and unfair to the residents.

The companies proposed maintenance and upgrades reflect a wish list of many things that might or might not be needed to be done at this time.

This proposed rate increase has more to do with Enriching the Stockholders of this private Monopoly than to protect the interests of our community.

I am a senior citizen on a fixed income. This increase will cause me a great hardship. I feel that only a small increase is fair at this time.

Abraham Paluch
1116 Country Club Dr.
Crown Point, IN 46307

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Dawn Borella - 45651
Date: Monday, January 24, 2022 1:16:33 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/24/22 1:16 PM

Title:	Ms.
Name:	Dawn Borella
Email:	dmborella@gmail.com
Address:	1025 N Lakeshore Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 616-8178
If providing comments on a specific case, please	

indicate the
cause
number
and/or
name of
utility::

45651

I respectfully object to the rate increase proposed by Community Utilities of Indiana. A rate hike is unconscionable for water that is unfit for drinking and has such a high content of lime that causes damage to pipes, appliances, as well as kitchen and bathroom tiles and fixtures. I've lived in this community for 30 years and have NEVER been able to drink or cook with the water supplied by this utility having to purchase bottled water from an outside source. Whenever I've had a plumbing issue, the professionals have told me it's due to the high minerals content in the water supplied by CUI. It doesn't make sense to charge a household of 2 people in their 60s a minimum of the amount requested when we use very little water and the water is what most residents consider not potable.

Your
Comments::

The utility should have budgeted for their capital expenditures. that would have been smart business. I'm an accountant who works in manufacturing. We don't raise our prices when we institute capital projects. Finally, from the UCI website is the following information: "...the company is backed by a private equity owner with extensive capital to fuel the company's continued growth. The company has long believed that strong financial investment backing is the best approach for the company's solid operational stability and outstanding customer satisfaction."

Again, I ask that you reject the proposed rate increase that will subject residents to undue financial burdens.

Sincerely,
Dawn M Borella

Date: 1/28/22

Indiana Office of Utility Consumer Counselor (OUCC)
101 West Washington Street Suite 1500 South
Indianapolis IN 46204

RE: Cause 45651

As a resident of Lakes of the Four Seasons in Crown Point, Indiana, I object to the recent rate increase requested by Community Utilities of Indiana, our water service provider

Our water and sewage rates were substantially increased in just 2019 and despite the company's notice this week advising they have improved the quality and reliability in service, our water is still poor (hard) quality and billing/shut off errors continue.

As we also face financial burden due to uncontrollable inflation, this huge projected increase in our monthly water bill puts a real hardship on our community and the hard working families who live here.

We respectfully request that you deny this request for an increase.

Mark DeMik
Name: MARK DE MIK
Address: 4094 WESTOVER DRIVE CROWN POINT, IN 46307
Phone: 219-776-4905
Email: markdemik@att.net

OR:

Online:

[in.gov/oucc/contact-us/](https://www.in.gov/oucc/contact-us/)

OUCC Consumer Services
115 West Washington St
Indianapolis, IN 46204

January 29,2021

Hello,

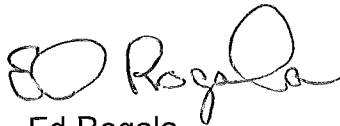
As a resident of the Lakes of the Four Seasons community in northwest Indiana for over 40 years, I wanted to state my concern over the proposed exorbitant rate increases that are being proposed by Community Utilities of Indiana.

While I understand the need to upgrade facilities to ensure the quality of our water supply, I do not believe these increases are entirely fair to the community residents.

Should increases be required, they should be reasonable and introduced in a less aggressive manner. This community has little options for our water supply and would expect that companies such as Community Utilities of Indiana take an approach that is more equitable to their customer base. This current proposal borders on "water extortion". They need to act in good faith and not demand that these increases be financed by the community at large by demanding such substantial increases.

I certainly appreciate that the IURC will not allow these substantial rate increases to be passed onto our community without substantial guarantees that services and the required upgrades be performed in our community.

Sincerely,



Ed Rogala
1155 Sunnyslope Drive
Crown Point, IN 46307

cell# 219-743-9372

January

To whom it may concern

I own a home with my husband
in LOFS in Crown Point, IN. We have Community
Utilities of Indiana, Inc. We have NO choice as
to our water company. Our water & sewer bills
for 2 people are already 90.00 a month. We can't
take an ~~increase~~ bill that will double! Please
reconsider!

Timothy & Tamarra Evans
3426 Chevy Chase Cr.
Crown Point, IN 46307

From: [Gregory Nemeth](#)
To: [UCC Consumer Info](#)
Subject: Gregory L. Nemeth - Rate Increase for Community Utilities of Indiana
Date: Tuesday, March 1, 2022 2:02:48 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I am writing to voice my objections to the rate increase proposed by CUII.

1. The amount of the increase is by itself objectionable. A 95% increase in water rates and 56% increase of the sewage rate is outlandish, however when done within a one year period (October 2022 and October 2023) is atrocious.
2. Assuming that the improvements mentioned by the utility will be done over a matter of years and the costs will be financed using bonds or other financial instruments, I cannot grasp reasons for the extraordinarily large increases when looking at current low interest rates now available in the bond and or loan marketplace.
3. Another objection is the method used for calculating the volume of sewage used by the consumer. CUII calculates the sewage charge based upon water usage so if you use 5,000 gallons of water the sewage charge is for 5000 gallons. I will agree that during certain months of the year, the water and sewage use will be the same...late fall, winter and early spring. However during the late spring, summer and early fall not all water used by the customer goes into the sewage system. Water use outside the home increases during warmer months and does not go into the sewer but is either evaporated or soaks into the soil. Examples would be watering lawns and gardens, washing vehicles, even kids playing outside running through sprinklers. Although there may not be a great deal of difference, we are charged for sewage service that is not being used. My guess would be that CUII has meters that measure the amount of sewage going into their system compared to water usage. I would propose that during warm weather months the sewage charge be reduced by a percentage - i.e. sewage usage charge or volume would be reduced by 35% of water used for the months of April, May, June, July, August and September.

Thank you for your time and for reviewing this rate increase.

Gregory L. Nemeth
Lakes of the Four Seasons

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Heather DeVona - CUII
Date: Wednesday, April 20, 2022 12:20:05 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/20/22 12:19 AM

Title:	Mrs.
Name:	Heather DeVona
Email:	ufc_chik@hotmail.com
Address:	4102 Westover Drive Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 775-2401
If providing comments on a specific case, please	

indicate the
cause
number
and/or
name of
utility::

45651

My family (myself, husband, and 2 small children) live in Lakes of the Four Seasons. We moved here November 8, 2019 from the town of Crown Point. We lived in the town of Crown Point for 19 years...approx. 7 miles or so from where we live now . We had city water some of the time and then well water the other. When we had city water in Crown Point we did not have to buy bottle and jug water to drink, nor did we have to have a water softener or buy cleaning products! We drank the water from the faucet and it was GREAT...no smell, bad quality, and no bad taste! I believe at that time we paid around \$60-\$80 a month with garbage included. My parents still live in Crown Point. Three people reside in their home and they pay around \$100-\$110 each month for their water and garbage together currently! We were told this water is municipal water, because it is treated...but still from a well!!! When you fill a bathtub it smells like a swimming pool with strong chlorine. We did taste it and no thank you about drinking it! We spent \$2,000 on a softener system when we moved in that would stand up to the water quality. We have to buy bottle and jug water each month to drink, cook with, and make coffee. We have to buy salt for the softener. We have to buy cleaning products also. We were told by Culligan that Lakes of the Four Seasons has one of the worst water tables and the water is horrible. I have heard the same from some Osby customers as well. My neighbors use charcoal filters on top of everything too. So, basically we are paying ALREADY SKY HIGH PRICES for water just to shower compared to great water that you can actually drink around the corner from us!!! Does that seem fair? If it does, then something is seriously wrong with it! I have yet to see, hear, or speak with someone that actually drinks the water. There are numerous complaints on our page as well. Someone needs to speak with Culligan and Osby as well if our complaints don't seem legitimate to you.

Let's not forget that CLEAN "DRINKING" WATER is not a luxury. It is a NECESSITY!!! A god given human right. We should not be charged as if it is a luxury. You can't drink it!!! Showering with it is as good as it gets. I

have also noticed since moving here that my hair has turned to straw and my skin on my face/ears/nose and feet are nonstop peeling which has never happened before here. And, let's also not forget, that we get charged \$2.25 a month just to pay our bill! What company makes you pay to pay your bill? If you have a problem or complaint, you call customer service, then they file a claim, then you wait for a call back!

I had 3 toilet "explosions" where the toilets and water just started splashing everywhere when they have done work. The first one my daughter was on the toilet and just made a number two and feces flew all over her, my floor, walls, and everything in my bathroom. To this day, she is scared of automatic flushing toilets, because of this! When I called they were more concerned about if I took pictures. I told them no and that I had to clean it up, so my walls, floors, and stuff wouldn't get ruined. Also, that I had a 2 year old that I couldn't let get in it. The second time was the same thing with just water. The third time, they actually told me they were gonna be working on things and I should cover my toilets to be safe! I did and just in time to keep the water from going everywhere. And, let me mention that I have **THREE BATHROOMS** that I had to clean each time after these incidents. **I HAD TO ASK FOR A CREDIT** for my time to clean all **THREE BATHROOMS**. They gave me a worthless \$25.00 credit for the first and second cleaning. What cleaning company would except \$25.00 to clean **THREE BATHROOMS**? But, that is what they felt I was worth. It wasn't even a manager who called me back when I called about this. It was a field guy. Really! **THE RESOLUTION TO THIS PROBLEM WAS FOR ME TO COVER ALL THREE OF MY TOILETS WITH SERAN WRAP AND CLOSE THE LID** whenever they were going to do work!!! Who in the h*** has to cover their toilets with seran wrap??? Can you imagine what would have happened to my house if I weren't home during these explosions!

**Your
Comments::**

On to the work they just did! My yard is a mud pit in areas still! I do have "before" pictures!!! They grass seed didn't cover all their damage to my yard! And, when they planted the grass seed, they told me that I **NEEDED TO WATER AND TAKE CARE OF IT! I DON'T THINK SO!** They created the damage to my property, so they should be responsible for restoring it to before and paying for the water to water it!!! And, not to mention, they ran my water in the back with my

hose WITHOUT permission. When I called I was told I would get a credit and never did! They also had me put some green stuff in my toilet and run my water on two separate days for 20 minutes, because they couldn't find where I was hooked up. I told them I pay a lot for my water and all they said was sorry and I had to do it! Finally, after the third try, they found out I was hooked up somewhere different than they thought! They explained to me that is why my toilets were "exploding" when they did work that "shouldn't" have affected me!

I have so much more I can say and type, but this is it in short narrative!

AGAIN - we are paying a high price just for water to shower....IT IS NOT DRINKABLE!

One more thing and I think is important and being overlooked. Our kids have suffered enough through these past 2 years with the pandemic. They shouldn't have to suffer any more. Our kids should be allowed to have "water fun" days at home just as we did when we were kids! THEY DESERVE IT! We should not have to tell them, sorry we can't, because water company and government is ripping us off. They should be allowed to have them! We also are gonna be forced to tell them that they can't have bath time fun, because we can't afford it, and they have to shower every time.

*****ALL COMPANIES KNOW THEY WILL HAVE TO DO UPGRADES ESPECIALLY COMPANIES LIKE THIS*****

*****PLEASE DO NOT LET THEM CONTINUE TO RIP US AND OUR CHILDREN OFF, WHILE THEY OBVIOUSLY MISMANAGE THEIR COMPANY, FINANCES, AND KEEP SCREWING OVER THE CUSTOMERS*****

*****WE ARE FORCED TO USE THEM! WE HAVE NO CHOICE! WE WOULD NEVER EVER USE THEM AGAIN...I would pass on a house if this company was the water company*****

Thank you!

Mr. and Mrs. DeVona

From: nlreality@aol.com
To: [UCC Consumer Info](#)
Subject: Jack & Sandra English - RECENT LETTER FROM COMMUNITY UTILITIES OF INDIANA, INC (aka CUII) REGARDING A REQUEST FOR RATE INCREASE
Date: Wednesday, January 26, 2022 8:50:41 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

We bought our house here in the Lakes of the Four Seasons nine years ago this October. When we shopped for a new house we made sure to consider only homes **without** well water and/or septic systems. We had spent the last 19 years in our previous home with both well and septic systems and did not want to deal with either in our older years. Our property, as is most/all LOFS properties, was listed in the local real estate multiple listing system as city water. IT WAS NOT LISTED AS WELL WATER, and we did not discover this until just recently. We recently discovered the water in the LOFS is piped in by a company from a large well in the area, instead of coming from one of the large Great Lakes right here in our area. BTW, other communities within only blocks away do get their water piped in from the lakes in the area. In retrospect, we would not have bought a house in the LOFS if we were aware the water was being piped in from a well instead of one of the Great Lakes.

In addition to the above listing/sales practice, that we consider intentionally deceptive, we have dealt with problem after problem with our water and sewer quality and services. From day one we have dealt with one of the highest calcium problems in our water in our lifetimes. We DO NOT use the water for drinking or cooking. We spend a fortune on bottled water and ice, as it is all we can use. We have to use special additives for our dishwasher in order to avoid the problems the calcium causes. We cannot use our refrigerators ice maker as the calcium destroys the quality of the ice cubes made, and overwhelms the ice maker filters with calcium. We will not drink the water as calcium floats around in the water ALL THE TIME and very often our water is yellow or orange in color, and quite often is cloudy and smells bad.

There is also the issue with the CUII not providing meters for the volume of water that goes into the sewer. Instead the CUII bills the customers a set fee for the sewer part of the bill and on top of that they bill the customers the same volume the water meter measured coming in. Those volumes cannot be the same since there is water that goes into pools, water that is used daily for gardening purposes, etc... The volume of the water provided to

the homes is always larger than the water that goes thru the sewer system, yet CUII bills the customer the same amount for both. I have brought this to their attention and even requested someone help me with what is called an immigration line/meter and all I received from them was a runaround.

Finally, a few years ago our entire finished basement was destroyed by water damage due to cracks in the sewer lines a couple of blocks from our house that allowed ground water into the sewer system, overwhelming the main sewer lines, and causing the main sewer line to back up into our basement. It is my understanding this occurred in numerous areas throughout the LOFS.

We strongly feel your agency should deal with the above deceptive sales/marketing/listing practices for homes in the LOFS area, the terrible quality of water and water/sewer services in the LOFS, and the issue of overbilling on the sewer portion of EVERYONE'S bill. However, the above issues are not why I write to your organization today.

I am writing in response to a recent letter we received **from Community Utilities of Indiana, Inc. (aka CUII)** regarding a request for rate increase. Here in the Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to COVID, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now is unbelievably out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average. Please reject this corporate request. Please **DO NOT** make people choose between buying their medicine and food vs. paying to keep water on in their homes.

In closing, I would like to request contact back from your agency regarding each of the above matters I have expressed in this email. Thank you for your anticipated time and assistance.

Sincerely,
Jack & Sandra English
1533 Happy Valley Rd
Crown Point, IN 46307

From: [Jeff Fairbairn](#)
To: [UCC Consumer Info](#)
Subject: Jeff Fairbairn - Concerned Customer
Date: Monday, January 24, 2022 3:34:27 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Jeff Fairbairn
1557 Happy Valley Road
Crown Point, IN 46307
219-793-4680

From: [Jennifer Maier](#)
To: [UCC Consumer Info](#)
Subject: Jennifer and John Maier - Case number 45651
Date: Thursday, January 20, 2022 10:35:08 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Jennifer and John Maier
3553 Oakcrest Pl
Crown Point, In
Lakes of the Four Seasons

Community Utilities of Indiana (Twin Lakes Utilities Inc)

I am writing to voice our concerns about the pending rate case filed by CUII. I would first like to share that the communication sent out about the rate case failed to deliver a transparent overview of what the water company is truly asking for in the rate increases. The letter gave average dollar amounts, but no comparison to what the current rates are. It also failed to provide a clear timeline of when the rates are proposed for.

Only after reading thru the actual rate case filing, was I able to determine these rate increases are requested to be in place incrementally one increase. In Oct. 2022, followed by a second increase in Oct. 2023.

Reviewing thru the proposed rate schedule I was able to determine that my current average bill of ~\$90.00 a month, will at a minimum DOUBLE to ~\$180.00 a month. That is an absurd increase, and is more than both my average electric and gas bills. The water company already was granted the ability to only measure water usage and charge wastewater fees gallon to gallon of water used, which is ridiculous to think that consumers waste every gallon used. The water provided to my home is also not pristine water. It is treated, however to make it consumable we have to pay for a water softener as an added expense. Even with the water softener, I have replaced several appliances as well as faucets due to the water residue build-up. I also pay for a water delivery service for drinking water, as I am not ok with putting all of the added chemicals in my body.

Our water rates are already higher than other water companies in the surrounding areas, and well above the current state average for water. If CUII needs to double rates to continue to deliver subpar water, than CUII needs to reevaluate their financials and find ways to lower O&M costs overall. If CUII is seeking recovery from capital improvement projects, then these increases should be introduced as riders that have a limited time for recovery and only cover proven project costs that have been evaluated and audited to ensure CUII is following fair spending practices. CUII should not be granted permanent increases with nothing to show for it and only projected costs for what they say they plan to do.

The IURC should not grant CUII the rate increase they are seeking. Rate increases of 50-75% are a slap in the face to the consumer, even more so with the inflation rates what they currently are. It's even more disheartening when the service provided is already more expensive and lower quality to other providers in the surrounding area. We do not have an option to choose another water provider, so I expect to receive quality service from the one that is chosen for me at rates that are comparable to other providers.

Jennifer Maier
Sent from my iPad

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Jerome Pagell - CUII
Date: Tuesday, April 19, 2022 12:32:37 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/19/22 12:32 AM

Title:	Mr.
Name:	Jerome Pagell
Email:	jpagell@comcast.net
Address:	1752 Broadacre Rd. Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 516-9204
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651

I am writing to address the concerns that myself and many of my fellow neighbors have with the proposed increase to our monthly water invoice.

Clean and pure water is a basic necessity that at the foundation is required to survive. Today the residents of LOFS pay an already steep cost for the water we consume. With that many feel and have proven that the water quality is subpar and causes many issues that also have related costs. Over the years we have seen our water bills increase overnight. Many people believe it occurred as an over charge and been wrongfully been charged. This among the quality of water has been at the forefront of many board meetings and calls to Utilities Inc.

The quality of our water is such that it reduces the life of our appliances, clothes, ruins dishes, silverware, counter tops, faucets, shower heads, and many other household items. But I think what is more important is the quality of it for consumption purposes. The water has to be ran through a filtration system to reduce iron, and other harmful minerals. Moreover, most homes require another filtration system in order to make the water drinkable.

I understand that costs increase and that we as concurred just like every other service increases overtime. But the fact that they are requesting a nearly 300% increase in costs is absolutely out of context compared to other service increases. Not to mention that we are talking about a necessity not a commodity that we can live without.

**Your
Comments::**

The fact of the matter is most people here in the LOFS can't afford the increase let alone pay for the co tinier maintenance of the items we need to have to make the water consumable. This increase will and has made families make tiff decisions about where and how to spend their money. This is not disposable income that we can chose to bypass for the month. It is a necessity that we all must have. The fact that Utilities Inc is extremely familiar with the water issues and the price

increases that they continue to push on this community is something that must be addressed once and for all. No more can we pay such high prices for sun quality water that we can't drink, wash our clothes, and bath in without additional filtration which is also costly.

We demand better service, water quality and a stop to this monopoly that Utilities Inc has on this community. We have no other water options even though fresh Lake Michigan water is being brought into new communities that are built across the street. As a tax payer and a concerned citizen we deserve better and am contacting you to stand with us and deny Utilities Inc the proposed increase to our water. This will destroy already struggling families and make them chose between other necessities and water for their families.

Stand with the resident of LOFS and stop the proposed increase to our water bill.

Jerome and Carol Jeslis
3572 W Lake Shore Dr
Crown Point, Indiana 46307-8933
219.310.8847
jerryjes@comcast.net

January 23, 2022

Community Utilities of Indiana, Inc.
500 W Monroe St – Suite 3600
Chicago, IL 60661

(1.877.294.8890)

Re: Multiple rate Increases for the Lakes of the Four Seasons

Gentlemen:

I am writing in response to a recent letter we received regarding a request for rate increase. Throughout our almost fifteen years at our home and as customers of Utilities, Inc. we have never had what we would consider high quality water or service. Concerns raised in the past over sudden water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) are met with responses of "the problem must be in your home and is not on our end". And yet neighbors are raising the same concerns and, it will, in hours or days improve with no changes in the home. When we moved here we expected a change compared to the Lake Michigan water we were accustomed to and accepted that fact. We did not expect a higher price for poorer quality. We further did not expect the the rate increase that increased our bill about 25% around two years ago. This came when it was decided that it was fair for Utilities, Inc. to change from an already high for the area flat rate for wastewater to a per 1000 gallon price higher than the the price of the water itself. From the perspective of a homeowner, this company appears to be unwilling to accept responsibility for their product or their mismanagement of their system and spending. Do not allow them to pass this on to the customer. By their own figures, it will increase the average homeowners bill by double.

Thank you for your consideration.

Very truly yours,



Jerome and Carol Jeslis
Lake of the Four Seasons Resident

cc: OUCC Public Comment
115 West Washington Street
Suite 1500 South
Indianapolis, IN 46204

and also by email:
uccinfo@oucc.in.gov

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

Dear Regulatory Authority:

Please *do not* approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities) for the water bill increase they are requesting.

We have been residents of Lakes of the Four Seasons for the past 24 years and can speak to the issues we have experienced since moving into the community. This company has *never* reinvested in infrastructure improvement; rather, the company sucked the profits out of the firm and now find themselves with an issue as they position to sell. Prudent management decisions over the years would have involved capital improvements but the residents of Four Seasons have suffered at the hands of this corporate conglomerate. Water quality is horrendous, their lack of responsiveness to water quality issues is highly concerning, and yet another water fee increase looms with our situation worsening.

Over the years, we have needed to replace multiple water heaters, various appliances, pumps, and clothing due to this water. We are forced to buy bottled water because the tap water not only smells terribly, it is usually discolored and undrinkable ranging from a urine appearance to iced tea in color. As if the cost of the above mentioned isn't enough, we are required to rent a water softener due to the horrible water quality. Upon calling the company for water quality reports, we had previously been sent a report in error that a secretary printed and mailed to us that reflected extremely high levels of cancer causing containments. Panicked, we called and spoke with an individual in the water testing area who, off the record, told us the management will simply require samplings from other areas until an acceptable reading is obtained.

In the recent past, this company chose to charge sewer fees for outside water that never entered the pipes. Though never publicized, we learned of the bypass meter option, which would allow a water only charge for outside water usage. We incurred the expense of a plumber referred by Twin Lakes, who installed the meter with a Twin Lake representative present during installation. All paperwork was signed and we were told the deduction meter read was in effect. Eight months later, we were still be charged as though we never installed the deduction meter and we were required to pay the full amount so our service was not disconnected. This is just another instance of being deceived by this water company.

When this company is required to come onto property to perform work, they are careless and destructive, leaving an unresolved mess when they finish, forcing the homeowners to handle the repairs or be subjected to living with the damage they have caused. The individuals in management are rude, to the point of obnoxious. These people have touted themselves as "the alpha and the omega" (their words). They have no regard for the residents of Four Seasons.

January 24, 2022
Page 2 of 2

Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average for unusable water. An increase was approved in the recent past with promises made, and we find ourselves no better off today while paying higher rates for terrible water and horrible customer service. When representatives from the water company respond to a complaint, their comments are always the usual response, stating the problem is within the house pipes or an issue with the homeowner. It is never their responsibility or problem. When Four Seasons residents expressed concerns with corporate executives at a public meeting over water quality and increasing costs, our concerns were met with rude, flippant, and condescending remarks. At that time, a 25% increase was granted to this company.

Our family asks that you please, reject this request for a rate increase. We are held hostage. We have no other alternative, no where else to turn for help. Please consider what the residents of Four Seasons have endured at the hands of this company, and vote, 'No' to this increase. Additional water charges in addition to the expenses we incur because of the horrible water quality is truly asking too much. Please consider how you would feel if you were living with the issues we are experiencing while looking at double or even triple rate increases. You are our only hope.

Thank you for taking the time to hear our concern.

Respectfully,



Dennis and Carol Karpen
1276 Brandywine Road
Crown Point, IN 46307
(219) 988-2774

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kelly Hartman - CUII
Date: Monday, April 18, 2022 11:53:30 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 11:53 AM

Title:	Mrs.
Name:	Kelly Hartman
Email:	kgomez4@frontier.com
Address:	2037 Marlinspike Court Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 313-9442
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

CUII-Case # 45651

**Your
Comments::**

To Whom it May Concern,

Please do not allow this company to raise the rates on our less than acceptable water service. It is absurd that they are asking for a 56% increase. First because many families will not be able to afford such a drastic increase. They will be forced to choose between water, food and medication in many cases. Second, because the quality of our water is unacceptable. We are on our third new hot water heater since moving in 8 years ago. We have also had to replace our dishwasher. The minerals in our water have ruined these appliances according to the repair persons who worked on them. Thank you for your consideration.
Kelly Hartman

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kim Reicher - 45651
Date: Friday, January 21, 2022 7:57:20 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/21/22 7:57 PM

Title:	Mrs.
Name:	Kim Reicher
Email:	kimareicher22@gmail.com
Address:	3731 Cherry Hill Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 351-5518
If providing comments on a specific case, please indicate the cause	45651

**number
and/or name
of utility::**

To Whom it may concern,

My husband & I are residents of Lake of the Four Seasons in Crown Point. We are retired and live off both of our social security benefits solely (No Pensions) which isn't much. We moved to Indiana from Chicago to get away from corrupt government politics. We are stretched to the max between our medical bills , property taxes & utilities.

**Your
Comments::**

This is so wrong!! We have less than good water here in LOFS. We need help so that our increase is in line with the small increase in Social Security benefits. A water bill that will go up a couple of hundred is not feasible for anyone let alone for seniors on a fixed income. Why would water rates increase like this? Something must be done to help the people here.

Thanking you in advance for your attention in this matter,

Sincerely,
Mrs. Kimberly Reicher
3731 Cherry Hill Drive
Crown Point, In 46307
708-351-5518

1-25-2022

To Whom It May Concern:

I understand increases, but shouldn't the increases be reasonable?

Base price for Water is \$11.14, they are asking in Phase I for \$76.25 that is roughly a 685% increase and that's not including the water rate per 1000 gallons.

Base for Wastewater is \$23.49, they are asking in Phase I for \$86.33 that is roughly a 368% and that's not including the wastewater rate per 1000 gallons.

I have GE water filter system for my house, the filters are suppose 3 months, but I need the filter every month because it looks gross after a month and the filters are \$17.00 a filter. I also have a water softener.

As a senior citizen, we just received a 5.9% increase, at these increases it will take my whole raise and then some.

No one should be paying 2 + 3 hundred dollars a month for poor quality water. I've had the filter so brown it looked like rust. Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average!

	Base Water	Water Rate	Base Waste Water	Waste Water Rate
2015	11.86	4.07	49.00	0
2016	11.86	4.07	49.00	0
2017	11.86	4.07	49.00	0
2018	11.38	6.40	23.84	7.68
2019	11.14	6.26	23.49	7.57
2020	11.14	6.26	23.49	7.57
2021	11.14	6.26	23.49	7.57

When it was just Twin Lake, we were billed every two months and the bills were reasonable. Since Community Utilities of Indiana Inc.

came in, it's been nothing but higher prices.

Now they need \$10.2 million of future upgrades and improvements. Shouldn't a company be responsible to maintain everything on a daily, weekly, monthly, and yearly basis.

Please reject this corporate request.

If you take both the base for water & wastewater that's over 1000% increase. Totally not reasonable.

Christine Ciechna
3752 Cherry Hill Dr.
219-663-9498



GE APPLIANCES

INSTALLATION INSTRUCTIONS

1. Turn off water supply and press red button on housing.
2. Unscrew housing; remove old filter and discard.
3. Wash housing with warm soapy water and lubricate O-ring with food-grade silicone grease.
4. Remove shrink wrap and install new filter.
5. Reassemble housing and turn on water supply.
6. Open faucet for 10 minutes (40 gallons) to flush system, wait 1 hour and repeat 10 minute (40 gallons) flush.

WARNING: Do not use with water that is microbiologically unsafe or of unknown quality, without adequate disinfection before or after the system.



Modelo FXHSC certificado por IAPMO R&T against ANSII/NSF Standard 42 for materials safety requirements only as indicated on the performance data sheet and at iapmo.org.



Modelo FXHSC certificado por IAPMO R&T de acuerdo con las normas ANSII/NSF 42 para requerimientos de seguridad en materiales solo como se indica en la hoja de datos de rendimiento y en iapmo.org.

FILTER FACTS—FXHSC

Filter capacity (gal): 24,000*
Filter life (months): 3*[†]

Nominal particulate reduction

30 micron[†]

*Capacity may vary with local water conditions.

[†]Based on manufacturer's internal testing.

LIMITED 30-DAY WARRANTY

If your GE filter fails because of a manufacturing defect within 30 days from the date of original purchase, GE Appliances will exchange the defective filter for a new GE filter without charge. Return the defective filter to the retailer where it was purchased with a copy of the "proof of purchase." If the filter is defective, it will be replaced.

This warranty does not cover filters that are improperly installed, damaged, abused or used for other than the intended purpose. **It does not include** the cost of returning the filter to the retailer where it was purchased, the labor to remove, install or diagnose the failure, parts used in commercial applications and **incidental or consequential damage caused by possible defects with the unit.**

EXCLUSION OF IMPLIED WARRANTIES

Your sole and exclusive remedy is product exchange as provided in the Limited Warranty. Any implied warranties, including the implied warranties of merchantability or fitness for a particular purpose, are limited to 30 days or the shortest period allowed by law.

GE APPLIANCES

Appliance Park
Louisville, KY 40225
gewaterfilters.com
1.800.626.2002 in U.S.
1.866.777.7627 in Canada

Made in Taiwan
Fabricado en Taiwan

GE is a trademark of the General Electric Company.
Manufactured under trademark license.

INSTRUCCIONES DE INSTALACIÓN

1. Cierre el suministro de agua y presione el botón rojo de la cubierta.
2. Desensrosque la cubierta, retire el filtro anterior y deséchelo.
3. Lave la carcasa con agua tibia y jabonosa y lubrique la junta tórica con grasa siliconada de calidad alimentaria.
4. Quite la envoltura e instale el filtro nuevo.
5. Vuelva a ensamblar la cubierta y abra el suministro de agua.
6. Abra el grifo durante 10 minutos (40 galones) para enjuagar el sistema, espere una hora y repita el enjuague de 10 minutos (40 galones).

ADVERTENCIA: No utilice el filtro con agua que sea insegura desde el punto de vista microbiológico o de calidad desconocida, sin desinfectarla adecuadamente antes o después de ser tratada por este sistema.

DATOS TÉCNICOS—FXHSC

Capacidad (gal): 24,000*
Vida útil (meses): 3*[†]

Reducción nominal de partículas

30 micras[†]

*La capacidad puede variar dependiendo de las condiciones del agua local.

[†]Basado en las pruebas internas del fabricante.

GARANTÍA LIMITADA DE 30 DÍAS

Si su filtro de GE falla debido a un defecto de fabricación dentro del período de 30 días a partir de la fecha de compra original, GE cambiará el filtro defectuoso por un filtro GE nuevo sin costo. Envíe el filtro defectuoso al vendedor donde lo compró junto con una copia del "comprobante de compra" del filtro. Si el filtro está defectuoso, lo cambiaremos.

Esta garantía no cubre filtros instalados incorrectamente, dañados, maltratados ni usados para otro propósito que no sea para el cual fueron diseñados. **No incluye** el costo de devolución del filtro al vendedor donde lo compró, la mano de obra por remover, instalar o diagnosticar la falla, las piezas utilizadas en aplicaciones comerciales, **los daños accidentales o consecuentes provocados por posibles defectos con la unidad.**

EXCLUSIÓN DE GARANTÍAS IMPLÍCITAS

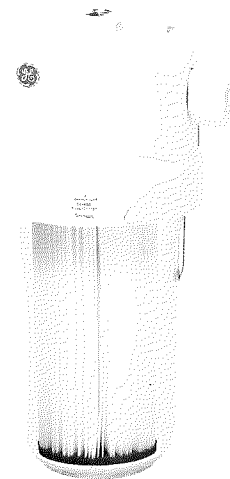
Su único y exclusivo recurso es el cambio del producto según lo establecido en la Garantía Limitada. Cualquier garantía implícita, incluyendo las garantías implícitas de comercialización o aptitud para un propósito específico, están limitadas a 30 días o al período más corto permitido por la ley.



0 84691 79801 9



GE APPLIANCES



REDUCES:
REDUCE:



SEDIMENT
SEDIMENTOS

*Housing not included
No incluye la carcasa*

High-Flow HOUSEHOLD REPLACEMENT FILTER

Filtro de reemplazo de alto flujo para uso casero

FXHSC



- Filter life **3 months***
- Vida del filtro - 3 meses*

Replacement filter for
GXWH40L, GXWH35F or GNWH38S

30-Day Limited Warranty. See inside for full details.

Replacement filter for GXWH40L, GXWH35F or GNWH38S
Garantía limitada de 30 días. Detalles completos dentro del folleto.

*Capacity may vary with local water conditions.

*La capacidad puede variar según las condiciones locales del agua.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Lisa Lakes - CUII
Date: Monday, April 18, 2022 6:47:24 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 6:47 PM

Title:	Mrs.
Name:	Lisa Lakes
Email:	lisalakesphotography@yahoo.com
Address:	1255 Brandywine Rd Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 299-1958
If providing comments on a specific case, please	

indicate the
cause
number
and/or
name of
utility::

Case #45651

Your
Comments::

Community Utilities of Indiana (CUII) is looking to increase our water rates significantly over the next 18 months. As a lifelong resident of Lakes of the Four Seasons, as well as a former employee of Microbac Laboratories (the lab used for their testing purposes), I do not think that their service/product is indicative of the increase they are asking for. Our water requires the use of a softener, which is already an added expense. Our clothing and surfaces often end up with red stains, even with the use of a softener. Drinking the water is not an option. It's full of heavy metals and from time to time we have experienced discoloration. Swimming in the lakes has also proven to be risky. My family and I have experienced illness and skin rashes from the water within the community. Our personal sediment filter is often full before the recommended 6 month replacement is installed. The communities surrounding us pay significantly less for their drinking water, and do not require softeners, and the water is fresh and drinkable. My place of employment is 2 miles from my home. They have Indiana American Water Co and the water is delicious. In addition, in October 2021 CUII came out to our property to repair a pipe/valve and the large equipment that they used completely tore up our side lawn. They promised to be back within 2 weeks to fix and it is now April 2022 and it is still a mess and no one has been out to fix it. Their rates have increased quite a bit in the last few years as well. Our water quality and their service has only gotten worse. This rate increase is not going to change that. Not only that, they charge the same amount for intake and discharge, even though we have a pool and so our numbers are not, in fact, equal. Looking at the proposed rate increase worksheet, I cannot imagine paying nearly \$300/mo for my WATER bill. That is insane to even say out loud! Please do not allow this increase to happen. Please crack down on their practices and force them to fix their issues! Thank you for your time.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Nicole Williford - CUII
Date: Saturday, April 16, 2022 9:15:32 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 9:15 PM

Title:	Mrs.
Name:	Nicole Williford
Email:	nmw112500@yahoo.com
Address:	1928 Loganberry Ln Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 448-0966
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Nobody can afford this.

From: luigia1@aol.com
To: [UCC Consumer Info](#); luigia1@aol.com
Subject: Louis Aigner - Water Bill Increase
Date: Thursday, February 3, 2022 2:40:12 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

February 03, 2022

Indiana Office of Utility Consumer Counselor (OUCC)

OUCC Public Comment

115 West Washington Street,

Suite 1500 South

Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Louis Aigner

1578 Sunnyslope Drive

815-651-9875

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Marilyn Dissette - 45651
Date: Thursday, January 20, 2022 11:49:06 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/20/22 11:48 PM

Title:	Mrs.
Name:	Marilyn Dissette
Email:	marisgoe623@gmail.com
Address:	3118 Devonshire Cir Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(312) 834-2630
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Cause #45651

**Your
Comments::**

Recently Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities) sent a letter to their customers. They are proposing an increase that will double or even triple our water cost each month. This is absolutely ridiculous. No one can afford this. Our bills for water will be \$200-\$300 a month for water. Water is a basic necessity and with that cost there is no way we can afford that. Now we are also being informed that Nipsco will be increasing their cost and we have had hikes from Kankakee Valley. How can we choose between heat, water, electricity, mortgage, and gas for our cars. Something has got to give because everyone we know already are cutting back to accommodate for this high rates. Now if I have to choose between water and gas for my car to go to and from work. Or, between water and food for my family..... I do not know how much more we can take.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Marilyn Dissette - CUII
Date: Saturday, April 16, 2022 3:59:35 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 3:59 PM

Title:	Mrs.
Name:	Marilyn Dissette
Email:	marisgoe623@gmail.com
Address:	311 Devonshire Cir. Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(312) 843-2630
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Company: Community Utilities of Indiana (CUII)
Case#45651

**Your
Comments::**

With this proposed rate increase, CUII is basically going to price gauge people out of our community. The current prices for water and sewers are absolutely asinine and I cannot believe that we are going to reward mismanagement by ruining our community. We cannot afford to continue to pay for subpar water and sewers, let alone an increase that is set to double. Flooding is so prevalent in these areas that entire sections of the Seasons basically have to camp out whenever there is rainfall because of how bad the water backups are. Their properties are ruined time after time again and they cannot move due to the fact that they will either have to take a loss on the property or they don't want to leave someone else with the same problem they have now. The quality of the water is so bad that we have to pay for a water service because of the taste, discoloration, and sediment that is present in each drop of tap water. I have had to replace shower curtains, bathmats, scrub tubs, sinks, and anything else that the water is in contact with because of the rust build-up that happens so quickly. That is in addition to the replacement of dishwashers, water heaters, washing machines, and water softeners. We cannot keep this up. We constantly are having to dish money out at a rate that is absolutely ridiculous because of CUII and their mismanagement. Why are we being taken advantage of and made to have to pay for these issues when nothing ever gets fixed or done about it each time they want us to increase the amount of money we pay each month. I have never thought that leaving my forever home would be something I would consider, but it is something that I will do if these rates go up.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Paul Boris - CUII
Date: Monday, April 18, 2022 9:07:58 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 9:07 PM

Title:	
Name:	Paul Boris
Email:	pboris1209@comcast.net
Address:	4207 Glen Oaks Dr. Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 730-1494
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651

**Your
Comments::**

Utilities Inc. (Former Twin Lakes Utilities) since and before has rarely if ever reinvested any money back into maintaining their infrastructure within the Lakes of the Four Seasons Community. I have been a resident for 32 years and the water quality has always been terrible. I have gone through Water heaters and Appliances at 3x the rate of anyone I know that is out of their service area. Multiple times a year were are put on boil notices and at many times through the year the water is cloudy, brown, or even on a rarer occasion grey or has a subtle hint of sewage smell.

I have never seen or heard any resident or know of any replacements or infrastructure updates over the many years of residency. It's as if they only do the bare minimum to not get in trouble or be in liability but take all revenue without reinvesting a scent. The problems only got worse over time as they area has developed.

The proposed rate increases are crazy for a company that has treated their service and money management in such a poor way and this looks like a complete bail out plea on their part for the decades of mismanaged and disregard to the customer service area.

I vote absolutely no on the insane increases to rates until I see a Gesture of good will to begin upgrading their ancient waterways before I would be willing to accept any more than an inflation increases.

To Whom in May Concern:

I am writing in response to a recent letter we received regarding a request for rate increase. We have been residents of the Lake of the Four Seasons for 26 years and enjoy our community and the amenities they provide. We have had rate increases during this time and have always felt that the expense of water here in the Seasons far exceeded that of surrounding areas as we talked with friends and other folks in the area. Currently we are having water pressure issues and have had the utility company out and they simply state that it must be our water softener or our water heater. We have had both those items inspected and no issues have been found. What was found, though, in our hot water tank is significant amounts of sand in the bottom of the tank. We have samples if you are interested in seeing it. Why would this be? What issues could this be causing for us? The cause is unknown to us at this time, but it is certainly something we feel we should get attention from our water company on, not just be told, "it has nothing to do with us."

We, too, have had the issues that many others on social media have brought to the forefront like cloudy water, distasteful, etc and have learned to live with most of it. But with the possibility of a rate increase to triple the amount we are paying, we are greatly concerned and want to join with the many other residents voicing their request for you to step in and look VERY CLOSELY at this change. It has not been that long since the last increase, which also was significant but nothing like this proposed rate increase. We agree with the perspective of many homeowners here in the Seasons that this company has very poor customer service and appears to be unwilling to accept responsibility for their product and the challenges it causes the residents.

Please, do not allow them to pass this on to the customers without a complete and thorough look in to what other options are possible. By their own figures, it will increase the average homeowners bill by double, minimally. Thank you for your time and consideration as this issue is addressed hopefully to the satisfaction of all.

Sincerely,

James and Linda Saco

1861 Forest Circle

Crown Point, IN 46307

219-313-9188

P#1097

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Sharon Newell - CUII
Date: Thursday, January 27, 2022 10:52:24 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/27/22 10:52 AM

Title:	Mrs.
Name:	Sharon Newell
Email:	stlsqueen@gmail.com
Address:	1747 Beachview Court Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 661-7537
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Cause #45651 and the company name is: Community
Utilities of Indiana

**Your
Comments::**

We are a homeowner in Lakes of Four Seasons in Crown Point. CUI is increasing our water bill by \$200/month and we have terrible water! You cannot use the water without a water softener. You cannot drink the water without a reverse osmosis system. In addition, we have installed a filter system where the water comes into the house, before it enters the water softener. We have to change the filter there once per month and it is full of brown slime, sand and small hard pieces of who knows what! We have all these added expenses to be able to use the water furnished to us. The water is so disgusting and we are going to almost TRIPLE our monthly bill for this because they have to fix infrastructure? They should have been doing that for many years before it started falling apart. Besides fixing all the faulty pipes, that is not going to change the quality of this water, so why are we being punished with higher monthly bills?

We are going to be chased out of our home because of this water and now these new charges. My husband wants to move strictly because of the water issues here.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Sharon Row - 45651
Date: Thursday, January 20, 2022 6:12:51 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/20/22 6:12 PM

Title:	Mrs.
Name:	Sharon Row
Email:	augustrose54@gmail.com
Address:	4096 Westover Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 488-6080
If providing comments on a specific case, please	

indicate the
cause
number
and/or
name of
utility::

Cause #45651 - Community Utilities of Indiana

Your
Comments::

Please do not grant this rate increase request. We just had a massive increase from this company in 2019. Their notice we received in the mail this week said they improved quality and reliability but they have not. Our water is still undrinkable without a softener and billing issues and shut off errors are still commonplace. This year, they put in a new water main on my property/street. I received no notice but a huge backhoe planted in my front yard. After several weeks and a major leak, they dumped dirt in the 6 x 6 x 20 pit in the front of my yard they created but took no regard to the prior landscaping/slope or the community drainage. It took another couple of months for them to come out and attempt repair work. They had all but completely covered up the 12 inch drainage pipe and the runoff consequently ran across my driveway above. After settling again, the drainage is still irregular and only 6 inches of the drainage pipe allows water to flow through. Not to mention that not a single blade of grass has come up from their "reseeding". They were not even going to come out and repair at all but our Community Manager insisted since it ran in the community easement. I wrote to the IURC several times in 2019 when my water billing rose from \$60 to \$120 the next month and then to \$240 the next month. I live alone and they had the gall to tell me that my neighbor must be coming over when I'm not home and running my water. Another time, they shut off my water when my bill had been paid - early, as it always was and is. I supplied bank proof three times and they ignored it. They finally acknowledged they posted my money to the wrong account but there was no apology. AND, has anyone tried to reach their customer service on the phone? YOU CAN'T! There are no options on the phone for this. This company is awful and treats their customers terribly. PLUS, this is a very, very bad time to even consider raising rates with this horrible inflation for the hardworking families out here. Thank you for reading and understanding.

January 23, 2022

4783 3/16/2022

INDIANA OFFICE OF UTILITY CONSUMER COUNCELOR

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are already paying now seems to be out of the scope of reason. Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to neighboring subdivisions/ towns/cities, our bills are already well above average. I am writing in response to a recent letter we received regarding a request for a rate increase. Here in the Lakes of the Four Seasons, we do not have high quality water, to be honest, we only use it for showering, laundry and occasionally watering the flowers. We do not drink it and I will not let my pets drink it either. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at the public meeting about water quality and increasing costs, our concerns were met with condescending, flip, and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer. PLEASE reject this corporate request. PLEASE do not make people choose between buying our medicine and food vs. paying to keep water on in their homes.

Thank you,

Cathleen Sylvester -1520 Happy Valley Road Crown Point, IN. LOFS-219-688-7787

January 23, 2022

LOFS-219-688-7774

INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are already paying now seems to be out of the scope of reason. Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to neighboring subdivisions/ towns/ cities, our bills are already well above average. I am writing in response to a recent letter we received regarding a request for a rate increase. Here in the Lakes of the Four Seasons, we do not have high quality water, to be honest, we only use it for showering, laundry and occasionally watering the flowers. We do not drink it and I will not let my pets drink it either. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at the public meeting about water quality and increasing costs, our concerns were met with condescending, flip, and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer. PLEASE reject this corporate request. PLEASE do not make people choose between buying our medicine and food vs. paying to keep water on in their homes.

Thank you,

Christopher Sylvester -1520 Happy Valley Road Crown Point, IN. LOFS-219-688-7774

Date:

4/17/2021

Indiana Office of Utility Consumer Counselor (OUCC)
101 West Washington Street Suite 1500 South
Indianapolis IN 46204

RE: Cause 45651

As a resident of Lakes of the Four Seasons in Crown Point, Indiana, I object to the recent rate increase requested by Community Utilities of Indiana, our water service provider

Our water and sewage rates were substantially increased in just 2019 and despite the company's notice this week advising they have improved the quality and reliability in service, our water is still poor (hard) quality and billing/shut off errors continue.

As we also face financial burden due to uncontrollable inflation, this huge projected increase in our monthly water bill puts a real hardship on our community and the hard working families who live here.

We respectfully request that you deny this request for an increase.

Name: William + Melinda SZAKACS
Address: 4099 Westover Dr. Crown Point, IN, 46307
Phone:
Email: WmSZAKACS@MSAAR.com

OR:

Online:

[in.gov/oucc/contact-us/](https://www.in.gov/oucc/contact-us/)

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Mark Vacek



4294 Sunrise Dr.
Crown Point, IN. 46307
(219) 840-0319

1-24-22

TO: IURC PERSON
FROM: WILLIAM WELCH

This letter is to protest the request from Community Utilities of Indiana, INC (Utilities Inc) request for a rate increase.

Enclosed is a copy of our water/sewer bill in The Villages, Florida which is approximately $\frac{1}{3}$ of the proposed monthly cost for CUII water/sewer bills. In other words CUII's bill would be three (3) times the rate I am paying in Florida. ~~The~~ My Florida bill INCLUDES watering our lawn!

I don't know if CUII a few years ago bought a "pig-in-a-poke", but it is TOTALLY inexcusable for CUII to charge 3 times (or more) for water and sewer than other viable water-waste water services.

Sincerely, William Welch (OVER)
William Welch

NOTE: Florida Bill 50.64 Proposed CUII bills phase I 162.58 phase II 178.43

\$227.68	\$(227.68)	Late fees \$0.00	\$0.00	- Consumer Comments Cause No. 45651 Page 78 of 455 \$236.53
----------	------------	---------------------	--------	--

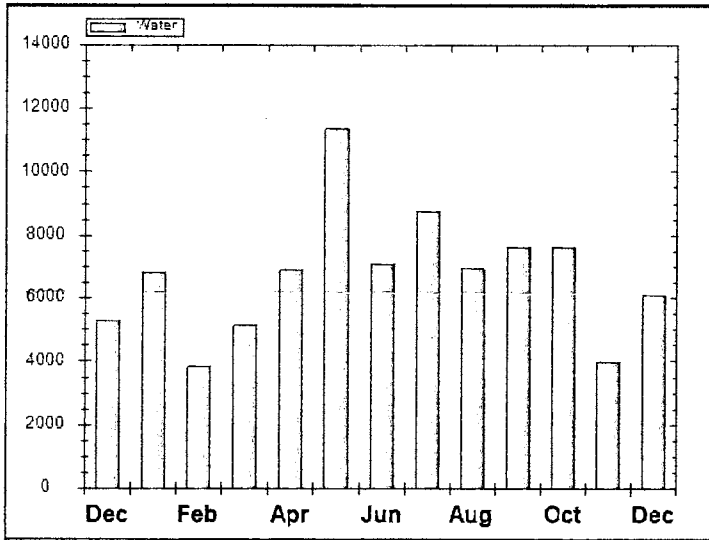
Service Address: 17738 SE 90TH CLEMSON CIR

Service Period: 11/18/2021 to 12/17/2021

METER CONSUMPTION INFORMATION

Description	Current Reading	Previous Reading	Usage in Gallons
-------------	-----------------	------------------	------------------

Water	72,840	66,750	6,090
-------	--------	--------	-------



Account Number: [REDACTED]

CURRENT ACTIVITY USE IN GAL TAX CHARGES NEW

Water Base			\$8.56
Water Use	6,090		\$10.23
Sewer Base			\$16.44
Sewer Use	6,090		\$15.41
Amenity Fee - January			\$162.93
Sanitation Collection - January			\$22.96

Handwritten: 150, 64

	\$0.00	\$236.53
TOTAL NEW CHARGES		\$236.53
BALANCE FORWARD		\$0.00
ACH-DO NOT PAY		\$236.53
CHARGES DUE IF NOT PAID BY 01/17/2022		\$248.36

LSSA WATER STEP RATES

0 - 11,000 GAL @ \$1.68/1,000 GAL
11,001 - 18,000 GAL @ \$4.19/1,000 GAL
18,001 & Up @ \$5.86/1,000 GAL

LSSA SEWER RATES

0-10,000 Gallons @ \$2.53/1,000 GAL

ANNOUNCEMENTS
PLEASE KEEP THE AREA AROUND YOUR METER BOX CLEAR. QUICK ACCESS IS VITAL IN THE CASE OF A WATER LEAK OR EMERGENCY. TRIM BUSHES AT LEAST 3 FEET AWAY.

QUESTIONS ABOUT SUMTER SANITATION PICKUP CALL (352) 748-0109
 QUESTIONS ABOUT SANITATION SOUTH OF SR44 CALL (352) 750-0000

IF YOU HAVE ANY QUESTIONS ABOUT YOUR ACCOUNT, PLEASE CONTACT VCDD
 UTILITY CUSTOMER SERVICE AT (352) 750-0000
 FOR ONLINE PAYMENTS VISIT OUR WEB PAGE: www.districtgov.org

AFTER HOUR WATER EMERGENCIES:
 CALL COMMUNITY WATCH AT 352-753-0550

Go green! Please consider signing up to receive your bill via e-mail & paying it electronically. Visit DistrictGov.org for details on both.

Handwritten: This is our December water bill in Florida. Water is used for yard irrigation.

Handwritten: We do NOT water our yard in

Handwritten: Indiana

Handwritten: William Welch

RECEIVED

JAN 01 2022

OUR INDIANA ADDRESS:

1732 BEAUFORT BLVD CT.
CROWN POINT, IN
46307

Consumer Comments
Cause No. 45651
Page 79 of 455

Dear Valued Community Utilities of Indiana, Inc. Customers,

Lakes of the Four Seasons

On December 7, 2021, Community Utilities of Indiana, Inc. ("CUII") filed a rate case with the Indiana Utility Regulatory Commission ("IURC") for approval of an increase in our base rates and charges for water and wastewater service. This filing was submitted to the IURC under Cause No. 45651.

CUII has not filed a petition for a rate increase since December 15, 2015, and a final order was received in January of 2018. Since the previous petition, CUII has made substantial investments to improve the quality and reliability of your water and wastewater service. In addition, significant improvements have been made to your water and wastewater infrastructure. The proposed increases are needed to recover the costs of these improvements and to reflect the increased costs of providing quality service. Together, we share your goal of a safe, dependable supply of quality water as well as the safe, reliable treatment and disposal of wastewater, at the lowest possible price consistent with prudent business practices.

The following is a list of some of the major projects already undertaken or planned to be undertaken by CUII:

Water:

- 1) Twin Lakes 2019 Watermain Replacement – Approximately 1,540 LF of watermain and 44 service lines in 2019.
- 2) IWS 2019 Watermain Replacement – Approximately 934 LF of 3 watermain and 11 service lines in 2019.
- 3) Twin Lakes WTP #2 Iron Pressure Filters – were rehabilitated, which consisted of sandblasting, painting, and new media, completed in 2021.
- 4) AMR Replacements – CUII is replacing all of its meters with newer models to mitigate the risk of meter failures and continue to read accurately and bill customers. *This was done to lower meter power costs.*
- 5) Twin Lakes Iron Filter Replacement – South Filter replacement, pumping and piping improvements, SCADA improvements, and the other miscellaneous improvements that the Commission pre-approved in Cause No. 45342

#4 actually saved them money

Wastewater:

- 6) 2018 Sewer capital improvement project – improve the sewer systems, including sewer main repairs, sewer main lining, manhole rehabilitation, and other miscellaneous improvements
- 7) 2020 Sewer Capital Improvement Project ("SCIP") – As mandated by IURC in Cause No. 43128-S1, CUII is required to clean, televise, and make necessary repairs/replacements to a minimum of 10% of its sewer collection system each calendar year.
- 8) Rehabilitation of north and south package plants at WSC – included sandblasting, painting, and sealing concrete walls in 2019 and 2020.
- 9) WSC sludge storage tank – rehabilitated with blasting and painting in 2021.
- 10) Twin Lakes Headworks – installation of automated headworks to mitigate the potential for screen blinding and consistent, effective operation. Project includes a protective building for the new equipment to prevent freezing and other weather-related damage.

OUTRAGEOUS

In total, CUII has invested approximately \$2.8 million on system upgrades and improvements, which are not included in your base rates and charges and CUII plans to invest approximately \$10.7 million on future system upgrades and improvements through this Cause.

$$76.25 + 86.33 = 162.58 \quad 82.60 + 95.83 = 178.43$$

We understand that there is never a good time for a rate increase, certainly in difficult economic times. However, a rate increase is needed to cover current operating expenses and plant additions. As a public utility, we have an obligation to continue to deliver clean, reliable service at the lowest reasonable cost. CUII is proposing to increase rates effective in two phases, Phase I and Phase II. Proposed average monthly charges for residential 5/8" metered customers under Phase I for water service will be approximately \$76.25 and approximately \$86.33 for sewer service. Proposed average monthly charges for commercial 5/8" metered customers under Phase I for water service will be approximately \$84.33 and approximately \$94.02 for sewer service. Proposed average monthly charges for residential 5/8" metered customers under Phase II for water service will be approximately \$82.60 and approximately \$95.83 for sewer service. Proposed average monthly charges for commercial 5/8" metered customers under Phase II for water service will be approximately \$91.36 and approximately \$104.38 for sewer service. Our proposed rates will be reviewed by the Indiana Office of Utility Consumer Counselor and the IURC, which will make the final determination as to whether our request is reasonable and

7000006862 00.0012.0134 3431/2

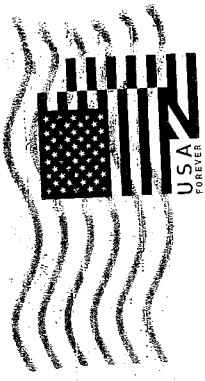
justified. In the meantime, if you have any questions or concerns, please contact us at Community Utilities of Indiana, Inc. 500 W Monroe St. Suite 3600, Chicago IL 60661 or (877) 294-8890.

RECEIVED

JAN 27 2007

INDIANA UTILITY REGULATORY COMMISSION

William & Karleen Welch
17738 SE 90th Clemson Cir
The Villages, FL 32162
GOD BLESS AMERICA



ORLANDO FL 328
24 JAN 2022 PM 2 L

INDIANAVARITY REGULATORY COMMISSION
PNC CENTER
101 W. WASHINGTON, SUITE 1500 E
INDIANAPOLIS IN 46204

45204-276495

From: [WINDY SMITH](#)
To: [UCC Consumer Info](#)
Subject: Wendy and Bret Smith - communities of Indiana Inc. formerly Twin Lakes
Date: Saturday, January 29, 2022 10:58:28 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

i have had multiple issues with the quality of my water. I have submitted all those pictures of proof to our community manager Rick Cleveland in the past. When he reaches out with all our issues of over 2700 homes please know this is a real struggle in which a company should not even be allowed to provide us with this low quality water . The letter states the increase is to offset the costs of costs of repairs they have had to make to update their lines. That should not be our problem. There are multiple large subdivisions currently being built that I believe will be on this water line. Our service and quality will only get worse. I have lived here over 20 years and have endured water issues the whole time.

Thank you.

Wendy and Bret Smith
Y3425 Chevy Chase Circle
Crown Point In 46307
219-741-7929

From: [William kappel](#)
To: [UCC Consumer Info](#)
Subject: William A. Kappel - CUII Case #45651
Date: Monday, April 18, 2022 5:49:22 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Good Morning,

I am a resident of the Lakes of the Four Seasons and oppose Community Utilities request for a water rate increase.

I've only been a resident of LOFS for the past two years, so I don't have the horror stories like my neighbors. But, I will share my experiences with you.

I had complained for months about high water bills with negative results. Then one day I received a call from a woman (Ashley) who informed me that my meter wasn't working and that I was receiving estimated bills based on the previous owner's usage. Community Utilities had to install two new meters twice, because the equipment wasn't functioning. I also paid to have a deduct meter installed. The outside water faucets are routed through the deduct meter. This process eliminates the sewer charge from the bill. However, I was still being charged sewer fees for water that passed through the deduct meter. I addressed these issues numerous times with the company and finally received results. I received a substantial credit and didn't pay a water bill for 5 months.

My big concern is with the quality of water being supplied. I purchased my home from an individual who had a brain tumor. And, having learned that my next door neighbor had a brain tumor, and rumors of a minor child (not verified) on the block with a brain tumor, I decided to have the water tested.

I delivered a water sample to MicroBac in Merrville for testing. I was told that the water sample came back high in nitrates. When I called Community Utilities about the results, they questioned how the sample was obtained and MicroBac's testing.

Recently, I noticed a strong, fishy odor coming from the water. And in the days following, a strong chlorine odor. I submitted another water sample to a certified State of Indiana testing facility. The results came back normal. I submitted these test results to the LOFS POA for their case against Community Utilities.

Since I'm new to LOFS, I spoke with neighbors, who related that they were subjected to rate increases in the past for infrastructure improvements. As of this date, they haven't seen any improvements.

I am of the opinion that it is time for the Indiana Department of Health to start aggressively monitoring the quality of water provided by Community Utilities. And, the Indiana Department of Regulations to start monitoring the business practices of Community Utilities.

Our community wouldn't be this upset had Community Utilities made the improvements they had promised.

William A. Kappel
4284 Harbor Park
Crown Point, IN. 46307
773.875.1151

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: William Demeter - CUII
Date: Monday, April 18, 2022 5:43:26 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 5:43 PM

Title:	Mr.
Name:	William Demeter
Email:	regdemeter@hotmail.com
Address:	1657 Sunnyslope Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 781-1953
If providing comments on a specific case, please	

indicate the
cause
number
and/or
name of
utility::

45651

Recently Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities) sent a letter to their customers.

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average. In addition we are double charged on water usage as we are charged for usage of water and charged the same usage amount for sewer.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end". Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer. Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

William Demeter
1657 Sunnyslope Drive
Crown Point, IN 46307

Your
Comments::

Indiana Office of Utility

Please be advised that I live in Lake of the Four Seasons and we do not have high quality water and being a senior citizen your rate increase is just not feasible. So many of us already invest our hard earned money into trouble plus we must always buy bottled water for drinking and cooking even with reverse osmosis.

Water is cloudy & ever looks rusty and at times yellow and the problem is not in our home. I ever know folks that have cancer that drink your water from faucet. Next door neighbors I & each other have breast cancer only thing in common is your water!

This rate increase must be minimal at least. We know improvements are necessary but not at a golden ticket rate. I am totally against your rate increase. Please don't

==

make us choice to keep warm
don't flush, medicine, health care
and eating a warm meal.

Please no double rate hike!

Thank you

James and Denise Shuttman
2041 Marlinspike Ct
Crown Point In
46307

219-741-6826

3900 Prospect Ln.
Crown Point, IN 46307
January 20, 2022

Dear OCCC,

I am writing in regard to the proposed price increase in our sewer and water. This is absolutely outrageous for me on a fixed income and when I saw and read the proposed increase, I could have cried.

Please, please reconsider these very huge increases!!! We need your help. I am sure I am not the only person severely affected.

Thank You,
Karen Paul

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street
Suite 1500 South
Indianapolis, IN 46204

To Whom it may concern:

In these times of economic uncertainty, a water bill increase of two to three times than what I am paying now seems to be out of the appropriate rate range for the service that I receive. **Please do not approve** the request made by Community Utilities of Indiana, Inc. (previously called Twin Lakes Utilities) Compared to the neighboring subdivision/towns & cities, our water bills are already well above average.

I am writing in response to the recent letter I received regarding a request for a rate increase. Here in the Lakes of the Four Seasons, I do not have the high-quality water, water pressure or service. Many of the residents here have had the need to invest into water softeners and their upkeep to try to manage the water problems. I also had to invest in an additional filtering system so avoid having to buy water for basic needs like drinking and cooking. The water cloudiness and color changes (I have even experienced the water coming out looking like tea.) make the water unusable and safe for my family, which includes several small children. In the past, the concerns have been met with it being a homeowner's issue not the utilities that service the homes.

Prior to COVID, when LOFS residents expressed concerns with corporate executives at a public meeting about the water quality in relation to the increasing costs, the concerns were met with rude responses. The rate was then increased by 25% just a little over 2 years ago.

I am aware that my water is an essential to living but so are my other financial obligations like my health care and basic needs. **Please reject this corporate request**, especially since their company has not provided the appropriate water quality and service for the higher rate I now pay. Your attention to this matter is deeply appreciated.

Thank you!

Pamela Terlouw
1915 Loganberry Lane
Crown Point, IN 4307

From: [Marvin Olson](#)
To: [UCC Consumer Info](#)
Subject: Marvin Olson - case# 45651, Community Utilities of Indiana
Date: Saturday, April 16, 2022 5:53:30 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

My wife and I have lived in Lakes of The Four Seasons for 30 years and been a customer of CUII that whole time.. The service CUII and it's previous owners has provided has been fair. there has been odors when you turn on the water and it has not always been clear, I am not talking about when they are flushing the system.

The current ownership have not been doing the maintance or putting aside the proper funds for future maintance.

Their failure to do this is not our fault and we should not have to pay for their inability to properly operate the company.

The rate increase they are asking for is outlandish and should not be granted.

Thank you for considering our comments

Marvin G Olson and Karen H olson
3288 Rustic Ln LOFS
Crown Point, In 46307. .



Virus-free. www.avast.com

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Russell Motkowicz - CUII
Date: Sunday, April 17, 2022 2:32:37 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 2:32 PM

Title:	
Name:	Russell Motkowicz
Email:	rmotkowicz@yahoo.com
Address:	3115 DEVONSHIRE CIR CROWN POINT, IN 46307-8906
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 776-8761
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

CUII, Cause 45651

**Your
Comments::**

The proposed increase of our water and sewer rates by Community Utilities of Indiana is unacceptable. We are seniors on a fixed income and do not feel this outrageous increase in water and sewer rates is justified. We do not drink the water due to the hardness and mineral taste, and often a strong smell of chlorine. Having to pay greatly more for water that is only used for dishes, showering, laundry, and lawn watering is not justified. If this company wants to provide Lake Michigan water, which is adjacent to our community boundary, then I could understand paying more for a quality product. Furthermore, this company was granted an increase only 4 years ago. As an advocate for the consumers of Indiana, we ask that you deny this unjustified and outrageous increase. Thank you for your help.

Russ and Jan Motkowicz

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Alan Sneade - CUII
Date: Tuesday, April 19, 2022 9:23:48 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/19/22 9:23 AM

Title:	
Name:	Alan Sneade
Email:	sneadeco@sbcglobal.net
Address:	1503 Happy Valley Road Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 932-9445
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	LOFS water bills are already very high, we can't afford this kind of increase . Thank you.

From: [Nancy Shaver](#)
To: [UCC Consumer Info](#)
Subject: Alice Burgess - Water rate increase
Date: Monday, January 31, 2022 9:53:08 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Alice Burgess
4296 Sunrise Dr.
Crown Point, IN 46307
219 663 8354

[Sent from Yahoo Mail on Android](#)

From: [Nicholas Roth](#)
To: [UCC Consumer Info](#)
Subject: Nicholas D. Roth- Dispute of rate increase
Date: Friday, January 28, 2022 12:53:38 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

To whom it may concern,

I am writing in response to a recent letter that was received from Community Utilities of Indiana, Inc., regarding a request for a rate increase that would more than double our current rates. Throughout our over five years of being residents and customers of Utilities, Inc., we have never had the quality of water that our current rates, let alone an increase, would justify.

Concerns that have been raised include sudden water cloudiness, drop in water pressure, and such hard water that maintaining plumbing integrity is difficult and expensive. When these concerns are brought up we are met with responses of “the problem must be in your home and is not on our end”. And yet neighbors are raising the same concerns with the same outcomes.

When we moved here we had been accustomed to the quality of water Lake Michigan provided as well as experiences with our own well. Knowing the quality would not directly compare still did not prepare us for just how poor the quality actually was. We did not expect a higher price for poorer quality. We further did not expect the rate to increase on our bill of about 25% around two years ago. This came when it was decided that it was fair for Utilities, Inc. to change from an already high for the area flat rate for wastewater to a per 1000 gallon price higher than the price of the water itself.

From the perspective of a homeowner, this company appears to be unwilling to accept responsibility for their product or their mismanagement of their system and spending. Do not allow them to pass this on to the customer. Thank you for your consideration.

Sincerely,

Nicholas D. Roth
1907 Loganberry Ln.
Crown Point, IN 46307
nroth6710@gmail.com
(219) 765-9958

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Alyssa Reitz - CUII
Date: Monday, April 18, 2022 9:26:50 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 9:26 PM

Title:	
Name:	Alyssa Reitz
Email:	aly032@gmail.com
Address:	2047 hidden valley dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 781-4811
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Absolutely ridiculous to increase our rate when the water sucks!!! We already pay the highest rate in the state of Indiana.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Amber Collins - CUII
Date: Monday, April 18, 2022 9:36:04 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 9:35 PM

Title:	Ms.
Name:	Amber Collins
Email:	a_nicolert@yahoo.com
Address:	2555 Oakwood Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Case# 45651
Your Comments::	Raising utilities for our water is outrageous. It's not even decent water. Single parent here already paying air to use the water and extra for bottled service to drink.

From: [Mattinglyhuber, Deborah](#)
To: [UCC Consumer Info](#)
Subject: Amber Peacock - CUII (CAD FWD)
Date: Tuesday, April 19, 2022 8:21:59 AM

Customer Type: Residential
Customer: Amber Peacock
Business Phone: 847-309-0155
Home Phone: 847-309-0155
Contact Phone: 847-309-0155
Service Address: 4241 Westover Dr
City, State, ZIP: Crown Point , IN , 46307
Email: amberspin04@yahoo.com

Case Description: Case#45651 Twin Lakes Utilities Ink

The proposed monetary hike for service is absolutely ludicrous and unethical. The water quality is extremely poor. It is discolored, cloudy, it has a terrible odor, and it's destroying plumbing and appliances. And customers should pay more for this?

We cannot drink or cook with the water without elaborate filtration systems.
I turn on the tub for my son and it smells as if it's a heavily chlorinated swimming pool.
Our pipes are corroded, green, and crumbling. We are fed up.

I strongly oppose an increase in the cost of our service because of the reasons I've stated above.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Andrew Ricchiuto 45651
Date: Thursday, January 27, 2022 12:50:38 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/27/22 12:50 PM

Title:	Mr.
Name:	Andrew Ricchiuto
Email:	aricchiuto13@gmail.com
Address:	3229 Rustic Lane Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 359-4319
If providing comments on a specific case, please indicate the	Case #45651

**cause
number
and/or name
of utility::**

**Your
Comments::**

Our water bill is increasing to nearly 50% more than what it currently is. The quality is an issue as we are unable to drink the water without reverse osmosis filtration. It is unacceptable to increase rates on a utility that is incomplete when it is delivered to us. We cannot use what they provide, we need additional softeners and filtration systems to use/drink the water.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Angel Cakora](#)
To: [UCC Consumer Info](#)
Subject: Angela Cakora - In Response to Community Utilities of Indiana, INC increase in water bill
Date: Monday, January 24, 2022 2:11:59 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason!

Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to

overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end" Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being

requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Angela Cakora
3860 Kingsway Drive
Crown Point, IN 46307
219-669-9169
Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Anita Keray - CUII
Date: Sunday, April 17, 2022 8:18:25 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 8:18 AM

Title:	Mrs.
Name:	Anita Keray
Email:	nitak3661@yahoo.com
Address:	3661 Kingsway Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 663-8679
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII Cause # 45651
Your Comments::	Rate increases are Outrageous & the water quality is not good,

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Ann Weir - CUII
Date: Monday, April 18, 2022 9:17:57 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 9:17 PM

Title:	Mrs.
Name:	Ann Weir
Email:	weir4nlv@yahoo.com
Address:	1984 Greenvalley Dr. Crown Point Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	I don't believe that our water quality is worth a price increase. The water we have isn't even good for drinking water . The quality of water we have inside of LOFS

is very poor .

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Anna Wolfe - CUII
Date: Saturday, April 16, 2022 2:53:48 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 2:53 PM

Title:	Mrs.
Name:	Anna Wolfe
Email:	amarie7811@yahoo.com
Address:	3265 Trailside Place Crown , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Community utilities of Lakes of the four season
Your Comments::	These prices are absolutely ridiculous!

From: [Anne Lynk](#)
To: [OUCC Consumer Info](#)
Subject: Anne Lynk - Public comment
Date: Monday, January 24, 2022 6:43:52 PM
Attachments: [View receipt_eh0105.jpg](#)

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

5:37 PM Mon Jan 24

49%

Today
5:33 PM



Edit All Photos

Cc/Bcc, From: Annelynk@gmail.com

Subject: OUCC PUBLIC COMMENT:

I ask that you reject the request of Community Utilities of Indiana Inc. for a rate increase for Lake of the Four Seasons, Crown Point Indiana.

We are already paying premium prices for water that is unfit for human consumption . In addition, a rate increase of near 25% was just granted about two years ago. At these rates, we have a right to expect quality water that is clean, clear and free of particulate matter and deposits. Here in The Seasons, we do not have high quality water, water pressure or service.

There isn't a household in this are that is not burdened with the expense of a water softener, water treatment equipment and/or purchasing water from outside sources. Appliances such as washers and dishwashers are ruined by deposits, clothing is ruined by discoloration, toilets and sinks are disgusting. Most importantly, our families cannot drink the water that comes out of our faucets.

High rates and poor water quality are having a profound effect on home values. The word is out that our water is horrible and the rates are exorbitant. How can we expect real estate to retain its resale value under these conditions?

I plead with you to reject this request for a rate increase.

Thank you for your attention to my letter.

Anne Lynk
2578 Brookwood Dr
Crown Point IN 46307
765-5921863



From: [Xochilt](#)
To: [UCC Consumer Info](#)
Subject: Armando & Xochilt Balderas - Community Utilities or Indiana #45651
Date: Sunday, January 23, 2022 6:59:53 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To whom it may concern:

As residents of the subdivision known as Lakes of the Four Seasons aka LOFS , we opposed to the proposed raise in the price we pay for such low quality of water, our water is undrinkable and they're always doing they're "flushing" that only causes the water to come out yellow which messes up laundry, dishes and showers making the already "high price" not worth it for the quality that we get, raising prices yet again, will only affect more our budget and with the current financial situation it would be impossible to live here anymore.

Hope our concerns are heard.

Thank you.

Armando & Xochilt Balderas

Sent from my iPhone

From: [Ashley Popa](#)
To: [UCC Consumer Info](#)
Subject: Ashley Popa - Water Rate Increase
Date: Wednesday, April 6, 2022 11:08:21 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To Whom This May Concern,

I would like to express my concern with the rate increase proposed by Utilities Inc. The water rates are already considerably higher than those that have city water. The proposed rate changes would cause a large burden on families in our neighborhood and area. I have not found Utilities Inc water to be the freshest water as I also have to rent a water softener due to this water. With the cost of inflation this year in 2022, I don't think it's fair to punish the consumers to impose such a large rate increase. We are consumers and do not have the option to source out other water companies. This rate increase is due to them wanting more revenue and not what is best for us as consumers. This rate increase will cause a lot of families in our neighborhoods to consider leaving due to not being able to afford the cost of water. Please do not allow this to proceed. It would be a huge mistake.

Thank you,

Ashley Popa

Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Winson Wong - CUII
Date: Sunday, April 17, 2022 3:58:30 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 3:58 PM

Title:	Mr.
Name:	Winson Wong
Email:	won60606@gmail.com
Address:	1248 Brandywine Road Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 306-7707
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651

**Your
Comments::**

I am writing to complain the unjust proposal from the Community Utilities of Indiana (CUII) to raise the utility rate in the Lakes of Four Seasons (LOFS) subdivision.

CUII as a supplier of sewer and water service is in a monopoly position from which they are free from competition. Unfair to the consumers is that CUII has overloaded the existing sewer system in the past by allowing newly established subdivisions to tap into the existing sewer plant designed to service home sites within the LOFS subdivision only. By tapping into the limited sewer system in the past 5 to 10 years, the sewer plant failed and the costs of repairs were passed onto the home owners in the LOFS previously.

At this round, CUII's motive is to raise funds to allow new subdivisions in the vicinity of the LOFS to tax the existing limited resources again. If CUII is trying to raise capitals to fund new ventures, they are doing it at the existing customers expenditures, just like before. In my mind, capital fund raising should be targeted at investors and not customers. It is bad enough to have a monopoly supplier, customers should not foot the bills for capital projects for the monopoly in the form of rate hike!

Respectfully,

Winson Wong

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Robert Bennett - CUII
Date: Sunday, April 17, 2022 8:19:48 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - **COPY**

Submitted at 04/17/22 8:19 PM

Title:	Mr.
Name:	Robert Bennett
Email:	benlofs@comcast.net
Address:	2132 Hidden Valley Dr. Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 602-8264
If providing comments on a specific case, please indicate the cause number and/or name	45651

of utility::

**Your
Comments::**

community Utilities of Indiana are requesting a rate hike that will double my water bill from \$87.00 to \$148.00 in 2022 and \$164.00 in 2023 for the same water usage. This will create a significant hardship on my fixed income family. Please consider denying the request. THEY WERE GRANTED A PRICE INCREASE IN 2018.
Robert Bennett

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Barbara Wagner - CUII
Date: Monday, April 18, 2022 4:50:59 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:50 PM

Title:	Ms.
Name:	Barbara Wagner
Email:	barbie2154@gmail.com
Address:	2154 Green Valley DR Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 669-3979
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Twin Lakes 4 Seasons In

**Your
Comments::**

We have terrible water quality here in the Seasons, we have to have a water softener along its reverse osmosis for drinking. This costs us at least \$40.00 more a month. I've been told you put at least 6 times more chlorine in our water than Hebron does and it's 10 miles from Us. I'm on a fixed income and it would be a real hardship if our water were to increase as much as you are saki g for, please reconsider.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [mart5950](#)
To: [UCC Consumer Info](#)
Subject: Beth Martinez - Community Utilities of Indiana
Date: Friday, January 21, 2022 8:53:14 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Cause# 45651

To whom it may concern

I am writing in regards to a letter I received from Utilities Inc that once again they are raising our rates, this time for so called improvements. I reside in Lakes of the four seasons. Our water quality currently is less than average at best, and the fact that we need to use a water softener only proves that statement. Only my husband and I reside in our home and we currently pay close to \$100 monthly for two people on top of the cost for maintaining the water softener. The residents of LOFS are planning on bringing this up to the board as well, however barring changing companies, their hands are basically tied. We are asking for your consideration to intervene with this hike in our water prices. Unfortunately we are at their mercy and have to pay what they charge or risk getting our water shut off. Any assistance you can provide would be greatly appreciated.

Thank you

Sincerely
Beth Martinez
4349 N Lakeshore Dr
Crown Point IN 46307

[Sent from the all new AOL app for Android](#)

From: [Claudia Lee](#)
To: [UCC Consumer Info](#)
Subject: Boyd and Claudia Lee- Lake of the four Seasons water rate hike
Date: Monday, January 24, 2022 1:36:46 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.
Thank you.

Boyd and Claudia Lee
1580 Sunnyslope Drive
847-225-6438

Sent from my iPhone

From: [Jennifer Daniel](#)
To: [UCC Consumer Info](#)
Subject: Brad and Jennifer Daniel - LOFS Rate Increase
Date: Friday, January 21, 2022 8:17:42 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To whom it may concern:

I live in Lakes of the four Seasons and was recently informed by Community Utilities of Indians Imc or a potential rate hike that would essential double the monthly water bill.

While I understand the resources they put in to update and maintain our water and sewer, this amount of an increase is extremely concerning.

The proposed increase would be overly burdensome for my family, as well as many other in the community.

Thank you,
Brad and Jennifer Daniel

Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Brett Ingold - CUII
Date: Monday, April 18, 2022 9:31:47 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 9:31 PM

Title:	Mr.
Name:	Brett Ingold
Email:	bingold@gmail.com
Address:	2492 E Lakeshore Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 888-3514
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	The proposed water rate increases are excessive. The water quality and service have not improved enough to warrant these proposed increases in my opinion.

From: [Brianna Melendez](#)
To: [UCC Consumer Info](#)
Subject: Brianna Melendez & Kyle Geringer- NO BILL INCREASE!!
Date: Monday, January 24, 2022 2:51:58 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To whom it may concern,

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average. I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must **ALWAYS** buy bottled water for drinking and cooking! Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end". Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago. Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer. Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you,

Brianna Melendez & Kyle Geringer
3818 Kingsway Dr.
219-718-4636

From: [Brooke A Gilmartin](#)
To: [UCC Consumer Info](#)
Subject: Brooke Gilmartin - Water Bill increase LOFS
Date: Monday, January 24, 2022 2:07:21 PM
Attachments: [Outlook-cid_92CEF7.png](#)

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)

OUCC Public Comment

115 West Washington Street,

Suite 1500 South

Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase.

Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Brooke Gilmartin

1972 Green Valley Drive Crown Point IN 46307

708- 705-3295

From: [Hey You Bad Azz](#)
To: [UCC Consumer Info](#)
Subject: Bruce and Peggy Reynhout - CUII
Date: Wednesday, January 26, 2022 8:50:43 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)

OUCC Public Comment

115 West Washington Street,

Suite 1500 South

Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Bruce and Peggy Reynhout

3729 Cherry Hill Dr

Crown Point, In 46307

219-226-9131

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Bruce Witlock - CUII
Date: Sunday, April 17, 2022 12:44:15 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 12:44 PM

Title:	Mr.
Name:	Bruce Witlock
Email:	bwitlock@comcast.net
Address:	4193 Thornhill Drive Crown Point1219, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 775-3775
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651/cull
Your Comments::	The rate increase is way to much for the quality of water we are getting. We are paying to much now. We just had a rate increase recently. This rate increase should not be approve.

From: [Buffy Adams](#)
To: [UCC Consumer Info](#)
Subject: Buffy Adams- NO WATER BILL INCREASE PLEASE
Date: Monday, January 24, 2022 12:58:57 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)

OUCC Public Comment

115 West Washington Street,

Suite 1500 South

Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25%

increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Buffy Adams

1573 Sunnyslope Drive

312-898-1918

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Carol Dado - CUII
Date: Saturday, April 16, 2022 4:52:23 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 4:52 PM

Title:	
Name:	Carol Dado
Email:	carolesullivan13@gmail.com
Address:	3292 Rustic Ln Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(773) 407-6930
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651/ water bill
Your Comments::	Do NOT increase water rates. Service & quality is not even worth the current rate!

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Carol Hanson - CUII
Date: Monday, April 18, 2022 9:07:33 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 9:07 AM

Title:	Mrs.
Name:	Carol Hanson
Email:	cah55@comcast.net
Address:	4161 Oakmont Court Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 662-9544
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Community Utilities of Indiana
Your Comments::	The proposed rate hike would be a tremendous hardship on us at this time. This is not the time to place more burden on anyone.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Carol Walsh - CUII
Date: Sunday, April 17, 2022 12:27:50 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 12:27 PM

Title:	
Name:	Carol Walsh
Email:	cwalsh918@yahoo.com
Address:	4203 Glen Oaks Dr Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII case#45651
Your Comments::	Cannot afford \$200 monthly rate hike.

From: [Catherine Carrillo](#)
To: [UCC Consumer Info](#)
Subject: Catherine Carrillo - Water rate increase
Date: Wednesday, April 6, 2022 11:49:52 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

This is most certainly not the time to look for a rate increase. Not sure what democrat has his eyes on increases for water rates. But now is not the time. Stop squeezing people. They can hardly make it as it is. Shame on you people. People should not have to choose between paying water bill and eating or buying medications. And just because the person is not poverty level because they chose to work instead of living off the government, does not mean we don't have bills also. Think before you make a bad decision. In case you have not heard people are fleeing Illinois. Dont make them regret that decision.

Catherine Carrillo
Hammond Indiana

From: [cathryn dudek](#)
To: [UCC Consumer Info](#)
Subject: Cathi Grzych - Water rate increase
Date: Monday, January 24, 2022 8:14:47 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Cathi Grzych
3702 Kingsway Dr
Crown Point, In 46307
219.613.8470

[Sent from Yahoo Mail on Android](#)

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Cesar Vargas - CUII
Date: Monday, April 18, 2022 4:28:35 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:28 PM

Title:	Mr.
Name:	cesar vargas
Email:	sotoolis@gmail.com
Address:	1079 shoreline crown point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(773) 456-9994
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Do no raise the water rate. The water is not worth the cost in the raise. There is no drainage. The water is hard, yellow and not worth it to cook with. WE have to use bottles water.

From: [Charissa Hogan](#)
To: [UCC Consumer Info](#)
Subject: Charissa Hogan - Rate Increase Concerns
Date: Sunday, January 23, 2022 11:46:15 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I am writing in response to a recent letter we received regarding a request for rate increase. Throughout our almost five years at our home and as customers of Utilities, Inc. we have never had what we would consider high quality water or service. Concerns raised in the past over sudden water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) are met with responses of “the problem must be in your home and is not on our end”. And yet neighbors are raising the same concerns and, it will, in hours or days improve with no changes in the home. When we moved here we expected a change compared to the Lake Michigan water we were accustomed to and accept that. We did not expect a higher price for poorer quality. We further did not expect the the rate increase that increased our bill about 25% around two years ago. This came when it was decided that it was fair for Utilities, Inc. to change from an already high for the area flat rate for wastewater to a per 1000 gallon price higher than the the price of the water itself. From the perspective of a homeowner, this company appears to be unwilling to accept responsibility for their product or their mismanagement of their system and spending. Do not allow them to pass this on to the customer. By their own figures, it will increase the average homeowners bill by double. Thank you for your consideration.

Charissa Hogan

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Christine Benko - CUII
Date: Monday, April 18, 2022 11:02:51 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 11:02 PM

Title:	Mrs.
Name:	Christine Benko
Email:	christineroye@yahoo.com
Address:	4108 Ravenwood Drive Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 808-1147
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651 case #

**Your
Comments::**

I am absolutely against this rate increase. The water quality is terrible. We spend \$\$ to go buy water we drink, cook with, and allow the animals to drink. The water is so bad I hate even having to shower in it. Laundry is never clean. Whites are never white. And why would anyone want to pay \$150-200 per month for minimum usage of such poor water? They won't. Families will be forced to leave LOFS if their bills go up as anticipated- To this extreme - as part of this case #

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Christine Skocz - CUII
Date: Monday, April 18, 2022 5:18:42 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 5:18 PM

Title:	
Name:	Christine Skocz
Email:	tinaskocz@comcast.net
Address:	1391 Brandywine Rd Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 323-7126
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Case number 45651
Your Comments::	Discontinue the rate hike. Work has not been completed on previous hikes. Water needs to be filtered better before implementing new wages for poor water service currently.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Christine Wulf - CUII
Date: Monday, April 18, 2022 6:59:28 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 6:59 AM

Title:	Mrs.
Name:	Christine Wulf
Email:	cwinans06@aol.com
Address:	1345 brandywine Crown point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(832) 724-3438
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUI. Case #45651
Your Comments::	Opposing the propose water increase.

From: [Chuck Donati](#)
To: [UCC Consumer Info](#)
Subject: Chuck Donati - Lakes Of Four Seasons proposed water and sewer increase
Date: Thursday, April 7, 2022 3:57:16 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

April 7th, 2022

Indiana Office of Utility Consumer Counselor (OUCC)

OUCC Public Comment

115 West Washington Street,

Suite 1500 South

Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end". Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Charles & Jill Donati

3582 W. Lakeshore Dr.

Crown Point, IN 46307

708-790-7497

Thank you

Chuck Donati

Manager

DMC Security Services Inc.

4455 W. 147th St.

Midlothian IL 60445

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Cindy Zachwieja - CUII
Date: Sunday, April 17, 2022 4:25:31 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 4:25 PM

Title:	Mrs.
Name:	Cindy Zachwieja
Email:	cindy.zach@yahoo.com
Address:	5045 Spinnaker Ln Unit B CROWN POINT, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(847) 359-8852
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Utilities Inc. CUII #45651
Please consider all the testimonials on why	

Your Comments::

Utilities Inc should not raise our already high water costs. Poor management of our funds should not let them continue to increase the cost for horrible service and water you can not even drink.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Clarence Brimmer - CUII
Date: Monday, April 18, 2022 7:14:43 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 7:14 PM

Title:	Mr.
Name:	Clarence Brimmer
Email:	brimmerjb@yahoo.com
Address:	1202 Winter haven Lane Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(815) 295-2340
If providing comments on a specific case, please indicate the cause number and/or name of utility::	case# 45651

**Your
Comments::**

Community utilities of Indiana (CUII)
The increases they want to do will double Maby
Tripple our water and sewer bill . we cannot afford
this .its crazy that they want this . how do they
think people can pay this????? . In this time of
High gas prices and food prices. plus Inflation. this
will be a very bad Hardship for everyone.
Please vote NO on this increase.
Thanks
CB

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: CM - CUII
Date: Saturday, April 16, 2022 10:19:23 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 10:19 PM

Title:	
Name:	C M
Email:	datingcm@gmail.com
Address:	4154 Oakmont Ct Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII
Your Comments::	CUII and cause# 45651

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Coral Barney - CUII
Date: Monday, April 18, 2022 4:55:30 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:55 PM

Title:	Mrs.
Name:	Coral Barney
Email:	crbarney18@comcast.net
Address:	12398 Vanderberg Place Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 742-6990
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Increasing rate on water that needs to be run through a water softener and filtered to even drink.

From: [Joselynn Berg](#)
To: [UCC Consumer Info](#)
Subject: Craig and Joselynn Hyatte - Water Bill Increase
Date: Wednesday, February 2, 2022 7:55:22 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

February 2, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we DO NOT have high quality water, water pressure or service. Many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color(BROWN WATER!) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”. Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

PLEASE reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Craig and Joselynn Hyatte
2142 Hidden Valley Dr.
Crown Point, IN 46307
219-306-3160

From: [Craig Ergang](#)
To: [UCC Consumer Info](#)
Subject: Craig Ergang - Undeserved rate increase
Date: Monday, January 24, 2022 3:21:29 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Dear OUCC,

We are writing to protest the rate increase being sought by Community Utilities of Indiana for the residents of Lakes of the Four Seasons.

There has been a history of poor management by this company providing poor quality water at much higher rates than any surrounding communities. Our water frequently is brown in our toilets or cloudy even with the required water softeners residents are forced to purchase because of how the company is managed. It would seem that the stockholders should have to suffer the results of the highly paid mismanagement rather than the consumers trapped into the poor service of this uncompetitive monopoly.

Sincerely,
Craig Ergang
1624 Sunnyslope Drive
Crown Point, IN 46307

Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Cynthia Qualizza - CUII
Date: Monday, April 18, 2022 6:20:42 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 6:20 PM

Title:	Mrs.
Name:	Cynthia Qualizza
Email:	xraycaq@sbcglobal.net
Address:	4024 Walnut Hill Circkw Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	We already pay ENOUGH cow water! We do not need this increase . My mom has Water in Cp and only 25 dollars !!

From: [Cynthia Skees](#)
To: [UCC Consumer Info](#)
Subject: Cynthia Skees - Community Utilities of Indiana Inc
Date: Monday, January 31, 2022 8:28:10 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Cynthia Skees
1042 N Lakeshore Dr
Crown Point, IN
2197421395

Cyndi Skees
Skees Travel affiliate of Major Travel
219-742-1395

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Dana Moynihan - CUII
Date: Monday, April 18, 2022 4:25:02 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:24 PM

Title:	Mrs.
Name:	Dana Moynihan
Email:	Djmoes5@hotmail.com
Address:	3569 W. Lakeshore Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 713-8573
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Our current water utility rate is one of the	

Your Comments::

highest, if not the highest in our county. We are constantly under boil advisories, and our water is absolutely horrendous in quality. Not only is it discolored, but it is so heavily treated that we have to have a water softener.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Daniel Greco - CUII
Date: Sunday, April 17, 2022 12:12:56 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 12:12 PM

Title:	
Name:	Daniel Greco
Email:	Boonekim@yahoo.com
Address:	1194 Winterhaven Ln Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 741-2470
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII
I am writing this to protest the recent proposal in	

Your Comments::

the rise of our water bill in Lakes of Four Seasons. We do not have the best water and it is a ridiculous rate hike for our community. This needs to be taken care of right away. Our bill alone is estimated to double.

Thank you
Daniel Greco

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Daniel Miloshevski](#)
To: [UCC Consumer Info](#)
Subject: Daniel Miloshevski - Water bill
Date: Monday, January 24, 2022 7:27:46 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Daniel Miloshevski
3283 Rustic Lane Crown Point IN 46307
4055090032

Get [Outlook for iOS](#)

From: daniel.wydro@gmail.com
To: [UCC Consumer Info](#)
Subject: Daniel Wydro - Utilities inc " Water bill increases"
Date: Thursday, January 20, 2022 4:24:46 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To whom it my concern,

I have been a member Of the lake so Fourseasons community for 10 years now. I have previously gotten all my water from Indiana American water company that pumps out of Lake Michigan at a very reasonable cost. Way better quality no need for even owning a softener. Since I've been here I went through to softeners and currently rent one because I'm tired of buying them. I pay almost double what i have before I moved out here, for water that is twice as bad.

Now we get a letter from utilities inc that says our water bills could almost double which would put us at the highest in Indiana!

How is this justified! We live in a subdivision that is not Rich it is very average community! It's upsetting to know that Indiana American water is right around the corner and we can't just use them to feed our community because of some bullshit watershed! Everything ends up back to Great Lakes one way or another. We live in one of the most vast areas of fresh water in the world and yet utilities Inc. is pumping it out of the ground and selling it to us at an astronomical rate now let alone double! Where is all this money going how is it justified who is running their books have they been audited is money getting stolen? Mind you I have been a union plumber for 20 years. I know how water work in every way shape or form... I would like to know what kind of repairs they've been doing for the past 10 years with all the money they're making why is everything falling apart why is everything neglected? I hope somebody takes this into consideration I'm a very concerned Citizen

Sincerely

Daniel Wydro

Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: DANIELLE SLAGER - 45651/Community Utilities of Indiana
Date: Saturday, January 22, 2022 12:20:46 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/22/22 12:20 AM

Title:	Mrs.
Name:	DANIELLE SLAGER
Email:	DANISLAGER@YAHOO.COM
Address:	3901 BROOKSIDE DRIVE CROWN POINT IN 46307 CROWN POINT, IN. 46307 CROWN POINT, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 606-8672
If providing comments on a specific case, please indicate	45651/Community Utilities of Indiana

**the cause
number
and/or name
of utility::**

**Your
Comments::**

To whom it may concern,
the increase for our water is absurd. Unless you plan
to increase the quality of the water we receive, this is
not acceptable. As it is, we Have to buy bottles/jugs
of water to drink as we wouldn't digest the poor
excuse for water that we receive and we already
sacrifice more showers than we'd like to just to be
able to afford what we use now.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Danielle Slager - CUII
Date: Monday, April 18, 2022 10:38:39 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:38 AM

Title:	Mrs.
Name:	DANIELLE SLAGER
Email:	DANISLAGER@YAHOO.COM
Address:	3901 BROOKSIDE DRIVE CROWN POINT IN 46307, CROWN POINT, IN. 46307 CROWN POINT, IN. 46307 CROWN POINT, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 606-8672
If providing comments	

on a specific case, please indicate the cause number and/or name of utility::

Your Comments::

This water increase is going to drive WAY TOO MANY PEOPLE out of LOFS. Including us. We are normal, average paid human beings and CANNOT afford to live in an area where their water company is taking advantage of them. It's bad enough that the water isn't even DRINKABLE without a purifier that WE ADDITIONALLY PAY FOR along with a WATER SOFTENER COST because this EXPENSIVE water is useless otherwise. I wouldn't even give the water to my pets straight out of the tap. Do better.

From: [Darlene LaValley](#)
To: [UCC Consumer Info](#)
Subject: Darlene LaValley - community utilities of indiana rate case
Date: Thursday, January 20, 2022 7:54:34 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To whom it may concern

As a resident of Lakes of the four seasons I oppose the water and sewer rate increase asked for by community utilities.

If your commission approves this outrageous rate hike, it would be the highest in the state of Indiana!

I am retired and living on social security and would have a very hard time paying an increase in my bill.

I suggest you make the shareholders pay for any improvements necessary just as any other for-profit business would do.

Thank you

Darlene LaValley

[Sent from Yahoo Mail on Android](#)

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: David Collins - CUII
Date: Thursday, April 7, 2022 12:27:35 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/07/22 12:27 PM

Title:	Mr.
Name:	David Collins
Email:	Dcs9728@sbcglobal.net
Address:	2537 E Lake Shore Dr. Unit 55, Apt 55 Apt 55 Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 275-5904
If providing comments on a specific case, please indicate the cause number and/or name of utility::	
Your Comments::	You have to be kidding! Double the cost REALLY!!!Figure another way to improve this service, not on the backs of the poor paying public.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: David Fratantoni - CUII
Date: Monday, April 18, 2022 11:01:33 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 11:01 PM

Title:	Mr.
Name:	David Fratantoni
Email:	dmfratantoni@gmail.com
Address:	4135 Augusta Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 846-8941
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651

**Your
Comments::**

Twin Lakes ("Utilities, Inc.") is unfairly attempting to increase the fees for their water and sewage services for the residents in Lakes of the Four Seasons. They are the only water/sewage service provider for this community, so they hold a true monopoly; there are no other alternative service providers, so the residents are put in an incredibly unfair position. This is especially true as we exit a global pandemic into a suffering economy and a gross rate of inflation. While this is a business and inflation is to be expected, these rate increases are both unfair and predatory. It does not serve the community or its residents. Please block this rate increase.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: David Johnston - CUII
Date: Saturday, April 16, 2022 9:18:27 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 9:18 PM

Title:	
Name:	David Johnston
Email:	Debbiej210@sbcglobal.net
Address:	1008 North Lakeshore Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 936-4421
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII /45651
	I am against the water increase. This is ridiculous and we pay high enough for

Your Comments::

the water we receive.
The water is not even good in Lakes of the Four Seasons. So many people having problems. This raise will not help us struggling already to pay our high taxes, and now you want to raise the water. Please stop this from happening to us!!

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: David Malott - CUII
Date: Monday, April 18, 2022 10:02:16 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:02 PM

Title:	Mr.
Name:	David Malott
Email:	Papamalott@gmail.com
Address:	2460 E Lakeshore Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 508-6104
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	We live in Lake of Four Seasons and are complaining about our water and think it should not go up in price.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: David Romanak - CUII
Date: Monday, April 18, 2022 4:22:38 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:22 PM

Title:	Mr.
Name:	David Romanak
Email:	daromanak@yahoo.com
Address:	3718 Cherry Hill Dr. Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 663-7405
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

**Your
Comments::**

To Whom It May Concern:

We are residence of Lakes of the Four Seasons in Crown Point, IN. We understand that our water company, Twin Lakes Utilities, wants to increase our monthly water bill by \$200.00 per month. We have lived in this community for 40 years. The water quality is poor at best. We are unable to drink the water, not to mention the cost of a water softener and salt. We are constantly fighting the builds up of lime on our sinks, toilet, bathtubs, dishwasher, washing machine, and water heater.

We are on a fixed income and this poses a great burden on us.

Thank you,
Dave & Andrea Romanak

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Deborah Gold - 45651
Date: Thursday, January 27, 2022 2:05:43 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/27/22 2:05 PM

Title:	Mrs.
Name:	Deborah Gold
Email:	dgoldpchef@aol.com
Address:	1478 Happy Valley Road Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(317) 332-9398
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Cause # 45651 Community Utilities of Indiana

**Your
Comments::**

We live at 1478 Happy Valley Road, Crown Point, IN which is within the Lakes of The Four Seasons neighborhood. We are unhappy to hear that Community Utilities of Indiana, our water and sewer provider, is asking for permission to increase our rates.

We have lived here since 2017 and have had at least one increase in rates since moving (2019 I believe). Our neighborhood is full of people on fixed incomes and although it is not our situation at present, it will be one day. Increasing rates every few years and at such substantial jumps is going to put our neighborhood at jeopardy and affect our most important investment, our homes. To add salt to the wound, the water that Community Utilities of Indiana provides is of poor quality.

Please DENY the request from Community Utilities of Indiana for a RATE increase. They need to figure out how to provide service within their present budget and not try to pass the cost of doing business continually onto their consumers!

Deborah and Robert Gold

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Deborah Kramer - CUI
Date: Friday, January 21, 2022 10:14:09 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/21/22 10:14 AM

Title:	Ms.
Name:	Deborah Kramer
Email:	countryknitwit@gmail.com
Address:	2612 Knollwood Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(224) 374-2033
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651--Community Utilities of Indiana

**Your
Comments::**

My concern is rate hike requested by our local water company. Our water is already outrageously expensive for the service (or lack there of). Maintenance of infrastructure is poor, frequently have water main breaks with boil orders. I am forced to have a reverse osmosis for drinking water and pets which is already an additional expense. I don't even want to use the water for laundry, showering or watering plants. The utility is totally mismanaged and increase should be denied.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [DENISE SHALLON](#)
To: [UCC Consumer Info](#)
Subject: Denise Shallon - Cause #45651
Date: Sunday, April 17, 2022 7:47:45 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Hello,

I am writing you with concern about the proposed rate increase through CUII cause #45651. The water in our subdivision is absolutely horrible, and has been that way for much longer than what we have lived here. At times the water is discolored and there is a heavy lime/scale buildup on our faucets. In return this also impacts the life span of our appliances. We already pay for less than quality water, a water softener, salt for the water softener, lots of water filters, and we have to replace/repair appliances more than what we should. The fact that they now want to increase our water bill is not acceptable! This needs to be looked into in.

Thank you,
Denise Shallon

Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Desiree Melcher - CUII
Date: Monday, April 18, 2022 8:31:43 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 8:31 PM

Title:	Mrs.
Name:	Desiree Melcher
Email:	desiree.seneff@yahoo.com
Address:	4185 thornhill dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 929-8646
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	I disagree with twin lakes increase to our water bill. The rates are already higher than average for poor quality water. We have options and the rate increase is extreme

and unreasonable.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Devan Doherty](#)
To: [UCC Consumer Info](#)
Subject: Devan Doherty - OUCC Public Comment
Date: Monday, January 24, 2022 2:46:34 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204
To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer. Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Devan Doherty
3964 kingsway drive crown point Indiana
2192468980

[Sent from Yahoo Mail for iPhone](#)

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Diane Warren - CUII
Date: Monday, April 18, 2022 8:22:35 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 8:22 PM

Title:	Mrs.
Name:	Diane Warren
Email:	dianewarren4115@msn.com
Address:	4115 Augusta Dr Crown point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 743-2016
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651. Community Utilities of Indiana

**Your
Comments::**

I have lived in Lakes of the Four Seasons for over 40 years. My water bill has more than tripled and now there are only two people in the house. We are also very water conscious even using a rain barrel to water plants. We discovered early on that you must have a water softener. Many people also only drink filtered water. We have had many boil orders in recent years due to issues with the water. The requested increase is a hardship to retired couples of which there are many in this community. It seems they want to have current customers pay for the new construction lines needed in new developments around this 50 year old original planned community. We have paid for our water lines over many years.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Don Duquette - CUII
Date: Sunday, April 17, 2022 11:40:57 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 11:40 AM

Title:	Mr.
Name:	Don Duquette
Email:	dond6922@comcast.net
Address:	3744 Cherry Hill Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 689-9559
If providing comments on a specific case, please indicate the cause number	CUII - 45651

**and/or name
of utility::**

**Your
Comments::**

Please consider this proposed rate increase as unneeded and unjustified. This company has poor quality and poor service as well. CUII has not been able to provide service to maintain their systems, and deliver quality water. This rate increase is designed to give CUII's shareholders more money without improvements needed or very little or no service.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Dorthea Robbins - CUII
Date: Sunday, April 17, 2022 4:39:31 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - **COPY**

Submitted at 04/17/22 4:39 PM

Title:	Mrs.
Name:	Dorthea Robbins
Email:	dorfreddie@yahoo.com
Address:	3620 Kingsway Dr Crown Point , IN 46308
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 895-3382
If providing comments on a specific case, please indicate the cause number and/or name of utility::	IURC
Your Comments::	200\$? Increase.?!?The water is not good as it is and this increase is outrageous.

From: [Ed And Deb's Clutter Busters LLC](#)
To: [UCC Consumer Info](#)
Subject: Edward and Debra Skoda - Utilities Inc. Proposed rate increase for Lakes of the Four Seasons
Date: Sunday, January 23, 2022 9:19:02 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

We recently received a letter regarding a request for a rate increase. We've lived here for almost 24 years now and as customers of Utilities, Inc. we have never had good water or service. Concerns raised in the past over sudden water cloudiness or changes in color (looked like ice tea) are met with responses of "the problem must be in your home and is not on our end". And yet neighbors are raising the same concerns and, it will, in hours or days improve with no changes in the home. When we moved here we expected a change compared to the Lake Michigan water we were accustomed to and accept that. We did not expect a higher price for poorer quality. We further did not expect the the rate increase that increased our bill about 25% around two years ago. This came when it was decided that it was fair for Utilities, Inc. to change from an already high for the area flat rate for wastewater to a per 1000 gallon price higher than the the price of the water itself, even in the summer when our water is used in our flower and vegetable gardens - that shouldn't be billed as wastewater too! From the perspective of a homeowner, this company appears to be unwilling to accept responsibility for their product or their mismanagement of their system and spending. Do not allow them to pass this on to the customer. By their own figures, it will increase the average homeowners bill by double. Thank you for your consideration.

Edward and Debra Skoda
Lakes of the Four Seasons

Sent from my iPhone

From: droman01@aol.com
To: [UCC Consumer Info](#)
Subject: Edward and Diana Romanowicz - Raising water and sewer prices
Date: Friday, January 21, 2022 5:52:11 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

We are AGAINST any and all rate increases . The quality of water we get is horrible. In fact, we BUY bottled water for drinking and cooking. PLEASE RECONSIDER. OUR QUALITY OF WATER IS DISGUSTING. NO NO RATE INCREASE!

[Sent from the all new AOL app for Android](#)

From: droman01@aol.com
To: [UCC Consumer Info](#)
Subject: Edward and Diana Romanowicz - Raising water prices
Date: Friday, January 21, 2022 6:12:49 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

In my 1st email I forgot to say where we live.

We live in Lakes of the Foyr Seasons. The water quality here is horrible. We have to BUY bottled water

AND use Reverse Osmosis so our appliances do not get get ruined. PLUS we HAVE to have a WATER SOFTENER so our sinks, Showers and Tubs and Toilets do not rust out.

WE SAY A HUGE NO TO ANY WATER INCREASE .

PLEASE TAKE THIS INTO CONSIDERATION BEFORE GOING FORWARD WITH RAISING PRICES.

Our water bill is ridiculously high as it is and there are only 2 adults and a small child here.

Thank you.

Edward and Diana Romanowicz

[Sent from the all new AOL app for Android](#)

From: [Ed](#)
To: [UCC Consumer Info](#)
Subject: Edward Romic - Water Bill Increase
Date: Monday, April 11, 2022 8:07:56 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I live in the Lake of Four Seasons and would like to file an objection for the water company rate increase.
Thank you,

Edward Romic
2499 E. Lakeshore Drive
Crown Point, IN 46307
cimor@comcast.net

Company: CUII
Cause: 45651

Sent from my iPhone

From: [Betsy Granko](#)
To: [UCC Consumer Info](#)
Subject: Elizabeth Granko - Recent letter regarding request for rate increase
Date: Monday, January 24, 2022 4:43:00 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in the Stoney Run SubDivision, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Elizabeth Granko

12411 Brookside Drive

Crown Point, IN 46307

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Elizabeth Sullivan - CUII
Date: Saturday, April 16, 2022 11:01:11 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 11:01 PM

Title:	Mrs.
Name:	Elizabeth Sullivan
Email:	berich2407@gmail.com
Address:	2407 Morninglory Ct Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 305-2355
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII 45651
To increase the rates again for water that smells	

Your Comments::

like rotten eggs is absurd. We pay an outrageous amount for waste water even when that waste water is our outdoor spigots. This increase is going to be extremely tough for me as a retiree on a fixed income.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Elizabeth Villarreal - CUII
Date: Monday, April 18, 2022 7:42:12 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 7:42 PM

Title:	
Name:	Elizabeth Villarreal
Email:	bethj1437@yahoo.com
Address:	2218 Coldspring rd Crown point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 730-9839
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Our bills have increased enough as it is

From: eric.ivasiecko
To: [UCC Consumer Info](#)
Subject: Eric Ivasiecko - Rejection of rate increase by community utilities of IN inc
Date: Monday, January 24, 2022 8:50:07 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Eric Ivasiecko
3542 Oakcrest Pl
Crown Point IN 46307
(219)798-3559

From: eric.ivasiecko
To: [UCC Consumer Info](#)
Subject: Eric Ivasiecko - Rate increase
Date: Wednesday, February 2, 2022 8:13:11 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I'm a twin lakes utilities customer in lake of the four seasons, crown Point Indiana
I oppose any increase of our water and sewer utilities we already pay way too much for example when I lived in the city of crown Point water sewer and trash averaged \$85 per month
I currently pay \$150 to \$200 monthly for just water and sewer only for the same size family and cannot drink tap water it's disgusting and I have to have a water softener for shower and laundry. \$25 monthly for softener and salt \$20 monthly this in my opinion is highway robbery and should be decreased not increased!!!!!!
Thank you for your time
Eric Ivasiecko
3542 oakcrest pl crown Point Indiana 46307
219-798-3559
millivan1993@gmail.com

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Erin Barton - CUII
Date: Tuesday, April 19, 2022 8:53:50 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/19/22 8:53 PM

Title:	Mrs.
Name:	Erin Barton
Email:	beep26@msn.com
Address:	1880 Loganberry Lane Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 742-9800
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Utilities of Indiana - Twin Lakes
Your Comments::	We have terrible water, and they want to raise our fees by 50%. Our water already is very expensive. Much of the time our water is not drinkable and brownish or yellowish in color.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Erin Miller - CUII
Date: Monday, April 18, 2022 10:23:12 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:23 AM

Title:	
Name:	Erin Miller
Email:	erin.miller@ncbai.org
Address:	4201 Glen Oaks Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 309-4474
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Please reject case # 45461 that was submitted by Community Utilities of Indiana (CUII). This will present a unfair financial hardship for my family and community.

From: [Ethan Breitweiser](#)
To: [UCC Consumer Info](#)
Subject: Ethan Breitweiser - Objection of Community Utilities of Indiana.
Date: Thursday, April 7, 2022 12:42:00 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To whom it may concern, I will be affected by the rate increases proposed by this new utilities provider. The current system has worked for a period of time and I understand things break and need replaced. I believe that the proposed improvements are greater than necessary and as such do not reflect such a steep price increase for its customers. Especially during this period of stagflation. We are expected to pay double (albeit after two year) with money that continues to be stretched thin. I understand improvements and modest increases. I wonder who truly stands to benefit from doubled rates over such a short period. As I will not be able to attend the meeting scheduled on the 12 at Boone Grove High School, I wish to make known to the Indiana Utility Regulatory Commission my objection to these increases and ask that you intercede for those like myself you represent and speak for. Thank you for your consideration.

From: [Faline Blanchard](#)
To: [UCC Consumer Info](#)
Subject: Faline Blanchard - Twin lakes Utilities bill increase
Date: Tuesday, January 25, 2022 12:22:35 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer. Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Faline Blanchard
2498 E. Lakeshore Dr
Crown Point, IN 46307
219-775-6556

Faline Blanchard

Pronouns: she/her/hers (click [here](#) to read why I use pronouns)

From: [Gary Galindo](#)
To: [UCC Consumer Info](#)
Subject: Gary and Andrea Galindo - CUII
Date: Monday, January 24, 2022 10:10:43 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Gary and Andrea Galindo (Baginski)
4062A Kingsway Dr
Crown Point, IN 46307
708-945-7526
219-488-7989

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Georgene Johnson - CUII
Date: Sunday, April 17, 2022 2:11:39 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 2:11 PM

Title:	Ms.
Name:	Georgene Johnson
Email:	johnsongeorgene@gmail.com
Address:	1530 Happy Valley Rd Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 765-5844
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Opposed to the drastic rate increase

From: [Georgia Revell](#)
To: [UCC Consumer Info](#)
Subject: Georgia Crane - Utilities increase!!!!
Date: Tuesday, January 25, 2022 12:17:49 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Georgia Crane
4080 westover drive
Crown Point, IN. 46307
708-347-5392

Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Georgina Gutierrez - CUII
Date: Monday, April 18, 2022 11:50:58 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 11:50 PM

Title:	Ms.
Name:	Georgina Gutierrez
Email:	zephy2010.zc@gmail.com
Address:	4073 bush hill ct Crown point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	
Your Comments::	

From: [Glenn GRITZON](#)
To: [UCC Consumer Info](#)
Subject: Glenn & Jo Gritzon - LOFS proposed rate increase
Date: Tuesday, February 1, 2022 8:36:12 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

Greetings Indiana Office of Utility Consumer Counselor:

The recent letter from Community Utilities of Indiana Inc regarding their regulatory request to more than double services in the Lakes of the Four Seasons, Crown Point, struck a nerve. Since purchasing Twin Lakes Utilities, the concern was eventual rate increases, but our current monthly average bill of \$95 jumping to \$200, as a retired couple troubles us.

LOFS is a unique community, as we've learned in our now 18 years residing here. With many older residents enjoying the community, sudden changes in costs for water and sewer without improved services hard to swallow. The letter did not speak of remedying long standing mineral and sediment-causing damage to in-house plumbing and appliances.

I fill my ultrasonic humidifier with water thru our water softener and whole house filter, and when I cleaned it this morning, had to use white vinegar to clean up the scale after a cold week. Utility flags went up pre-snow for a water line survey- unless a plan to remedy leaks and leaching thru pipes is part of the rate increase, it's all smoke and mirrors.

I oppose such a rate increase lacking a rigid ceiling to just what the consumer will receive. My wife and I are in our 70's and would like to remain in our home for many years to come, but this increase hints of tough choices ahead.

Glenn & Jo Gritzon
2135 Hidden Valley Drive
Crown Point, IN

(219) 508-9968
P671

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Gloria Donahoo - CUII
Date: Sunday, April 17, 2022 3:10:15 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 3:10 PM

Title:	Ms.
Name:	Gloria Donahoo
Email:	gdonahoo10@gmail.com
Address:	3361 Wallhaven Court Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 363-0755
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Case#45651 Utilities,Inc

**Your
Comments::**

I'm retired on a fixed income and the only one living in my home. The rate increase that is in question is outrageous! Especially since in the Lake of Four Seasons our water is not the best anyway for drinking! There is no justification for such a high rate to take place. I hope and pray another solution is reached and the many people like myself will not have to suffer economic hardship if this should happen. Those of us who live alone or even families I don't understand how this will even out fairly? Is this even reasonable? Put yourself in our shoes. Please don't allow this.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Heather Evans - CUII
Date: Monday, April 18, 2022 8:53:32 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 8:53 AM

Title:	Ms.
Name:	Heather Evans
Email:	strawberywitch@hotmail.com
Address:	12446 Rush St Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 973-3788
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII and cause# 45651.
	People are barely able to make ends meet with the increase of everything from milk and meat to gas. I understand that they will

Your Comments::

eventually need to increase prices , but it can be a very gradual increase over time.

Thank you,
Heather Evans

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Heather Olojo - CUII
Date: Sunday, April 17, 2022 5:55:35 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 5:55 PM

Title:	
Name:	Heather Olojo
Email:	devilgirl1079@gmail.com
Address:	3987 Kingsway Dr Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 306-1053
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII 45651
Your Comments::	Please do not raise our rates. Please help us medium income homeowners who sometimes struggle to make it sometimes and tread water.

From: [Ile Milosevski](#)
To: [UCC Consumer Info](#)
Subject: Ile Miloshevski - Water bill
Date: Friday, January 28, 2022 4:59:46 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Ile Miloshevski
3154 Westwind Ct, Crown Point, IN 46307
630-442-4778

From: [Mitzi Levander](#)
To: [UCC Consumer Info](#)
Subject: Increase in water bill
Date: Tuesday, April 12, 2022 5:22:27 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To whom it may concern:

I am writing in opposition to Twin Lakes proposed rate increase for water service to Lakes of the Four Seasons. My understanding is the proposed increase will double our current rates, which are already extraordinarily high. My husband and I are retired and live on a fixed income. The proposal will potentially raise our monthly bill to \$200 per month for the two of us. While system updates may be warranted, the impact of such a steep increase will have a negative and meaningful impact on our household budget. We request that the IURC oppose this increase.

Sincerely,
Ken and Mitzi Levander
3479 West Lake Shore Drive
Crown Point, IN 46307

Sent from my iPad

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Jackie Fioretti - CUII
Date: Saturday, April 16, 2022 9:30:17 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 9:30 PM

Title:	Mrs.
Name:	Jackie Fioretti
Email:	2jfio@comcast.net
Address:	2162 Green Valley Dr Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 688-3285
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Case# 45651
Your Comments::	Please refrain from passing this rate hike

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Jackie Katz - CUII
Date: Tuesday, January 25, 2022 8:29:30 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/25/22 8:29 PM

Title:	Ms.
Name:	Jackie Katz
Email:	jackiepkatz@aim.com
Address:	3517 Winsor Place Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 776-3541
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Community Utilities of Indiana

**Your
Comments::**

I am a resident of Lakes of the Four Seasons, Indiana. I object to the rate increases requested by our water provider. They have not kept up our infrastructure, nor have they addressed service reliability. In 2019 they received a substantial increase and have not used the increase on funding to improve water quality. This is a hardship for our residents. Please deny this request for an increase.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Colleen Greaney](#)
To: [UCC Consumer Info](#)
Subject: Jackie Katz - Water Bill
Date: Tuesday, January 25, 2022 7:51:13 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Scott and Colleen Willett
3617 Kingsway Drive
Crown Point, IN 46307
219-771-8940

Sent from my iPhone

From: [Sheri Zienin](#)
To: [UCC Consumer Info](#)
Subject: James and Cheryl Zienin - CUII
Date: Sunday, April 17, 2022 9:01:12 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

This is to state my objection to the proposed extreme water rate increase for the above subdivision. The information provided does not warrant the increase. Thank you for your concern.

James & Cheryl Zienin
3453 Highland Ct.
Crown Point, IN. 46307
Sent from my iPad

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: James Bell - CUII
Date: Monday, April 18, 2022 4:50:32 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:50 PM

Title:	
Name:	James Bell
Email:	jamesbell3@gmail.com
Address:	1854 Forest Circle Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Case#45651
Your Comments::	Increasing the cost of water that we can't even drink unless we have to have a filter. It is bad enough we have to pay extra for a water softner.

From: [JB](#)
To: [UCC Consumer Info](#)
Subject: James Bell- Against price increase
Date: Monday, January 24, 2022 1:38:38 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204
To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”. Once again I am not the only one with this issue. Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer. Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

James Bell
1854 Forest Cir, Crown Point, IN 46307
2194136419

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: James Bennett - CUII
Date: Monday, April 18, 2022 4:44:14 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:44 PM

Title:	Mr.
Name:	James Bennett
Email:	jbennyb123@gmail.com
Address:	1558 Happy Valley Rd Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 713-2912
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Cause# 45651 / CUII
They are saying that our water/sewer bill is going	

**Your
Comments::**

to be almost doubled. We have terrible water that isn't worth what we pay for it now. We absolutely should not have to pay twice that amount unless we can get rid of all the filtration that we have to do just to save our pipes.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: James Stengel - CUII
Date: Sunday, April 17, 2022 1:56:16 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 1:56 PM

Title:	Mr.
Name:	James Stengel
Email:	jimbo10s@yahoo.com
Address:	2549 E Lakeshore dr A81 Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 906-6850
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	This rate increase is ridiculous We already have substandard water. Bad management from CUII is not something we should have to pay for

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: James Wood - CUII
Date: Saturday, April 16, 2022 6:08:55 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 6:08 PM

Title:	Mr.
Name:	James Wood
Email:	woodjim76@gmail.com
Address:	1115 country club dr Crown point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 988-4812
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Case 45651 community utilities of Indiana
Your Comments::	No increasing in rate.... 50% Just to high

From: jamie.mathews
To: [UCC Consumer Info](#)
Subject: Jamie Mathews - Unfair price increase
Date: Monday, January 24, 2022 1:39:23 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204
To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.
Jamie Mathews
3159 Westwind Ct, Crown Point, IN 46307
(219)213-4110

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Janet Katich - CUI
Date: Friday, January 21, 2022 10:19:59 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/21/22 10:19 AM

Title:	Ms.
Name:	Janet Katich
Email:	jikatich4@gmail.com
Address:	3759 Kingsway Drive CROWN POINT, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 663-7140
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

#45651

**Your
Comments::**

I believe Community Utilities raised our rates in 2019. I did not object to those rate hikes. Their new proposal would be an increase to \$178.43; this represents almost 4 times what I am paying now. While I appreciate their supposedly increased needs, I do not believe the needs should fall to us in that amount. As it is, I must filter drinking water (an added cost to me) and use a water softener to soften the water. I do not charge Community Utilities a percentage to help cover those costs. It appears that the increases also cover future improvements which may or may not happen (and I must add, I cannot tell if the needs cover only Lakes of Four Seasons or other communities). I respectfully request that the proposed rates are lowered to something more reasonable and do not include "future" undertakings.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Janie Smith - CUII
Date: Sunday, April 17, 2022 10:30:46 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 10:30 AM

Title:	
Name:	Janie Smith
Email:	jkism52@gmail.com
Address:	3568 Sunrise Drive Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 798-1035
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651

**Your
Comments::**

The proposed water rate increase is atrocious. Besides having terrible water.... undrinkable, dirty, and smelly.....the proposed rate increase is not fair. There should be separate meters for water intake and sewer waste. The amount of water going down the sewer does not correlate with what comes out of the faucets. It does not take into consideration water we drink, feed to pets, water plants and lawn, etc. Many people fill swimming pools....that water does not affect the sewer. We are middle class people. Many of us are on Social Security and other fixed incomes.

From: [Jason Cline](#)
To: [UCC Consumer Info](#)
Subject: Jason Cline - Water bill
Date: Monday, January 24, 2022 1:07:14 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204
To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer. Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Jason Cline
2609 Knollwood Dr
Crown Point, IN 46307
708-495-7628

From: [Jason Lave](#)
To: [UCC Consumer Info](#)
Cc: [Meghan Lave](#)
Subject: Jason Lave - Water prices going to double?!
Date: Wednesday, April 6, 2022 11:24:09 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

To whom this may concern,

Per the article below , our water bill could potentially DOUBLE over the course of the next year! Middle class families are barely scraping by with record inflation, record gas, and record food costs. The average American family is spending over \$300 extra per month already and can not sustain yet another blow to our bank accounts!

America is on the wrong path and our citizens are paying the hefty price! It appears we are headed for a recession, possibly worse. The world economy is struggling with no end in sight. We can not afford to pay more for basic utilities when we are already stretched thin with so much uncertainty on the horizon!

I implore you to reject this price hike! This will destroy so many families! Families will no longer be able to afford the community we love!

https://www.nwitimes.com/business/local/utility-looking-to-double-water-rate-increase-sewer-rates-by-as-much-as-56/article_a4f12ede-a97c-5fa0-8837-569ac9f23e1f.html

Best,
Jason

From: [Jayne Lakich](#)
To: [UCC Consumer Info](#)
Subject: Jayne Lakich - CUII Rate Increase IURC Cause #45651
Date: Tuesday, January 25, 2022 11:33:19 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

It is my understanding that Community Utilities Of Indiana is applying for a rate increase for its customers. The amounts they have proposed could possibly double or more our monthly bills which are already at a HIGH rate.

Several residents of the neighborhood have had numerous issues with this company and trouble getting them resolved. Our water quality is not that great. We have to soften the water and use reverse osmosis to use the water. Most neighbors buy bottled water to drink due to the quality.

At a previous Lake of the Four Seasons POA meeting with Utilities Inc. it sounded like rate hikes they wanted previously were due to them taking on new subdivisions without the capacity to supply them properly.

The letter I received from them sounds more like a company upgrade.

I feel we are at a impossible disadvantage since we have no other choices for a water company and their proposed hikes could not only make our water bills a devastating hardship but greatly affect our home values.

PLEASE vote to refuse their request.

Jayne Lakich
2160 Greenvalley Dr, Crown Point, IN 46307
Lake of the Four Season's
IURC Cause #45651

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Jeanine Schallmo - CUII
Date: Monday, April 18, 2022 10:11:24 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:11 PM

Title:	
Name:	Jeanine Schallmo
Email:	jmschallmo93@gmail.com
Address:	4297 Sunrise Dr Crown Point, IL 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651

**Your
Comments::**

Twin Lakes ("Utilities Inc") is unfairly attempting to increase fees for water and sewer services to residents of Lakes of Four Seasons. They hold a literal monopoly on those services, as we have no other option for water & sewer in this community. Exiting from a pandemic in a poor economy, high unemployment, and skyrocketing inflation, they are NOT looking out for the best interest of the community or residents...only their bottom line. Please block this rate increase.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Smitty](#)
To: [UCC Consumer Info](#)
Subject: Jeff and Christina Smith - Utilities rate increase
Date: Sunday, January 23, 2022 12:59:50 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

I am writing in response to a recent letter we received regarding a request for rate increase. Throughout our almost five years at our home and as customers of Utilities, Inc. we have never had what we would consider high quality water or service. Concerns raised in the past over sudden water cloudiness or changes in color, staining of our toilets and sinks are met with responses of “the problem must be in your home and is not on our end”. And yet neighbors are raising the same concerns and, it will, in hours or days improve with no changes in the home. Unfortunately its a constant battle with inadequate management from Utilities when dealing with us customers as if we were a burden but we are the paying customer. When we moved here we expected a change compared to the Lake Michigan water we were accustomed to and accept that. We did not expect a higher price for poorer quality. We further did not expect the the rate increase that increased our bill about 25% around two years ago. This came when it was decided that it was fair for Utilities, Inc. to change from an already high for the area flat rate for wastewater to a per 1000 gallon price higher than the the price of the water itself. From the perspective of a homeowner, this company appears to be unwilling to accept responsibility for their product or their mismanagement of their system and spending. Getting millions of dollars a year from us customers in the seasons and outside subdivision Stoney run from our sewer/water bills and not showing enough infrastructure repairs to match the years of not fixing anything beyond normal main and service line breaks is unacceptable. Not to mention 3/4 of customers have to have softener and reverse osmosis in the homes just to tolerate the hardness and taste of the water which is an additional \$50 a month from an outside company on top of a ridiculous high water bill.

Where has all the money us customers have paid over the years gone? Do not allow them to pass this on to the customer. By their own figures, it will increase the average homeowners bill by double. Thank you for your consideration.

Jeff and Christina Smith
1083 Shoreline Rd, Crown Point, IN 46307

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Jeffrey McCants - CUII
Date: Sunday, April 17, 2022 9:02:13 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 9:02 PM

Title:	Mr.
Name:	Jeffrey McCants
Email:	jmccants4@gmail.com
Address:	3526 Winsor Place Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(224) 766-0189
If providing comments on a specific case, please indicate the cause number and/or name of utility::	IURC Cause No. 45651/Community Utilities of Indiana
Your Comments::	I am protesting and requesting to please do not approve the water rate increase. Thank you

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Jennifer Gesiakowski - CU11
Date: Monday, April 18, 2022 4:59:00 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:58 PM

Title:	Mrs.
Name:	Jennifer Gesiakowski
Email:	jsallay@yahoo.com
Address:	1853 forest circle 1863 forest circle Crown point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 426-6948
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651

Your Comments::

It's getting ridiculous that our water bills continue to rise when we can't even drink the water! Our veterinarian even said the dogs shouldn't drink the water because he has seen them get sick. Stop increasing the water bill when the water can't be consumed!!

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Jeremy Chavez - CUII
Date: Sunday, April 17, 2022 6:53:26 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 6:53 PM

Title:	Mr.
Name:	Jeremy Chavez
Email:	jdpc67@yahoo.com
Address:	1068 Shoreline Rd Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 406-4503
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Utilities Inc
Your Comments::	I vehemently oppose this outrageous hike they are proposing. First of all, the quality of water is horrible. I can't even drink it and don't. I have to purchase water to consume it. Secondly, there always having issues

out here with water pressure, water main breaks etc.
it's insane that they will be able to charge us this absurd amount.
Any help or relief on this matter would be appreciated.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Jerry Sibincic - CUII
Date: Saturday, April 16, 2022 5:16:54 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 5:16 PM

Title:	Mr.
Name:	jerry sibincic
Email:	sibi1162@yahoo.com
Address:	1162 sunnyspoe dr. crown point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 988-3079
If providing comments on a specific case, please indicate the cause number and/or name of utility::	#45651
Your Comments::	our utility company is attempting to secure a rate increase. I believe our water rate is already to high and the water is not fit to

drink. We find ourselves using a separate filter system to be able to drink the water.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Jessica Dempsey - CUII
Date: Monday, April 18, 2022 12:45:49 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 12:45 PM

Title:	Mrs.
Name:	Jessica Dempsey
Email:	lilbit578@yahoo.com
Address:	1348 Brandywine Road Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 935-2322
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Case# 45651

**Your
Comments::**

Utilities Inc is requesting an increase of our water bills and I don't agree that this increase should happen. I understand there are changes that need to be made but I don't feel that the absorption of the cost should be put on the residents. I don't feel our water is drinkable now even with a water softener in our home. We pay the rental cost of the equipment and the salt monthly in order to better the water slightly when it comes into our homes but even then it is still very hard and leaves build up on everything.

If Twin Lakes bought a bad company and now needs to make changes, that is their fault for not truly knowing the company's issues before hand. Our bills have already went up significantly since we moved to our home in 2016 year over year and at what point is that increase going to stop?

I 100% DISAGREE with the increase that is being imposed on your customers.

From: [Jessica Nicholas](#)
To: [UCC Consumer Info](#)
Subject: Jessica Nicholas - Deny Water Bill Increase
Date: Monday, January 24, 2022 5:07:25 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.
Jessica Nicholas
3007 sunrise drive
crown point IN 46307
2193090756

[Sent from Yahoo Mail for iPhone](#)

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Joan Dissette - CUII
Date: Saturday, April 16, 2022 4:12:31 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 4:12 PM

Title:	Ms.
Name:	Joan Dissette
Email:	dizzy4525@aol.com
Address:	3118 Devonshire Cir Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(312) 550-5820
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Community Utilities of Indiana Case # 45651
The prices you are attempting to implement are	

Your Comments::

way to high. It is hard now and you want to increase the amount. I'm on a fixed income as I am sure others are as well. If this price hike goes into effect you will be pushing people out of the community.

Thank you for your time.

Joan Dissette

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Joe Rumback - 45651 Community Utilities of Indiana
Date: Friday, January 21, 2022 4:46:44 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/21/22 4:46 PM

Title:	Mr.
Name:	Joe Rumback
Email:	jrumback@yahoo.com
Address:	4307 Hogan Ct Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 776-5110
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651 Community Utilities of Indiana

**Your
Comments::**

I received a notice that Community Utilities of Indiana, Inc, has filed a rate case to increase rates for my community. I believe this is ridiculous for the service we receive. Since moving to this home my water/sewer rates are more than double what I paid in Demotte, In. Considering the quality of the water we receive and the additional expenses I incur monthly to make the water usable in my household it seems even more ridiculous. Because of the water quality I've have to replace my on demand water heater as well as several shut off valves, toilet valves, and faucets in my home. It has gotten so bad I had to add a \$53 per month water filtration system to make the water usable without damaging any other items in my home.

Until this company shows improvement in the quality of service and has made upgrades in my neighborhood to improve the quality here so I'm no paying for another service to make their product usable, I am 100% against any type of rate hike!

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: John Barron Sr. - CUII
Date: Saturday, April 16, 2022 7:34:52 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 7:34 PM

Title:	Mr.
Name:	John Barron Sr.
Email:	ram143tj@gmail.com
Address:	3498 Marine Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Case # 45651 Community Utilities of Indiana (CUII)
Your Comments::	Consider this as my signed Petion, I am against the increase of the water bill for the Lakes of the Four Seasons!

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: John Horn - CUII
Date: Monday, April 18, 2022 4:54:05 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:53 PM

Title:	Mr.
Name:	John Horn
Email:	jhorn1029@aol.com
Address:	9011 E 123rd Ct Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 629-9970
If providing comments on a specific case, please indicate the cause number and/or name of utility::	
Your Comments::	No water increase for Twin Lakes utility!!!!

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: John Kerwin - CUII
Date: Sunday, April 17, 2022 7:10:17 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 7:10 PM

Title:	Mr.
Name:	John Kerwin
Email:	markit31@msn.com
Address:	2353 Four Seasons Pkwy Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 988-3067
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Community Utilities of Indiana

**Your
Comments::**

The proposed rate increase is not acceptable. The quality of our water is poor not to mention the cost of replacing appliances and pipes which the homeowners must incur. We spend a lot of money for reverse osmosis systems and filters just so we can drink the water. This company is attempting to gouge it customers. Indiana should never allow publicly traded for profits to control a necessity of life. We are their hostages. We have no options. Where's the free market? Please stop their proposal.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Laura Gruber](#)
To: [UCC Consumer Info](#)
Subject: Joseph & Laura Gruber - 4014 Rollingwood Ct
Date: Sunday, January 23, 2022 7:46:33 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To whom it may concern,

I am writing in response to a recent letter we received regarding a request for rate increase. Throughout our almost six years at our home and as customers of Utilities, Inc. we have never had what we would consider “high quality” water or service. Concerns raised in the past over sudden water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) are met with responses of “the problem must be in your home and is not on our end”. And yet neighbors are raising the same concerns and, it will, in hours or days improve with no changes in the home. When we moved here we expected a change compared to the Lake Michigan water we were accustomed to and accept that. We did not expect a higher price for poorer quality. We further did not expect the the rate increase that increased our bill about 25% around two years ago. This came when it was decided that it was fair for Utilities, Inc. to change from an already high for the area flat rate for wastewater to a per 1000 gallon price higher than the the price of the water itself. From the perspective of a homeowner, this company appears to be unwilling to accept responsibility for their product or their mismanagement of their system and spending. Do not allow them to pass this on to the customer. By their own figures, it will increase the average homeowners bill by double. Thank you for your consideration.

Joseph & Laura Gruber
4014 Rollingwood Ct
Crown Point, IN 46307
708-712-1454
Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: JOSEPH BURGESS - Cause No. 45651 COMMUNITY UTILITIES OF INDIANA
Date: Monday, January 24, 2022 12:21:53 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/24/22 12:21 PM

Title:	Mr.
Name:	JOSEPH BURGESS
Email:	jbtech@netnitco.net
Address:	1307 Brandywine Rd Crown Point, IN 46307-9351
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 988-4630
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Cause No. 45651 COMMUNITY UTILITIES OF
INDIANA

**Your
Comments::**

Upon receiving a notice from Community Utilities of Indiana, I have been informed that they are requesting a rate increase for my water and sewage service from a existing rate per month of \$11.14 for water to a new rate of \$76.25 per month. They are also requesting a rate increase for sewer service from an existing rate of \$23.49 per month to a new rate of \$86.33 per month. These rate increases are ASTRONOMICAL ! My wife and I are living on a fixed income. I am appealing to your Commission to reject these increases . Please feel free to contact me on this matter if need be. Thank You,
Joseph W. Burgess, Jr.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Joseph Burgess -CU11
Date: Friday, April 8, 2022 11:18:09 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/08/22 11:18 AM

Title:	Mr.
Name:	JOSEPH BURGESS
Email:	jbtech@netnitco.net
Address:	1307 Brandywine Rd Crown Point, IN 46307-9351
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 988-4630
If providing comments on a specific case, please indicate the cause	CAUSE # 45651 REGARDING COMMUNITY UTILITIES OF INDIANA

**number
and/or name
of utility::**

**Your
Comments::**

I see that CUII has revised their RATE INCREASE to have 2 different RATE INCREASES. THIS LOOKS LIKE NOTHING BUT A SCAM. THE "LOW INCOME" RATE SOUNDS LIKE IT IS FOR PEOPLE IN THE "POVERTY INCOME" LEVEL. I WONDER HOW MANY OF CUII'S CUSTOMERS WOULD QUALIFY FOR THIS RATE ??
MY WIFE AND I ARE ON A FIXED INCOME/RETIRED AND I DOUBT IF WE WOULD QUALIFY. I NOTICED THAT CUII DID NOT PROVIDE THE AMOUNT OF INCOME IN THEIR RATE INCREASE ONLY A VAGUE TERM "POVERTY LEVEL" WE STRONGLY URGE OUCG TO REJECT THIS RATE INCREASE.
THANK YOU
JOE & ANN BURGESS

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Josh Rutledge](#)
To: [UCC Consumer Info](#)
Subject: Josh Rutledge - Community Utilities of Indiana
Date: Friday, January 21, 2022 8:17:40 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

To whom it may concern,

We live at 2330 Drop Anchor Drive Crown Point, IN and recently received a letter from Community Utilities of Indiana informing us of their desire to significantly raise our water rates in a 2 phase plan. We do not have any options when it comes to water and sewer service. We cannot drill our own well or put in a septic field. We have no choice but to pay whatever it is that they charge us for water and sewer service. This proposed rate increase will almost double our rates over the two phases if it is allowed to be implemented. This is tantamount to extortion. Our water rates are already higher than surrounding areas, and subdivisions with significantly lower quality of water. This is unacceptable. The idea of having to pay higher rates, and still have to have water softeners and purifiers in our residence is ridiculous. They should already be providing higher quality water for the prices that we are paying.

-Josh Rutledge

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Josh Strand - CUII
Date: Monday, April 18, 2022 7:13:18 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 7:04 PM

Title:	
Name:	Josh Strand
Email:	jms314159@gmail.com
Address:	4274 Harbor Park Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(218) 443-0155
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	I don't believe it is fair for a for-profit company to expect its customers to pay to upgrade/repair/maintain its infrastructure. They should have had the foresight to

project these needs and set money aside.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Judie](#)
To: [UCC Consumer Info](#)
Subject: Judie Wilusz - Water rate increase
Date: Thursday, February 10, 2022 8:01:54 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

February 9, 2022

Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Judie Wilusz
1431 Brandywine Road
Crown Point, IN 456307

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Judy Latta - CUII
Date: Sunday, April 17, 2022 2:15:54 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 2:15 PM

Title:	Mrs.
Name:	Judy Latta
Email:	judyclatta@icloud.com
Address:	2363 Four Seasons Pkwy Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 308-9444
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
	I have lived in Lakes of the 4 Seasons since 1978. This community has always had expensive water rates . They changed it to a monthly billing cycle to make it seem

Your Comments::

cheaper in cost.

As a senior citizen this increase and all the other increases (fuel, gas & electric, car & home insurance and the high increase to food) will make your Social Security check not last through the month.

Please consider all sides of this proposed water and sewer increase before giving them a 50% increase and then another increase later.

Thank you,
Judy Latta

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Judy Smith - 45651
Date: Friday, January 21, 2022 12:57:53 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/21/22 12:57 PM

Title:	
Name:	Judy Smith
Email:	judy2784@yahoo.com
Address:	5045 Spinnaker Ln Unit D Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 902-0290
If providing comments on a specific case, please indicate the	Utilities Inc

**cause number
and/or name
of utility::**

**Your
Comments::**

Doubling our already high water bill is not acceptable! The quality of the water is poor and best and to pay this HUGE increase will have everyone moving. I came from Beecher Illinois where we had a community well with decent water. I paid 125 for TWO months including waste pick up. This is insane and will have me heading south, like Florida.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: justin.emanuelson@yahoo.com
To: [UCC Consumer Info](#)
Subject: Justin Emanuelson - Recent letter regarding water rates
Date: Monday, January 24, 2022 3:39:10 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Justin Emanuelson
3319 Windy Hill Rd
Crown Point, IN 46307
(708)539-7085

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kailey Gernenz - CUII
Date: Monday, April 18, 2022 9:23:49 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 9:23 PM

Title:	Mrs.
Name:	Kailey Gernenz
Email:	kaileylizabeth9@gmail.com
Address:	2011 Lakewood Pl Crown point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 306-9717
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Twin Lakes utilities
Your Comments::	Case#45651 Don't raise our water bill!

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kaitlin Avila - CUII
Date: Monday, April 18, 2022 7:12:53 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 7:03 PM

Title:	Mrs.
Name:	Kaitlin Avila
Email:	katie.d.greenfield@gmail.com
Address:	1473 happy Valley Rd Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 789-9858
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Twin Lakes
Your Comments::	The price increase is absolutely absurd. The quality of the water is bad especially for the amount we already gave to pay. Water should not smell or come out brown.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kaitlin Fratantoni - CUII
Date: Monday, April 18, 2022 11:05:33 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 11:05 PM

Title:	Mrs.
Name:	Kaitlin Fratantoni
Email:	kschallmo96@gmail.com
Address:	4135 Augusta Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 927-9577
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651

**Your
Comments::**

Twin Lakes Utilities Inc. is increasing the water and sewage service rates for the Lakes of the Fours Seasons. This is the only water/sewage service available to this community, so they hold a literal monopoly. These rate increases are unfair and predatory, especially as many of the families in this community are trying to recover from loss of work in a global pandemic, incredibly high inflation, and high unemployment. Please block or reverse these attempts at unfairly increasing our rates.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Karen Pavel - CUII
Date: Monday, April 18, 2022 5:42:00 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 5:41 PM

Title:	
Name:	Karen pavel
Email:	tkpavel@gmail.com
Address:	3900 Brookside Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 629-4677
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Our water issues have been long ongoing. The fact they want to increase prices is absolutely ridiculous! We have suffered with bad water for years....

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kate Kessel - CUII
Date: Monday, April 18, 2022 6:50:46 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 6:50 PM

Title:	Ms.
Name:	Kate Kessel
Email:	kate_kessel@comcast.net
Address:	4188 Thornhill Dr. Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 588-7572
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	I am opposed to the increase in LOFS with Utilities Inc.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kathleen Hinshaw - CUII
Date: Tuesday, April 19, 2022 4:32:29 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/19/22 4:32 PM

Title:	Dr.
Name:	Kathleen Hinshaw
Email:	kjhinsh@comcast.net
Address:	4155 Oakmont Court Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 662-1932
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Case #45651 Community Utilities of Indiana

**Your
Comments::**

I am filing a complaint regarding the proposed fee increase for water and sewer services from this company. We are residents of the Lakes of the Four Seasons for 43 years and our water quality have always been poor. I have lost count of the number of repairs and/or equipment replacements we have completed as a result of the water quality. We use a water softener and multiple water filters to no avail.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kathryn Francis - CUII
Date: Monday, April 18, 2022 4:27:12 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:27 PM

Title:	Mrs.
Name:	Kathryn Francis
Email:	kfrancis1222@yahoo.com
Address:	3858 Kingsway Dr Crown point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 776-6315
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651

**Your
Comments::**

I am Against the rate increase for twin lakes utilities Inc. The terrible quality of water has caused everything in my house to be corroded and need a replacement. The water rate should not be increased since it is causing homeowners to replace other items in their home including water faucets, dishwashers, coffee pots, refrigerators and other items that use our water. We have not used this water from the faucet for any of the above listed items. I have To buy bottled water for everything I do. The rate increase is not justified.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kathryn Martin - CUII
Date: Thursday, April 7, 2022 11:12:02 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/07/22 11:11 PM

Title:	
Name:	Kathryn Martin
Email:	kshupryt@gmail.com
Address:	12426 St Joseph Pl Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

IURC Cause No. 45651, Community Utilities of
Indiana.

**Your
Comments::**

Our rates CANNOT go up by the proposed amount. The current rates are higher than average compared to other companies, and the quality of water is terrible. In the past year I have had our water tested when installing a pool, starting a fish tank, and having water softener maintenance, and each time they comment on our poor water quality, each time the technician thinking our water came from an untreated, unfiltered personal well. To allow the rates to increase even further beyond the local average for such poor quality product is unacceptable.

From: [KATHY MERRITT](#)
To: [UCC Consumer Info](#)
Subject: Kathy Merritt - Cause number 45651
Date: Thursday, April 14, 2022 6:44:20 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

We have lived in LOFS for 35 years and planned to retire here. However with the proposed 115% rate hike over the next year this will create a problem because of living on vac a fixed income. Perhaps a senior discount would help many people

Richard and Kathleen Merritt

Sent from my iPhone
Kathy Merritt
Associate Broker
C21Affiliated
219-688-3752
Kathy4285@aol.com

From: [eKatie Wolfe](#)
To: [UCC Consumer Info](#)
Subject: Katie Altpeter - Please reject Utilities Inc. proposed increase in bills!
Date: Tuesday, February 1, 2022 11:33:41 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

February 1, 2022

Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Katie Altpeter
1529 Happy Valley Road
219-718-4378

Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Katrina Svetich - CUII
Date: Monday, April 18, 2022 11:11:41 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - **COPY**

Submitted at 04/18/22 11:11 PM

Title:	
Name:	Katrina Svetich
Email:	kat_nagy@yahoo.com
Address:	3726 cherry hill drive Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 242-2331
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Proposed rate increase beyond reasonable for the quality of water served

From: [K.B](#)
To: [UCC Consumer Info](#)
Subject: Keith Bakker - Cause number 45651 Utility Rate Increase by Community Utilities of Indiana inc.
Date: Thursday, January 20, 2022 6:09:53 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

To whom it may concern

I am a resident of Lake of the four seasons community in Crown Point Indiana I am supplied water and sewer service by Community Utilities of Indiana inc.
On 1/19/2022 we received a letter from CUII of a rate increase the amount they are asking for will devast the local community, my monthly water and sewer bill would increase up to 60%.
I am asking to vote no for this increase as this amount is unacceptable. My bill averages 225 to 250 a month paying 500 to 600 dollars for a family of 4 is devastating for our family.

Thank you for your time
Keith Bakker
2247 Four seasons pkwy
Crown Point IN 46307

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kelly Martin - CUII
Date: Monday, April 18, 2022 10:06:21 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:06 PM

Title:	
Name:	Kelly Martin
Email:	kelmartin9@yahoo.com
Address:	3024 Sunrise Dr. Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	
Your Comments::	There is no need to increase our water bill. It's already astronomical and many households in this community don't feel safe

ingesting it because of the quality. It's hard enough to afford the current prices.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Ken Grabarek](#)
To: [UCC Consumer Info](#)
Subject: Ken & Rocelle Grabarek - Water Rate increase
Date: Monday, January 24, 2022 2:42:55 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Ken & Rocelle Grabarek
2457 East Lakeshore Drive
Crown Point, IN 46307
219-776-9127

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Ken Richwalski - CUII
Date: Tuesday, March 8, 2022 11:41:42 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 03/08/22 11:41 AM

Title:	
Name:	Ken Richwalski
Email:	krich32@hotmail.com
Address:	2384 Four Seasons Pkwy Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 696-5267
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

IURC Cause No. 45651 Community Utilities of
Indiana.

**Your
Comments::**

I understand the need for companies to raise cost to keep up infrastructure. I have lived here for almost four years and had to have the water tested multiple times. If the Community Utilities of Indiana provided such clear good water that did not require me to pay additional costs like I do now for a water softener, salt for the softener and a reverse osmosis system to ensure my drinking water is clean and clear. I could understand an increase although I would not be happy about it. I lived in Dyer, IN and Lowell, IN and our water prices were somewhat high but, I did NOT have to use a water softener or pay for salt. My drinking water was clean and clear and I felt safe to drink it and bit the bullet when it came time to paying a higher water bill. When the water we have coming into our homes is often cloudy coming out of the tap or leaving marks in our sinks, bathtubs, toilets and wears down our dishwashers, washing machines and even our hot water heaters much quicker than they should I wonder exactly what we are getting for that big of an increase. I also wonder the accuracy of the water meters when in a house with 2 occupants and no one being in my home for 2 weeks of a month that the bill was still as high as the previous month. I called to have it checked only to be told that it was correct and that my toilets must have been running while I was gone without anyone checking the meter (and the water to the toilets having been shut off during this time). I think before they can justify such a large increase that they need to work on cleaning up the water so we don't need softeners and outside service.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kenneth Gibbon - CUII
Date: Sunday, April 17, 2022 12:46:16 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 12:46 PM

Title:	Mr.
Name:	Kenneth Gibbon
Email:	kennyg328@gmail.com
Address:	2115 Hidden Valley Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 789-4309
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651

**Your
Comments::**

This rate hike that Utilities, Inc. Is trying to impose is ridiculous. The last time they raised the rates, they said it was for improvements and we still have horrible water. When I lived just outside the Lakes of the Four Seasons gate, I had Indiana American and the water was great and a fraction of the cost! We have seen rates and pricing go up on everything lately and until they offer a better product and services, Utilities Inc. Should not be allowed to raise their rates. I did see they improved their trucks and got new pickup trucks to drive around the facility. That doesn't help us! We should be able to tap in with Indiana American Water and get a good quality product for a fraction of the cost

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kevin Schallmo - CUII
Date: Monday, April 18, 2022 10:08:51 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:08 PM

Title:	
Name:	Kevin Schallmo
Email:	kevs74nova@gmail.com
Address:	4297 Sunrise Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651

**Your
Comments::**

Twin Lakes ("Utilities Inc") is unfairly attempting to increase fees for water and sewer services to residents of Lakes of Four Seasons. They hold a literal monopoly on those services, as we have no other option for water & sewer in this community. Exiting from a pandemic in a poor economy, high unemployment, and skyrocketing inflation, they are NOT looking out for the best interest of the community or residents...only their bottom line. Please block this rate increase.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kim King - CUII
Date: Monday, April 18, 2022 4:30:45 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:30 PM

Title:	
Name:	Kim King
Email:	kimmyk320@hotmail.com
Address:	1423 Springmill Place Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 384-8776
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Case # 45651

**Your
Comments::**

This is in regard to Twin Lakes "Utilities Inc" wanting to increase our water bill to \$50.00 or more monthly. We have the worst water in the area you can not drink from the tap and have to add water softener just to take a shower. We might of as well have well water for how disgusting it is. Our bill in lake of the Four Seasons is already higher than any other community in our area. Please stop from having them increase our bills and see if we can have another water company.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kimberly Rabelhofer - CUII
Date: Monday, April 18, 2022 5:36:19 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 5:36 PM

Title:	Mrs.
Name:	Kimberly Rabelhofer
Email:	kimrabelhofer@gmail.com
Address:	2468 lakeshore circle Crown point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 306-2040
If providing comments on a specific case, please indicate the	45651

**cause
number
and/or name
of utility::**

**Your
Comments::**

Please do not raise the rates, our water quality is horrible, it smells like rotten eggs even with a softener and r/o system. Raising these rates would greatly effect the customers who work hard to make ends meet and provide for their family. I believe it would be unethical to raise these rates for the subpar water we receive from this company. Do not raise the rates!!!!

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [KC Masterpiece](#)
To: [UCC Consumer Info](#)
Subject: Krista Carlson - LOFS water
Date: Monday, January 24, 2022 1:39:09 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)

OUCC Public Comment

115 West Washington Street,

Suite 1500 South

Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Krista Carlson

1573 Sunnyslope Drive

Crown Point

Sent from my iPhone

From: [Kristy Dalby](#)
To: [UCC Consumer Info](#)
Subject: Kristina Dalby - Oppose the Community Utilities of IN Proposed Rate Increase
Date: Monday, January 24, 2022 1:01:06 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.
Kristina Dalby
1621 Sunnyslope Drive
708.257.3331

From: [Lana Gaydula](#)
To: [UCC Consumer Info](#)
Subject: Lana Gaydula - Water
Date: Sunday, April 17, 2022 8:43:47 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Please don't allow them to raise the prices. It's so expensive and we're on a fixed income. We can't shower when we want or use the dishwasher until it's beyond full. We can't use the hose, we can't afford it. The water is so awful that we use a water softener and we have to buy water to drink. They're ripping us off and no one will help! SEND HELP AND DO NOT LET THEM GOUGE US AGAIN!

Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Larry Murray - CUII
Date: Saturday, April 16, 2022 3:52:05 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 3:51 PM

Title:	Mr.
Name:	Larry Murray
Email:	ltm4235@yahoo.com
Address:	3616 KINGSWAY DR CROWN POINT, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 689-1396
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
I think the water rate hike is SUPER ridiculous,	

Your Comments::

we're on a fixed income and to more than double our rate by 2023 is definitely price gouging because your a utility with a monopoly on us and there is no where else we can go without leaving the Four Seasons.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Lauren Edwards - CUII
Date: Monday, April 18, 2022 10:50:10 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:49 PM

Title:	Mrs.
Name:	Lauren Edwards
Email:	LaurenAnn7@hotmail.com
Address:	3946 S Lakeshore Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 487-6437
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Case # 45651/Community Utilities of Indiana (CUII)

**Your
Comments::**

To whom this may concern,
I am a customer of Community Utilities of Indiana (CUII). I am writing in regards to the proposed water increase for case #45651. The significant increase for infrastructure improvements, which should have already been budgeted for, is unwarranted. If they want the payers to pick up this fee, we need to see something significant out of this as well. Our water is and has always been unacceptable. The water is hard and undrinkable. If the water was to significantly improve, then i should no longer need to pay monthly for a water softener and the salt. This already tacks on at least an additional \$50 a month because the water is bad in our area. How can this be acceptable? How can increasing it that significantly be ok? How can most afford this increase? Moreover, why should we pay to increase their margins? If we pay for the infrastructure improvements, we should own a proportional portion of CUII.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Lauren Magouirk - CUII
Date: Monday, April 18, 2022 4:45:13 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:45 PM

Title:	Mrs.
Name:	Lauren Magouirk
Email:	mrs.gouirk5@yahoo.com
Address:	1516 Happy Valley Road Crown point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 546-8634
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Case#45651
Your Comments::	I believe the proposed increase is wrong. I disagree and would like you to look into this case.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Lauren Zitzka - CUII
Date: Saturday, April 16, 2022 3:56:09 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 3:55 PM

Title:	Mrs.
Name:	Lauren Zitzka
Email:	lzitzka1@gmail.com
Address:	3396 W Lakeshore Drive Crown point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(773) 875-6151
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651

**Your
Comments::**

We strongly oppose a water rate increase on water that we already have to double filter in order to drink. My dog got giarda from drinking the tap water. Not to mention appliances that have to be descaled regularly due to hard water. There are drainage issues in our community as well.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Lawrence Bates - CUII
Date: Saturday, April 16, 2022 5:55:23 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 5:55 PM

Title:	
Name:	Lawrence Bates
Email:	calrbates@comcast.net
Address:	1591 Sunnyslope Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 751-3073
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651

**Your
Comments::**

The proposed increases by "Twin Lakes" seems outrageously steep. According to the published proposed rates a typical family of 2 would increase from @ \$83 per month to around \$157 per month. This is not acceptable to most households and seems to represent gross incompetence by My Utilities to manage their company. I've been told the increase is to provide new equipment. Why wouldn't profits in the past be put aside for that? An increase in line with inflation makes sense but this proposal does not. And by the way when I moved from the south suburbs of Chicago about 10 years ago, the water/sewer rate I experienced in Indiana was already almost double what I was paying in Illinois for Lake Michigan water which is vastly superior to the water I receive in Porter County Indiana. Thank you fore the opportunity to express my opinion. Larry and Charlene Bates

From: [Lee Lavery](#)
To: [UCC Consumer Info](#)
Subject: Lee Lavery - LOFS water rate increase
Date: Monday, January 24, 2022 4:02:20 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)

OUCC Public Comment

115 West Washington Street,

Suite 1500 South

Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard-earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

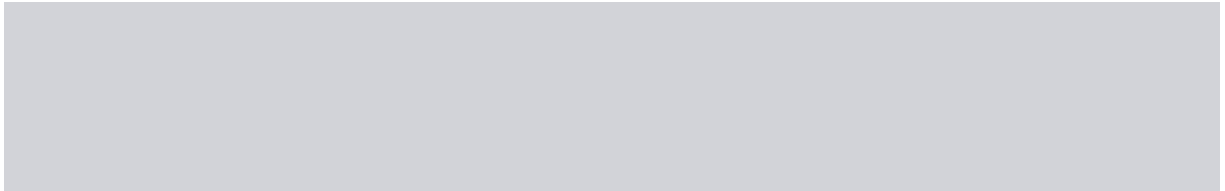
Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Lee Lavery

3224 Rustic Lane, LOFS, Crown Point, IN 46307

219.661.0350



From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Linda Eriks - CUII
Date: Saturday, April 16, 2022 9:44:40 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 9:44 PM

Title:	Mrs.
Name:	Linda Eriks
Email:	linda@cambridgecoinc.com
Address:	3399 West Lakeshore Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 313-0801
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII Cause Number 45651
Your Comments::	I strongly protect the proposed water price increase for our neighborhood Lakes of Four Seasons. Thank you.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Linda Hannon - CUII
Date: Sunday, April 17, 2022 9:50:13 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 9:50 AM

Title:	Mrs.
Name:	Linda HANNON
Email:	lindahannon@att.net
Address:	3432 Chevy chase circle Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 616-3036
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII
CUII and cause# 45651. - I would like to protest the proposed rate hike. This hike is too high for	

Your Comments::

the type of water we are receiving. Water quality is not the best to begin with and additional costs are burdening the consumer. Please vote against this

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Linda Mlinarcik - CU11
Date: Sunday, April 17, 2022 9:50:44 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 9:50 AM

Title:	
Name:	Linda Mlinarcik
Email:	lindam196@comcast.net
Address:	2348 Four Seasons Parkway Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 217-1903
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CU11 #45651
Your Comments::	Disputing rate increase

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Linda Vivirito - CUI
Date: Friday, January 21, 2022 10:27:47 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/21/22 10:27 AM

Title:	Ms.
Name:	Linda Vivirito
Email:	crazycatsmom@hotmail.com
Address:	4306 Hogan Court Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(773) 430-9765
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Community Utilities of Indiana #45651
	This rate hike is insane! the increase is more than 100% and this is the worst water I have

Your Comments::

ever had in any of the 26 states I have lived in. They have been taking our money for years and providing horrible water. Please stop this rate hike.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Lindsey Gibson](#)
To: [UCC Consumer Info](#)
Subject: Lindsey and Josh Gibson - Support Needed for Rate Increases
Date: Tuesday, January 25, 2022 10:03:33 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

To Whom It May Concern:

I am writing in response to a recent letter we received regarding a request for rate increase. Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. This is absolutely ridiculous that I will end up paying 200-300 or more a month for water which is necessarily for life and from what I gather we would have the highest water rates in the state and for the such low quality water.

Thank you.

Lindsey and Josh Gibson
3522 Winsor Pl. Crown Point, IN 46307
219-241-9394

From: [Lisa Villanova](#)
To: [UCC Consumer Info](#)
Subject: Lisa and Barry Villanova - Reject Rate Increase requested by CUII
Date: Monday, January 24, 2022 9:09:03 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To whom it may concern:

We are writing to you asking that you reject the request of Community Utilities of Indiana Inc RATE increase for Lake of the Four Seasons, Crown Point Indiana.

We are already paying premium prices for our water. As we understand, there was a 25 percent rate increase granted two years ago! Seriously, at these rates we should be able to expect high quality water that is clean, clear and free of particle matter! Anything less is unacceptable!

In the short time that We have lived here, We have witnessed first hand the ruining of our appliances, sinks and toilets due to the water! Not to mention the multiple daily cleans we have to put forth just to maintain our appliances, sinks and toilets. We've put out good money for a water softener and outside water! We certainly do not deserve a rate hike! Above all we deserve, water that is drink able without particle matter, water that is clear and clean.

Therefore, again ask that you reject this rate increase requested by CUII!

Regards,
Lisa and Barry Villanova
4209 Glen Oaks Dr
Crown Point, IN 46307
Sent from my iPad

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Lorraine West - CUII
Date: Monday, April 18, 2022 9:20:31 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 9:20 PM

Title:	
Name:	Lorraine West
Email:	lwest10538@sbcglobal.net
Address:	3551 Oakcrest Place Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 718-4299
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Twin Lakes
Your Comments::	It's ridiculous our water is so horrible that we need a softener and it's still discolors everything and we cannot tolerate drinking it

but for the company to think they have can
increase the charge? Ridiculous!

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Peggy Kozlowski](#)
To: [UCC Consumer Info](#)
Subject: Margaret Kozlowski - Utilities, Inc., Water Price Increase Objection
Date: Sunday, January 23, 2022 5:16:00 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Gentlemen:

Before any increase is permitted, please take into consideration that this water must be filtered/softened by a water softener (expense) and salt (expense). Even then the water does not run crystal clear. Also please take into consideration that this more than 50% increase is more than any salary or Social Security pay increase for most. Seniors on a fixed income cannot afford such a significant increase in a monthly expense. And when the economy is in such a turmoil, unemployment high, and healthcare is tumultuous at best, is it fair to ask us to endure such an increase? This increase does not help us, it hurts all adding to inflation. Paying debtors is one thing, but I ask that administrative salaries be reviewed as to what amount of this increase actually would go to a salary (percentage?) increase for them?

Thank you,
Margaret Kozlowski
2525 E Lakeshore Dr
Crown Point, IL 46307

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Margaretta McCants - CUII
Date: Sunday, April 17, 2022 8:55:52 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 8:55 PM

Title:	Mrs.
Name:	Margaretta McCants
Email:	margie2261@gmail.com
Address:	3526 Winsor Place Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(224) 766-0187
If providing comments on a specific case, please indicate the cause number and/or name of utility::	IURC Cause No. 45651/Community Utilities of Indiana
Your Comments::	I am protesting and requesting to please do not approve the water rate increase.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Margarita Kurtevska Sotirovska - CUII
Date: Sunday, April 17, 2022 10:50:22 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 10:50 PM

Title:	Mrs.
Name:	Margarita Kurtevska Sotirovska
Email:	mkurtevska@gmail.com
Address:	3698 Kingsway Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 308-3492
If providing comments on a specific case, please indicate the cause number and/or name of	45651

utility::

**Your
Comments::**

Please do not allow Community Utilities of Indiana to raise our water prices by this egregious amount. We already pay hundreds of dollars in monthly water bills. All of the neighborhoods near us and the city of Crown Point proper pay approximately \$50 monthly for water that is cleaner and better treated.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Margo Svetanoff - CUII
Date: Tuesday, April 19, 2022 9:07:22 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/19/22 9:07 AM

Title:	Ms.
Name:	margo SVETANOFF
Email:	margomaxine@yahoo.com
Address:	11030 ALLENDALE COURT WINFIELD, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 323-3370
If providing comments on a specific case, please indicate the cause number and/or name of utility::	RATE INCREASE
Your Comments::	WATER IS HORRIBLE HORRIBLE HORRIBLE! I WOULD NOT FEED IT TO MY DOG.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Marlon Naranjo - Community Utilities of Indiana Twin Lakes
Date: Friday, January 21, 2022 10:45:42 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/21/22 10:45 PM

Title:	Mr.
Name:	Marlon Naranjo
Email:	marlonfernaranjo@gmail.com
Address:	1031 N Lakeshore Dr. Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 669-3157
If providing comments on a specific case, please indicate the cause number	Community Utilities of Indiana Twin Lakes

**and/or name
of utility::**

**Your
Comments::**

We already pay over \$300 a month in terrible water bills. Community Utilities of Indiana (Twin Lakes) increased the prices a couple of years ago, and now they want another increase. It is making imposible for us to continue living in Lakes of Four Seasons. Please take note of this. I am sure I am not the only one complaining about it. Thanks

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Marlon F. Naranjo](#)
To: [UCC Consumer Info](#)
Subject: Marlon Naranjo - Outrageous Water bills and increases
Date: Monday, January 24, 2022 8:45:09 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Dear Sirs,

This email is regarding Community Utilities of Indiana Twin Lakes' proposal to once again increase our water bills. We live in Lakes of the Four Seasons and already have almost \$300 water bills monthly for terrible water that we cannot even drink. Community Utilities of Indiana Twin Lakes already increased their rates a couple of years ago. Now they again want to increase the water bills for water that is garbage and requires us to have to use a water softener. Having to pay for a water softener system requiring extra water usage to treat the water results in even larger water bills. In addition to this, we also have to spend extra money buying drinking water for our family.

We are appealing to you as a utility consumer counselor to help protect all of the customers that are being abused by this company. We are contacting the news channels to help investigate these outrageous increases and prices. A large percentage of the people in our neighborhood are disgusted and outraged by this water company's high-handedness and lack of concern for their clientele. Please help us with a solution.

Thank you very much for your attention to this matter.

Sincerely,

Marlon Naranjo

From: [Mary Beth Nelson](#)
To: [UCC Consumer Info](#)
Subject: Mary Beth Nelson - Outrageous increase in water bill
Date: Monday, January 24, 2022 5:11:57 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Mary Beth Nelson
4132 Augusta Dr.
Crown Point, IN 46307
219-662-7833
Sent from my iPad

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Mary Grveles - CUII
Date: Friday, January 28, 2022 12:02:38 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/28/22 12:02 PM

Title:	
Name:	Mary Grveles
Email:	mjgrveles@gmail.com
Address:	4077 Bush Hill Ct Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 661-8765
If providing comments on a specific case, please indicate the cause number	45651

**and/or name
of utility::**

**Your
Comments::**

I have lived here 18 years and have never been able to drink the water here. I pay monthly to have water delivered to my home. The prices for water and wastewater are to high now. They are trying again to double our bills which we can not afford. This company wants to do improvements on their system they should use the money from their profits!
I live on a fixed income and I cannot pay these rates.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Mary Jokerst - 45651
Date: Thursday, January 20, 2022 9:04:01 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/20/22 9:03 PM

Title:	Ms.
Name:	Mary Jokerst
Email:	masryjokerst1@gmail.com
Address:	2553 E. Lake Shore Dr. 78C Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 628-2352
If providing comments on a specific case, please indicate the cause number and/or	

name of utility::

**Your
Comments::**

CUII is requesting an increase in our water bill for LOFS. Our water is very hard and tastes bad. I have to LOFS about 1 1/2 years ago and since then my bathroom stools which were put in when I moved here have a calcium ring in them. The dishwasher has calcium on the inside. I could go on and on.

The water here is really very bad. For that reason I don't think they deserve an increase in our bill until they can get our water system straightened out.

Thank You

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [matt fuscoe](mailto:matt.fuscoe)
To: [UCC Consumer Info](#)
Subject: Matthew Fuscoe - NO to rate increase!
Date: Thursday, January 27, 2022 4:48:32 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To whom it may concern:

I will keep this short as I can only hope that you are being flooded with emails like mine. I am writing you in regards to the letter I received from Community Utilities of Indiana Inc. (formerly Twin Lakes Utilities). The letter indicates that myself and my neighbors will see a rate increase of 2-3 times what we currently pay for water and sewage services. We were already taxed with a 25% rate increase about 2 years ago. Now at a time when inflation is at an all time high, and all of us are finding that our hard earned dollars do not go that far, Community Utilities wishes to double our bills again. Enough is enough! This is beyond acceptable. Working in the industrial field, I understand aging infrastructure cost money to maintain. Gradual and small rate increase could be expected. These proposed rate increases are anything but that. The residents of Lakes of the Four Seasons already pay far more than the average of surrounding communities. We pay more for water that is of a lesser quality. I do not believe there is one single home in Lakes of the Four Seasons that does not have a water softener system to improve the quality of the water we are overcharged for. These softeners already require more of our hard earned money to maintain. My take away from the letter was that Community Utilities proceeded with numerous costly projects without actually considering if they had the funding for them. Now they want to rob the bank accounts of residents to pay for their overspending. I urge you to not approve their request to increase the rates of so many honest hard working people in my community. Do not allow this poorly managed company to steal from your fellow Hoosiers. Thank you for your time.

Sincerely,
Matthew Fuscoe
1796 Forest Ln
Crown Point, IN 46307

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Matthew Peacock - CUII
Date: Monday, April 18, 2022 10:59:27 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:59 PM

Title:	Mr.
Name:	Matthew Peacock
Email:	mpeacock1129@yahoo.com
Address:	4241 Westover Dr. Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	The rate increase Utilities Inc is proposing is unethical. The quality of water is terrible and we already pay a high monthly bill as it is.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Maureen Dawson - CUII
Date: Tuesday, April 19, 2022 9:00:25 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/19/22 9:00 AM

Title:	Ms.
Name:	Maureen Dawson
Email:	noswadm57@gmail.com
Address:	1750 Broadacre Rd Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Twin Lakes Utility
Your Comments::	Why would I want my water bill to go up? Our income hasn't gone up. Another way to jack us. The average people with fixed incomes.

From: [Eva Simic](#)
To: [UCC Consumer Info](#)
Subject: Michael Czarnecki - Water Rate Increase Lakes of the Four Seasons
Date: Monday, January 24, 2022 7:55:20 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Michael Czarnecki
Eva Simic
5025 B Spinnaker Lane
Crown Point, IN 46307
219-613-1830

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Michael Green - CUII
Date: Saturday, April 16, 2022 5:58:11 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 5:57 PM

Title:	Mr.
Name:	Michael Green
Email:	msjgreen88@sbcglobal.net
Address:	1481 Happy Valley Road Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 638-0403
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
We are already paying almost \$100 a month for a	

**Your
Comments::**

2 person household. The water quality is terrible and the price is already outrageous. We are on a fixed income and this increase would create a substantial hardship please do what you can to stop this increase please. Thank you

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Mike](#)
To: [UCC Consumer Info](#)
Subject: Michael J Sorice - Water rate increase LOFS
Date: Monday, January 24, 2022 8:45:17 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

To whom it may concern.

I'm a resident of Lake of the Four Seasons, Crown Point Indiana. My name is Michael Sorice, 3915 Bonnie Dr. I'm a past business owner as well as disabled combat Veteran. I recently received a notification of an increase for our water services. The rate increase is outrageously high as well as teetering unaffordable, especially for a retired senior as myself. It is not unreasonable to allow a raise, it's understandable, but what is going on to justify this amount? Please I ask you look into this and take fair and appropriate action.

Thank you in advance.

Michael J Sorice
3915 Bonnie Dr
Crown Point, IN 46307

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Michael Ross - CUII
Date: Monday, April 18, 2022 10:17:20 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:17 AM

Title:	Mr.
Name:	Michael Ross
Email:	mikey_151@hotmail.com
Address:	2398 Sunnyslope Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 757-1200
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII. 45651
Your Comments::	Please do not allow this utility company to raise rates again

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Michael Silverstein - 45651
Date: Thursday, January 27, 2022 2:03:19 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/27/22 2:02 PM

Title:	Rev.
Name:	Michael Silverstein
Email:	qualitytr@aol.com
Address:	2428 Lakeshore Court Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(630) 817-3677
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Cause 45651
	We live in The Lakes of The Four Seasons and object to the rate increase proposed by Community Utilities of Indiana. Our rates jumped significantly in 2019

Your Comments::

The water quality is terrible... we need a water softener and reverse osmosis equipment.

Please do NOT approve an increase.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Michael Sorice - CUII
Date: Saturday, April 16, 2022 12:10:06 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 12:09 PM

Title:	Mr.
Name:	Michael Sorice
Email:	send2mjs@gmail.com
Address:	3915 Bonnie Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(630) 673-3954
If providing comments on a specific case, please indicate the	Case # 45651

**cause
number
and/or name
of utility::**

**Your
Comments::**

This rate hike is request seems outrageously high and a hardship for allot of people including myself a retired disabled veteran. I'm aware that their expenses and operating costs as well as profit margins are required in order to maintain good quality service but this increase seems beyond the rates that are going on at present as well as future short term projections. Thank you for your service, time and considerations.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Michael Sorice - Rate Increase LOFS
Date: Saturday, January 22, 2022 12:06:41 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/22/22 12:06 PM

Title:	Mr.
Name:	Michael Sorice
Email:	send2mjs@gmail.com
Address:	3915 Bonnie Dr Crown Point, IN 46307-8942
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(630) 673-3954
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Rate Increase LOFS

**Your
Comments::**

To whom it may concern.
I'm a resident of Lake of the Four Seasons, Crown Point
Indiana. I'm a past business owner as well as disabled
combat Veteran. I recently received a notification of an
increase for our water services. The rate increase is
outrageously high as well as teetering unaffordable,
especially for a retired senior as myself. It is not
unreasonable to allow a raise, it's understandable, but
what is going on to justify this amount? Please I ask
you look into this and take fair and appropriate action.
Thank you in advance.

Michael J Sorice

From: [Michele Johnson](#)
To: [UCC Consumer Info](#)
Subject: Michele Johnson- Fw: NO WATER BILL INCREASE PLEASE
Date: Monday, January 24, 2022 1:42:27 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)

OUCC Public Comment

115 West Washington Street,

Suite 1500 South

Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Michele Johnson

1564 Sunnyslope Drive

312-898-1918

From: [Michelle Farrinton](#)
To: [UCC Consumer Info](#)
Subject: Michelle Farrington - Water bill
Date: Monday, January 24, 2022 1:05:16 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Michelle Farrington
2609 Knollwood Dr
Crown Point, IN 46307
[708-595-3573](tel:708-595-3573)

From: [Michelle Ferry](#)
To: [UCC Consumer Info](#)
Subject: Michelle Ferry - DONT raise water prices!!!!
Date: Monday, January 24, 2022 8:47:04 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

I am writing in response to a recent letter we received regarding a request for rate increase. Throughout our almost fourteen years as customers of Utilities, Inc. we have never had what we would consider high quality water or service. Concerns raised in the past over sudden water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) are met with responses of “the problem must be in your home and is not on our end”. And yet neighbors are raising the same concerns and, it will, in hours or days improve with no changes in the home. When we moved here we expected a change compared to the Lake Michigan water we were accustomed to and accept that. We did not expect a higher price for poorer quality. We further did not expect the the rate increase that increased our bill about 25% around two years ago. This came when it was decided that it was fair for Utilities, Inc. to change from an already high for the area flat rate for wastewater to a per 1000 gallon price higher than the the price of the water itself. From the perspective of a homeowner, this company appears to be unwilling to accept responsibility for their product or their mismanagement of their system and spending. Do not allow them to pass this on to the customer. By their own figures, it will increase the average homeowners bill by double. Thank you for your consideration.

Thank you

Michelle Ferry

2588 brookwood dr.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Michelle McCoy - CUII
Date: Monday, April 18, 2022 4:41:17 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:41 PM

Title:	Mrs.
Name:	Michelle McCoy
Email:	mccoyz28@hotmail.com
Address:	1912 Forest Ln Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 671-0425
If providing comments on a specific case, please indicate the cause	UI Water

**number
and/or name
of utility::**

**Your
Comments::**

They are asking for an increase that will double our monthly bill. We already pay way to much for the quality of water we have. I have to have a water softener w a whole house filter and a reverse osmosis to even consider drinking this water. It ruins appliances, the film on the faucets and bath tubs are ridiculous. I don't honk an increase is needed at all.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Michelle](#)
To: [UCC Consumer Info](#)
Subject: Michelle Mccoy - Water bill increase
Date: Tuesday, January 25, 2022 9:38:26 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Michelle Mccoy
1812 Forest Ln
Crown Point, In 46307
29-671-0425

Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Mike Kolankowski - Cause #45651
Date: Friday, January 21, 2022 9:03:44 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/21/22 9:03 AM

Title:	Mr.
Name:	Mike Kolankowski
Email:	mikekolankowski@gmail.com
Address:	3341 WindyHill Rd Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 218-0352
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Cause #45651

**Your
Comments::**

Please do not allow this increase to take place. To allow the water company to increase our rate when they already charge high rates for the quality of water we get is unacceptable. Please do not allow this increase to take place. We have extremely low quality water already. The water is not drinkable unless an expensive filtration system is installed at the residents. The water is constantly under boil alert and is very poor quality. As a resident of this community we do not agree to this. The quality of water is not drinkable but yet they are trying to increase the cost. Please do not allow this to happen. It is the residents that will lose on this while the water company profits and does nothing to fix the issues or quality. We already pay one of the highest rates but have the poorest quality of water in the area. It is unbelievable. Please put a stop to this.

Thank you,

Mike Kolankowski

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Mitzi Levander - Twin Lakes Utilities (Lakes of Four Seasons Crown Point, IN)
Date: Friday, January 21, 2022 5:58:13 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: **OUCC_Contact_2361 - COPY**

Submitted at 01/21/22 5:58 PM

Title:	Mrs.
Name:	Mitzi Levander
Email:	Mitzerle@aol.com
Address:	3479 West lake Shore Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 742-9052
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Twin Lakes Utilities (Lakes of Four Seasons Crown Point, IN)
Your Comments::	A letter stating our monthly water bill is really going up. The quality of water is really sub standard and the amount of increase is very unrealistic. I hope the state

can help with this situation.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Monica Bly - CUII
Date: Monday, April 18, 2022 6:41:00 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 6:40 PM

Title:	Ms.
Name:	Monica Bly
Email:	monbly@yahoo.com
Address:	2565 Oakwood Dr Crown Point Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Really to raise LAKE OF FOUR SEASONS	

**Your
Comments::**

WATER ,to 50.00 more a month we are not rich people who live in here many of us are blue collar workers from chicago just trying to live at a decent place,and more bills we need if its not bad enough on how screwed up the world is!!!

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Nancy Young - CUII
Date: Sunday, April 17, 2022 8:28:47 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 8:28 PM

Title:	Ms.
Name:	Nancy Young
Email:	npyoung0707@live.com
Address:	2180 greenvalley dr Crown point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(224) 622-1505
If providing comments on a specific case, please indicate the cause number and/or name of	CIU 15605

utility::

**Your
Comments::**

This water rate increase is obscene. People on fixed incomes cannot pay over \$200 for water that we still need to have water softeners and reverse osmosis systems for. There is severe mismanagement is this company charges 2 to 4 times other water companies. Please do not allow this to go thru. Thank you

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Nancy Young - Cause 44661. Community utilities of indiana
Date: Monday, January 24, 2022 10:11:45 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/24/22 10:11 AM

Title:	Ms.
Name:	Nancy Young
Email:	npyoung0707@live.com
Address:	2180 Greenvalley dr crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(224) 622-1505
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Cause 44661. Community utilities of indiana

**Your
Comments::**

Our water is in drinkable without heavy filtering and unusable without softeners. All of which are expensive. We already pay exorbitant prices for this bad water. As a senior citizen on fixed income how am I expected to pay double, even triple for this horrible water? It's extortion. It's unfair. If any competitive business was providing this service they would be out of business. This rate hike makes the water the most expensive in the state.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Nathan Eagan - CUII
Date: Friday, April 15, 2022 5:45:31 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/15/22 5:45 PM

Title:	Mr.
Name:	Nathan Eagan
Email:	neagan2@aim.com
Address:	1958 Loganberry Lane Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 951-9216
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII #45651
Your Comments::	

From: marisgoe623@gmail.com
To: [UCC Consumer Info](#)
Subject: Nicholas Dissette - Drinking water price increases
Date: Tuesday, January 25, 2022 12:27:01 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Nicholas Dissette
3118 Devonshire Cir
Crown Point, IN 46307
312-834-2630

Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Nicholas Van Wieren - CUII
Date: Tuesday, April 19, 2022 9:00:44 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/19/22 9:00 PM

Title:	Mr.
Name:	Nicholas Van Wieren
Email:	nickvanwieren@gmail.com
Address:	4055 Kingsway Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(317) 627-5557
If providing comments on a specific case, please indicate the	45651

**cause
number
and/or name
of utility::**

**Your
Comments::**

The quality of the water is barely worth the current cost. The utility company should have managed funds better over the years instead of this significant of a rate increase. Many of us already have tight budgets but manage by monitoring and smart spending. The utility should do the same. Double and almost tripling rates is ridiculous. That shows a failure on their part.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Nick Milici](#)
To: [UCC Consumer Info](#)
Subject: Nick Milici - Community Utilities of Indiana proposed rate increase
Date: Tuesday, January 25, 2022 11:03:39 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To whom it may concern,

I am writing in regards to Community Utilities of Indiana Inc and their proposed price gauging, I mean increase. Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average, I moved from a town about 16 months ago which had high water bills and low quality of water, but even those bills were less than my CURRENT bill and the quality of water was better and didn't require me to have additional equipment(a water softener is a MUST have for this water). Increasing the price from their current high rates, when the quality is so low, seems criminal and us as consumers are left without any other options(or we would most certainly be switching).

Here in Lakes of the Four Seasons, so many of us already spend money into water softeners and salt to overcome the water trouble, plus we majority of us buy bottled water for drinking and cooking. When the water quality and clarity go from bad to worse(cloudy water, to miscolored water) our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

--

Nick Milici
Listing Leaders Real Estate
219-306-1412 Call/Text

From: [Paige Kerschen](#)
To: [UCC Consumer Info](#)
Subject: Paige McClure - Proposed increase to water bill
Date: Monday, January 24, 2022 3:12:58 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Paige McClure
3434 Chevy Chase Circle, Crown Point, IN, 46307
219-615-7232

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Pamela Baker - CUII
Date: Monday, April 18, 2022 10:18:03 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:17 PM

Title:	Mrs.
Name:	Pamela Baker
Email:	pkbake3@att.net
Address:	3496 W Lakeshore Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 306-5280
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	I think raising our water bills so much is ridiculous! The quality of our water is terrible, we don't even drink it. I feel they are

taking advantage of the people in our area
and something needs to be done about this.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Pamela Hugus - CUII
Date: Monday, April 18, 2022 6:42:55 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 6:42 PM

Title:	Ms.
Name:	Pamela Hugus
Email:	pshugus@gmail.com
Address:	2531 E LAKESHORE DR APT 1 CROWN POINT, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 508-1110
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Cause #456511 Company CUII

Your Comments::

The price increase they are proposing is obscene! I understand everyone needs to increase fees, but this is way out of line. Please take careful consideration in this case as I am on a fixed income, like so many others in this area.
Sincerely, Pam Hugus

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Patrick Szuba - CUII
Date: Tuesday, April 19, 2022 9:45:45 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/19/22 9:45 AM

Title:	Mr.
Name:	Patrick Szuba
Email:	patrick9707@att.net
Address:	3481 W. Lakeshore Drive Crown Point, IN 46307- 8926
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 613-1943
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	The rate increase is no a fair increase. Double the price is ridiculous.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Rachel Brown - 45651
Date: Friday, January 21, 2022 2:12:06 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/21/22 2:11 PM

Title:	Mrs.
Name:	Rachel Brown
Email:	rherrick9@yahoo.com
Address:	3121 Devonshire cor Crown point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(630) 414-4091
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651

**Your
Comments::**

Community utilities of Indiana has sent a notice of increase of water charges which indicated the last increase was in 2015 but actually 2019. The outrageous charges they are asking for is unacceptable especially with the lack of quality. In order to avoid damages to sinks, tubs, fixtures into our brand new home (built 2020) we installed Osby water softener and reverse osmosis in order for the water to be drinkable.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Rachel Richmond](#)
To: [UCC Consumer Info](#)
Subject: Rachel Richmond - Concern over rate increases
Date: Sunday, January 23, 2022 1:00:18 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Hello,

I live in Lakes of the Four Seasons and am responding to a letter sent to our community on rate increases. Rate increases, that will double the average homeowner bill- mine included. I understand that as a company, money had to be spent to ensure quality and ability to provide water to residents. I also understand there is money to be spent in upkeeping these processes. That is the burden of any business or company. The water quality is not worth what customers are paying now, and it certainly won't be worth double. The company should be accepting the hit from spending money as needed, not the consumer. I have never understood why companies worth millions of dollars will nickel and dime the consumer- many of whom are paycheck to paycheck or have had significant changes in work due to the pandemic. Myself, as well as the many residents I am sure are also writing to you, implore you to reconsider this decision which greatly affects our cost of living. No one should be considering selling their home so they can move somewhere with better water quality and more reasonable water rates.

Thank you for your time,
Rachel Richmond
Homeowner in Lakes of the Four Seasons



Virus-free. www.avg.com

From: [rdrkgagliardi](#)
To: [UCC Consumer Info](#)
Subject: Ralph and Donna Gagliardi - Utilities of Indiana Inc. rate increase.
Date: Sunday, January 23, 2022 12:44:30 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Sent from my Verizon, Samsung Galaxy smartphone
Indiana Office of Utility Consumer Counselor,

I am writing in response to a recent letter we received regarding a request for rate increase. Throughout our almost 30 years at our home and as customers of Utilities, Inc. we have never had what we would consider high quality water or service. Concerns raised in our neighborhood in the past over sudden water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) are met with responses of “the problem must be in your home and is not on our end”. And yet neighbors are raising the same concerns and, it will, in hours or days improve with no changes in the home.

When we moved here we expected a change compared to the Lake Michigan water we were accustomed to and accept that. We did not expect a higher price for poorer quality. We further did not expect the the rate increase that increased our bill about 25% around two years ago. This came when it was decided that it was fair for Utilities, Inc. to change from an already high for the area flat rate for wastewater to a per 1000 gallon price higher than the the price of the water itself. From the perspective of a homeowner, this company appears to be unwilling to accept responsibility for their product or their mismanagement of their system and spending.

Do not allow them to pass this on to the customer. By their own figures, it will increase the average homeowners bill by double.

Thank you for your consideration.

Ralph and Donna Gagliardi
3463 Highland Ct
Lakes of the Four Seasons 1046L
Crown Point, IN 46307

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Ralph De La Fuentr - CUII
Date: Monday, April 18, 2022 6:51:10 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 6:50 PM

Title:	Mr.
Name:	Ralph De La Fuentr
Email:	ralphietnt@yahoo.com
Address:	1552 Happy Valley Crown point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 775-3812
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Utility inc
Your Comments::	Service sucks. I do not agree with raise hike. I am not able to get out and sign petition. Maybe they should clean up the water so it better then they would earn a raise

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Ray Arambula - CUII
Date: Monday, April 18, 2022 4:48:18 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:48 PM

Title:	
Name:	Ray Arambula
Email:	douglasarambula@gmail.com
Address:	2244 Coldspring rd crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 730-6807
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	I would like to fight utilities inc. against raising my water bill. The water quality is below average and causes sediment and clogs the pipes. Every house has to have a

filter on top of a water softener.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Kathy Miranda](#)
To: [UCC Consumer Info](#)
Subject: Raymond & Kathleen Miranda - Water issue and rate hike in LOFS
Date: Monday, January 24, 2022 6:46:56 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022

Indiana Office of Utilities

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we

must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Raymond & Kathleen Miranda

2122 Hidden Valley Drive

Crown Point, Indiana 46307

219-588-6862

[Sent from Yahoo Mail for iPhone](#)

From: [Joy Dobson](#)
To: [UCC Consumer Info](#)
Subject: Reuben and Joy Ingram - Water Bill Increase
Date: Monday, January 24, 2022 3:32:08 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flippant and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you,
Reuben and Joy Ingram
3865 Kingsway Drive, Crown Point, IN 46307
219-508-0244 or 219-246-1997

Sent from my iPhone

From: [Richard Mangan](#)
To: [UCC Consumer Info](#)
Subject: Richard Mangan - Water bill
Date: Sunday, January 30, 2022 3:56:27 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Richard Mangan
3110 Sunrise dr
Crown Point, In. 46307

Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Ricka Paulus - CUII
Date: Monday, April 18, 2022 5:14:34 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 5:14 PM

Title:	Mrs.
Name:	Ricka Paulus
Email:	sunshine644458@aol.com
Address:	1344 Brandywine rd crown point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 448-9076
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45652
Your Comments::	no pay hike

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Robert Matthews - CUII
Date: Monday, April 18, 2022 8:34:46 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 8:34 PM

Title:	Mr.
Name:	Robert Matthews
Email:	rob_at_vw@yahoo.com
Address:	4301 Annandale Lane Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 798-9198
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651 / CUII
Your Comments::	Against proposed price increase.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Robert Pagell - CUII
Date: Monday, April 18, 2022 4:53:50 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:53 PM

Title:	Mr.
Name:	Robert Pagell
Email:	bpagell18@gmail.com
Address:	4036 Walnut Hill Cir Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 688-0560
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

**Your
Comments::**

We have terrible water as it is and we already pay more for water than out surrounding areas. Wee need to soften out water and use an RO system just in order to drink it. We should not have an increase in cost for this terrible water. The sewage fees are also very steep already. I don't understand how we can really pay more. This price increase will have a direct impact of out home values if this increase gets approved. We simply cannot afford this increase that is being purposed.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Bob Pagell](#)
To: [UCC Consumer Info](#)
Subject: Robert Pagell - Water rate increase
Date: Tuesday, January 25, 2022 11:13:23 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 25, 2022

Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern,

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average. I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard-earned money into water softeners and salt as well as reverse osmosis so we can drink our water, or we must buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”. This increase will cause our neighborhood to become too expensive to live and our property values will subsequently decrease as most families will not be able to afford this increase.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you,
Robert Pagell
4036 Walnut Hill Circle
Crown Point, Indiana 46307
Bpagell18@gmail.com
219-688-0560

From: [Robert Comcast](#)
To: [UCC Consumer Info](#)
Subject: Robert Vogel - Water Bill
Date: Monday, January 24, 2022 5:58:07 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Robert Vogel
3100 fairhaven circle, Crown Point Indiana 46307
219-741-2024

Sent from my iPhone

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Robin Hartman - CUII
Date: Monday, April 18, 2022 5:01:24 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 5:01 PM

Title:	Mr.
Name:	robin hartman
Email:	rhartman1967@gmail.com
Address:	2037 marlinspike ct crownpoint, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 242-4979
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Water rate increase

**Your
Comments::**

I FIND IT INSANE TO RAISE OUT WATER BILL 50%, THATS A HUGE INCREASE. THERE ARE FAMILIES THAT WILL NOT HAVE THE ADDITIONAL INCOME TO COMPINSATE FOR SUCH A INCREASE. LIKE YOUNG FAMILIES WITH CHILDREN DOING BATHS AND LOTS OF LAUNDRY, ALSO OLDER PEOPLE WHO ARE ON A FIXED INCOME. THIS IS COMPLETE BS.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Robyn Alonzo](#)
To: [UCC Consumer Info](#)
Subject: Robyn Alonzo - Cause 45651
Date: Friday, January 21, 2022 9:43:33 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Good morning,

I am writing to you with concerns regarding our water company, Community Utilities of Indiana, Inc, and a potential rate hike which we received a letter about in the mail.

This is written on my behalf and I am a customer of this company.

I have been living in the Stony Run subdivision for 8 years now and have always had a high water bill. I moved from Highland where my water and garbage together were half of what I pay for just water out here. And not good water. Hard water that I have to pay additional money to soften. And now we're being told those rates are set to double. It's outrageous. Subdivisions are popping up all around us in Winfield and I'm being told all of them are going in with city water. Yet we are still stuck with this single, terrible option for water that costs too much as it is. I have to consciously make sure I don't water my outdoor plants too much for fear of my water bill. I'm even now considering not doing a garden if rates go up according to the proposed rate.

It is extremely frustrating that we are facing a simple water bill that will cost as much as a car payment.

Please do not allow this rate increase. It is simply unaffordable.

Thank you,

Robyn Alonzo

12398 Tippecanoe Place

Crown Point, IN 46307

Community Utilities of Indiana, Inc

219-484-9373

Alonzo.robbyn@gmail.com

Cause # 45651

From: [Deanna Gonzalez](#)
To: [UCC Consumer Info](#)
Cc: [Rodrigo](#)
Subject: Rodrigo & Deanna Verduzco - LOFS WATER! Office of Utility Consumer Counselor (OUCC)
Date: Monday, January 24, 2022 9:01:14 PM
Importance: High

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

TO: Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Rodrigo & Deanna Verduzco
3291 Rustic Ln
Crown Pt, IN 46307
219-742-6360

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Rosemarie Dado - CUII
Date: Monday, April 18, 2022 11:36:45 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 11:36 PM

Title:	Mrs.
Name:	Rosemarie Dado
Email:	rosedado55@yahoo.com
Address:	3499 Marine Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 765-3189
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Twin Lakes Utilities inc. case # 45651
Your Comments::	

From: russl451@aol.com
To: [UCC Consumer Info](#)
Subject: Russell Derry - Water rate increases.
Date: Monday, April 18, 2022 4:43:23 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Case # 45651.
Please halt this purposed increase.
Thank you
Russell Derry

[Sent from the all new AOL app for Android](#)

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Ryan Dulla - CUII
Date: Monday, April 18, 2022 10:57:04 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:56 PM

Title:	Mr.
Name:	Ryan Dulla
Email:	atd1022@yahoo.com
Address:	2432 E Lakeshore Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 307-3639
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Twin Lakes aka Utilities Inc. water company is a racket. We have the worst qual water at the most expensive prices. It's disgusting what

they get away with. **NO MORE INCREASES
& HOLD THEM ACCOUNTABLE!!!**

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Sally Jo Reagor](#)
To: [UCC Consumer Info](#)
Cc: sallyjoreagor@gmail.com
Subject: Sally Jo Reagor - Cause 45651
Date: Monday, February 7, 2022 2:31:50 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Indiana Office of Utility Consumer Counselor (OUCC)

Cause 45651

I reside in Lakes of the Four Seasons in Crown Point, Indiana, I object to the recent proposed rate increase requested by Community Utilities of Indiana, our water service provider.

Just a few years ago in 2019 our water and sewer rates were substantially increased with no improvements in our water quality or our service- please note our water is very poor (very hard)!

I respectfully request that you Deny their request for this astronomical proposed increase to our community!

Thank you for your assistance with this matter.

Sally Jo Reagor
1565 Sunnyslope Dr
Crown Point, IN 46307
219-241-1617
Sallyjoreagor@gmail.com

Get [Outlook for iOS](#)

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Sarah Priestas - CUII
Date: Saturday, April 16, 2022 4:35:48 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 4:35 PM

Title:	Ms.
Name:	Sarah Priestas
Email:	spriestas@gmail.com
Address:	4137 Augusta Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 510-7807
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Community Utilities of Indiana
Your Comments::	Case # 45651 The increase in prices is ridiculous especially when we already have high water prices!

From: [scott.durling](#)
To: [UCC Consumer Info](#)
Cc: [Sharon Durling](#)
Subject: Scott Durling- Water Bill
Date: Monday, January 24, 2022 1:33:37 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)

OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes Thank you.

Scott Durling
1671 Sunnyslope Drive
Crown Point, IN 46307
708-548-9417

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Scott Holbrook - CUII
Date: Saturday, April 9, 2022 9:08:39 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/09/22 9:08 AM

Title:	
Name:	Scott Holbrook
Email:	scottholbrook@att.net
Address:	8581 E 124th Pl Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 712-0095
If providing comments on a specific case, please indicate the cause number and/or name	Community utility of Indiana (twin lakes utility)

of utility::

**Your
Comments::**

This rate increase is to much. The average resident can not afford this cost increase. A normal small price increase is understandable but a 40-50 percent increase to the consumer is outrageous. Many people are already having to deal with high inflation cost on gas, food, and other products. This rate increase should not be allowed.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Scott Sierzega - CUII
Date: Tuesday, April 19, 2022 5:55:56 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/19/22 5:55 PM

Title:	Mr.
Name:	Scott Sierzega
Email:	ckgurl62@gmail.com
Address:	1876 Loganberry Lane Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 765-3410
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Living in LOFS going on 5 years put a irrigation system in and cant even use it due to already high rates. Too much money to even water your grass. My yard looks like crap.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Scott Wilkins - CUII
Date: Monday, April 18, 2022 5:48:02 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 5:47 PM

Title:	Mr.
Name:	Scott Wilkins
Email:	swilkins614@yahoo.com
Address:	1268 Brandywine Rd Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(815) 258-9553
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Utilities inc

Case 45651-

**Your
Comments::**

Utilities Inc cannot raise the prices for their customers. This move is pure greed. The water quality is and has been sub par. With color and smell concerns from many residents. They need to improve on their existing services before they can justify a ridiculous price increase like the one proposed.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Lisa DeNoyelles](#)
To: [UCC Consumer Info](#)
Subject: Sean DeNoyelles and Georgette Lisa DeNoyelles - Water price increase concern
Date: Monday, January 24, 2022 10:30:31 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

Sean DeNoyelles and Georgette Lisa DeNoyelles
1947 Loganberry Ln, Crown Point IN 46307
708-525-5262

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Shanda Kramer - CUII
Date: Monday, April 18, 2022 10:07:13 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:07 PM

Title:	Ms.
Name:	Shanda Kramer
Email:	skramer342@gmail.com
Address:	2497 E Lakeshore Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 308-3662
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Case#45651
Your Comments::	I am disputing the proposed increase in the water bill. As tit is we pay to much for water that you can not even drink.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Shari Aronson - CUII
Date: Sunday, April 17, 2022 8:16:55 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 8:16 AM

Title:	Ms.
Name:	Shari Aronson
Email:	ssa@intimc.com
Address:	3345 Windy Hill Rd Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(847) 848-8727
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Rates shouldn't continue to go up like this Please vote no.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Sharon Green - CUII
Date: Saturday, April 16, 2022 6:02:56 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 6:02 PM

Title:	Mrs.
Name:	Sharon Green
Email:	slgreen@sbcglobal.net
Address:	1481 Happy Valley Road Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 638-0403
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
We are already paying around a \$100 per month for a 2 person household. The increase if passed	

Your Comments::

will create a hardship on our budget as we are on a fixed income. Please stop this rate increase. Also the water entering the homes is filthy. Thank you

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Sheila Medlin - Community Utilities of Indiana Inc.
Date: Monday, January 24, 2022 10:20:51 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/24/22 10:20 PM

Title:	Mrs.
Name:	Sheila Medlin
Email:	smedlin317@gmail.com
Address:	3120 Devonshire Circle Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 242-9277
If providing comments on a specific case, please	

indicate the
cause
number
and/or
name of
utility::

Community Utilities of Indiana Inc.

DETAILS: Recently Community Utilities of Indiana Inc. (Formerly Twin Lakes)

January 24, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason!

Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end". Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer. Please reject this corporate request. Please don't make people choose between buying their medicine and food

Your
Comments::

vs. paying to keep water on in their homes.
Thank you.
Michael & Sheila Medlin
3120 Devonshire Circle
Crown Point In 46307
2192429277

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Tiffany Novotny](#)
To: [UCC Consumer Info](#)
Subject: Tiffany Ulanowski - Rate increase
Date: Monday, January 24, 2022 1:26:45 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I am writing in response to a recent letter we received regarding a request for rate increase.

Throughout our almost 13.5 years at our home and as customers of Utilities, Inc. we have never had what we would consider high quality water or service. Concerns raised in the past over sudden water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) are met with responses of “the problem must be in your home and is not on our end”.

And yet neighbors are raising the same concerns and, it will, in hours or days improve with no changes in the home. Our appliances are quickly ruined with hard water, we require a softener and still do not drink from the tap. When we moved here we expected a change compared to the Lake Michigan water we were accustomed to and accept that. We did not expect a higher price for poorer quality. We further did not expect the the rate increase that increased our bill about 25% around two years ago. This came when it was decided that it was fair for Utilities, Inc. to change from an already high for the area flat rate for wastewater to a per 1000 gallon price higher than the the price of the water itself. From the perspective of a homeowner, this company appears to be unwilling to accept responsibility for their product or their mismanagement of their system and spending. Do not allow them to pass this on to the customer. By their own figures, it will increase the average homeowners bill by double. Thank you for your consideration.

Tiffany Ulanowski

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Susan Brimmer - CUII
Date: Monday, April 18, 2022 6:11:49 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 6:11 PM

Title:	
Name:	susan brimmer
Email:	susan.brimmer@outlook.com
Address:	1202 Winterhaven Lane Crown Point, IN 46307 Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(779) 801-7183
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Community Utilities of Indiana (CUII) Case # 45651
	This proposed rate increase will more than double my bill and will cause financial

Your Comments::

hardship. What I am paying now is the highest for water/sewer I have ever paid. The proposed rate increase needs to be denied.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Susan Camp - CUII
Date: Sunday, April 17, 2022 9:22:06 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 9:21 AM

Title:	Ms.
Name:	Susan Camp
Email:	user16@comcast.net
Address:	3138 Tremont Lane Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 775-0557
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Too extreme of a price hike

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Susan Fiedor - CUII
Date: Monday, April 18, 2022 3:51:07 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 3:50 PM

Title:	Mrs.
Name:	Susan Fiedor
Email:	fiedorsusan4@gmail.com
Address:	2435 E Lakeshore Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(630) 479-1389
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

Case #45651. Community Utilities of Indiana (CUII)

**Your
Comments::**

We moved here in 2018 to avoid high costs of living in IL -- as my husband & I are both retired, with no pension, living on social security and savings. After we bought our home we immediately found out about the high cost and inferior water in the area. So we had to have a water softener and a water filtration system installed just to have adequate water to use & drink. The 1st property owners' mtg. we attended opened our eyes to the new rate increase (2018) & the already high cost of water service and sewage rates. Most in middle & many low income people cannot afford the CUII proposed rate increases rising close to 200% by 2023. There has to be another way to deliver barely acceptable water to the home owner without such increases. It is not like we have another option in our community. Thank you for reading this. Please reconsider these enormous rate hikes

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Sarah Eagan - CUII
Date: Friday, April 15, 2022 5:44:58 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/15/22 5:44 PM

Title:	Mrs.
Name:	Sarah Eagan
Email:	sarahmkinser@gmail.com
Address:	1958 Loganberry Lane Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII # 45651
Your Comments::	

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Tamika Hobson - CUII
Date: Monday, April 18, 2022 12:24:25 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 12:24 PM

Title:	Mrs.
Name:	Tamika Hobson
Email:	tamhob123@gmail.com
Address:	4335 Pinehurst Ct Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(773) 817-5843
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

45651

**Your
Comments::**

Writing to voice my objection to the obscene increase in water and waste fees for Lake of Four Seasons among other customers. The water quality is subpar and the subdivision frequently has problems during stormy weather. CUII is using the pandemic as an excuse to increase rates, but our water issues existed prior to the pandemic and still have not been resolved. It is wrong to fail to provide adequate services, frequently misbill customers and then turn around and attempt to increase their bills by double or more. We've already had a recent increase for "infrastructure" to the area that had no affect on our service. An increase now is criminal. It gives them license to continue to provide subpar service at an ever higher rate, and no incentive to improve issues present prior to the pandemic nor new issues that may arise.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Tammy Schiessle - CUII
Date: Monday, April 18, 2022 4:54:11 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:54 PM

Title:	
Name:	Tammy Schiessle
Email:	TYNTAM95@YAHOO.COM
Address:	4197 Thornhill dr crown point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 308-3081
If providing comments on a specific case, please	

**indicate the
cause
number
and/or name
of utility::**

45651

**Your
Comments::**

A rate increase for our water is completely unjustified. We have the worst quality water and there has been no improvement since moving in my home 20 yrs ago. Even looking past the poor water quality our bills are all over the place with charges. I was charged over 2,000 gallons more in February and when I called no one could give me a reason . I had no water leaks anywhere.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: cpaguy12000@yahoo.com
To: [UCC Consumer Info](#)
Subject: Tate Judy - Rate increase for new company
Date: Thursday, April 7, 2022 10:25:48 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

I am a NWI resident who has read about the rate increase of double prices for utilities that is being considered. How dare that company want to come in and dramatically want to increase the rates. Hopefully the state has some sense and not want to increase utilities when the nation is fighting huge inflation. Don't let this increase happen

Tate judy

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Boro Rzharev - CUII
Date: Tuesday, April 19, 2022 9:52:48 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/19/22 9:52 AM

Title:	Mr.
Name:	Boro Rzharev
Email:	brzarev@gmail.com
Address:	1032 n lakeshore dr Crown point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(513) 800-8073
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	

From: [Terri](#)
To: [UCC Consumer Info](#)
Subject: TERRI RICHT - PLEASE DONT APPROVE
Date: Monday, January 24, 2022 4:00:42 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

This request is sadder than you would ever know

SAMPLE TEMPLATE

January 24, 2022

Indiana Office of Utility Consumer Counselor (OUCC)

OUCC Public Comment

115 West Washington Street,

Suite 1500 South

Indianapolis, IN 46204

To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of "the problem must be in your home and is not on our end".

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.

Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.

TERRI RICHT

3576 W. Lake Shore Dr.

The Four Seasons

CROWN POINT IN 46307

219-741-3973

Sent from my iPhone

From: [Chris Kent](#)
To: [UCC Consumer Info](#)
Subject: This rate increase is stupid. I already have to buy bottled water because what we have is not drinkable. How about improve what we have before you increase. I know the water passes EPA and government standards. But I also know that you wouldn't drink o...
Date: Tuesday, April 12, 2022 6:47:29 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Thomas Maloney - CUII
Date: Monday, April 18, 2022 10:42:04 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:41 PM

Title:	
Name:	Thomas Maloney
Email:	tommymaloney@yahoo.com
Address:	2036 Marlinspike ct Crown point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 644-9282
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Outrageous the pry we pay for poor quality product

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Thomas Pavel - CUII
Date: Monday, April 18, 2022 5:45:12 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 5:45 PM

Title:	
Name:	Thomas Pavel
Email:	tkpavel@gmail.com
Address:	3900 Brookside Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 662-0527
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	We have complained for years about the poor water quality we have here. Unfortunately, these have never been answered and now you

want to increase our fees....Without saying,
this is wrong on so many levels.....

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Timburley Ecklund - CUII
Date: Monday, April 18, 2022 10:38:55 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 10:38 AM

Title:	Mrs.
Name:	Timburley Ecklund
Email:	timbure73@gmail.com
Address:	1364 Brandywine Rd Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 306-2049
If providing comments on a specific case, please indicate the cause number and/or name of	#45651

utility::

**Your
Comments::**

Water cost will double if this increase is allowed. Families are already paying an extra \$200.00 dollars monthly because of President Biden's failed policies. We the consumer cannot afford this increase. This financial responsibility should fall on the water company themselves. They purchased this company.

If I bought a home and it needed repair would I go after the previous home owner? No I would not. It is my responsibility now that I own the home.

Mr, and Mrs. Scott Ecklund

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Tina Foreman - CUII
Date: Tuesday, April 19, 2022 10:58:50 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/19/22 10:58 AM

Title:	
Name:	Tina Foreman
Email:	kayscottcampbell@yahoo.com
Address:	4292 park place Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 307-3178
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	This increase is insane. My husband and I already pay over 100.00 per month and it's just the two of us. I have never paid that much for water in any other area We lived.

The rates need to remain. If work needs to be done for improvements, I am sure monies can be found elsewhere then from your consumer

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Todd Chinderle - CUII
Date: Saturday, April 16, 2022 1:30:17 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: **OUCC_Contact_2361 - COPY**

Submitted at 04/16/22 1:30 PM

Title:	Mr.
Name:	Todd chinderle
Email:	todd_chinderle@sbcglobal.net
Address:	3409 West Lakeshore Drive CROWN POINT, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(815) 509-0992
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	I am firmly against the proposed rate hike

From: [Jill Acke](#)
To: [UCC Consumer Info](#)
Subject: Tom & Jill Acke - Water bill doubling in price
Date: Monday, January 24, 2022 8:47:10 AM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

I am responding to a recent letter we received regarding a request for rate increase through Lakes of the Four Seasons in Crown Point, Indiana. Many of our neighbors are raising the same concerns, that with the water being questionable at times, whether a slow pour and many different degrees of colors and at times thick cloudiness coming out of the spouts. When we moved here from Illinois we expected change compared to the Lake Michigan, however we did not expect a higher price for poorer quality. We have lived here 17 years and cannot give this water to our dogs or use for drinking water for our family. We boil it at best and use for showers. Ontop of the poor quality of water the the rate increased our bill about 25% around two years ago. This came when it was decided that it was fair for Utilities, Inc. to change from an already high for the area flat rate for wastewater to a per 1000 gallon price higher than the the price of the water itself. Even after we filled a new pool and had to pay an enormous bill for the wastewater we were using. From a long paying customer, this company appears to be unwilling to accept responsibility for their quality or their mismanagement of their system. Please do not allow them to pass this on to we the customers. According to the company itself they propose this plan of theirs will increase the average homeowners bill by double. During this pandemic and these times, this simply is unfair to propose, especially for the poor quality of water. Thank you for your time.

Tom & Jill Acke
3140 Tremont Lane
Crown Point

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Tricia Zar - CUII
Date: Monday, April 18, 2022 4:46:07 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 4:45 PM

Title:	Mrs.
Name:	Tricia Zar
Email:	triciazar14@yahoo.com
Address:	2040 marlinspike ct Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 642-2208
If providing comments on a specific case, please indicate the cause number and/or name of	Robert Zar

utility::

**Your
Comments::**

Please stop the water from doubling or tripling. With everyone still recovering from covid and non the less using well water for our main water intake is ridiculous! How are we supposed to afford all of this. It's already hard enough to manage during summer coming up and kids wanting to constantly play outside...

A very concerned client

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Vasil Sotirovski - CUII
Date: Sunday, April 17, 2022 10:53:23 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 10:53 PM

Title:	Mr.
Name:	Vasil Sotirovski
Email:	davitea@yahoo.com
Address:	3698 Kingsway Dr Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 308-3047
If providing comments on a specific case, please indicate the	45651

**cause
number
and/or name
of utility::**

**Your
Comments::**

Please do not allow CUII to raise our water prices by this amount. It's already the highest water prices in all of Northwest Indiana. Our friends and family nearby all pay substantially less. While we pay hundreds of dollars in monthly water bills, they pay approximately half. On top of that, we are forced to use softener and filters because the water delivered is not drinkable.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: [Venissa IVASIECKO](#)
To: [UCC Consumer Info](#)
Subject: Venissa Ivasiecko - Rejection of proposed rate increase for Community Utilities of IN Inc
Date: Monday, January 24, 2022 9:06:29 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

>
>
> To Whom It May Concern:
>
> In these tough times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average for lower quality water, without the option of my own personal well or any other water company!!
>
> I am writing in response to a recent letter I received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. I have to rent a water softener and purchase bags of salt already to overcome just a couple of the water issues, plus I must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water UNUSABLE, and if I try to contact the water company directly my concerns are met with responses of "the problem must be in your home and is not on our end".
>
> Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.
>
> Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer.
>
> Please reject this corporate request. Please don't make me choose between buying medicine and food vs. paying to keep water on in my home.
>
> Thank you.
>
> Venissa Ivasiecko
> 3542 Oakcrest Pl
> Crown Point IN 46307
> 219-743-0791
>
> Sent from my iPhone

From: [Vernon Groeber](#)
To: [UCC Consumer Info](#)
Cc: [Vernon Groeber](#)
Subject: Vernon Groeber - Proposed Rate Increase for Community Utilities of Indiana, Inc Customers
Date: Monday, January 24, 2022 7:23:23 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

I received a letter from Community Utilities of Indiana that there are two rate increases being proposed. They just give “average” new rates for both water and sewer. It appears to me based on my average utility bill that my cost will DOUBLE. That’s crazy. Who gets a 100% increase for “normal” services. I think this needs to be reviewed and challenged! Where else are these \$\$ increases going? Are these really needed for the improvements they are proposing?

Thanks for your attention to this matter.

Vernon Groeber
1849 Forest Ln
Crown Point In 46307
In Lakes Of The Four Seasons community
(219) 789-0383

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Vicki Mastey - CUII
Date: Monday, April 18, 2022 5:56:45 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 5:56 PM

Title:	Mrs.
Name:	Vicki Mastey
Email:	vlmast@hotmail.com
Address:	2326 Drop Anchor Dr Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 689-5962
If providing comments on a specific case, please indicate the cause	Case#45651

**number
and/or name
of utility::**

**Your
Comments::**

Please do not allow the rate increase! Our water /sewer rates is already high and for water that is undrinkable. Many times water will be brown coming out of faucets. Majority of home owners are buying water for drinking and cooking. Most won't even give to their pets. Even with water softener the water is still questionable. PLEASE do not allow rate increase.

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Vincent Adduci - CUII
Date: Sunday, April 17, 2022 2:44:42 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/17/22 2:44 PM

Title:	Mr.
Name:	Vincent Adduci
Email:	vinoch1@yahoo.com
Address:	2063 Hidden Valley Drive Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(708) 703-0757
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651 CUII
Your Comments::	Oppose to the rate increase for this terrible water. Please don't let them do this to our community.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Joanna Mott - CUII
Date: Saturday, April 16, 2022 5:11:44 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 5:11 PM

Title:	Mrs.
Name:	Joanna Mott
Email:	momofnkalm@yahoo.com
Address:	3587 Kingsway drive Crown Point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(618) 444-7048
If providing comments on a specific case, please indicate the cause number and/or name of utility::	CUII case #45651
Your Comments::	

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Kevin Dado - CUII
Date: Saturday, April 16, 2022 4:42:56 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 4:42 PM

Title:	Mr.
Name:	Kevin Dado
Email:	dadodado21@gmail.com
Address:	3292 rustic ln Crown point , IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	
Your Comments::	

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Mary Evans - CUII
Date: Saturday, April 16, 2022 4:24:42 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 4:24 PM

Title:	Mrs.
Name:	Mary Evans
Email:	maryron777@aol.com
Address:	1027 N LAKESHORE DR CROWN POINT, IN 46307-9401
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 988-6425
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Case# 45651 Company: Cummunity Utilities of Indiana. (CUII)
Your Comments::	

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Wally Hoyhtya - CUII
Date: Monday, April 18, 2022 5:38:08 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 5:38 PM

Title:	Mr.
Name:	Wally Hoyhtya
Email:	whoyhtya@iaai.com
Address:	3198 Rustic Lane Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 246-8655
If providing comments on a specific case, please indicate the cause number and/or name of utility::	45651
Your Comments::	Strongly disagree with the price increase proposal. The service they provide and quality of water does not constitute the increases that they have proposed.

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Warren D Anderson - CUII
Date: Saturday, April 16, 2022 1:35:12 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/16/22 1:34 PM

Title:	Mr.
Name:	Warren D Anderson
Email:	wda4449@aol.com
Address:	2422 Lakeshore Ct Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(630) 532-4379
If providing comments on a specific case, please indicate the cause number and/or name of utility::	Case number 45651
	My wife and I are retired living on a fixed

Your Comments::

income. We need to watch where every penny goes. The increases proposed by Community Utilities of Indiana will be a significant economic burden to us. Please do not approve these excessive rate increases.

Warren and Gloria Anderson

Copyright © 2022 Formstack, LLC. All rights reserved. This is a customer service email.

Formstack, 11671 Lantern Road, Suite 300, Fishers, IN 46038

From: droman01@aol.com
To: [UCC Consumer Info](#)
Subject: Water Increase for LOFS
Date: Monday, April 4, 2022 8:41:17 AM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

AGAINST ANY INCREASE!! I refuse to pay more for water that is IMPOSSIBLE TO DRINK without a water softener AND REVERSE OSMOSIS. I buy BOTTLED Water EVERY week. This raise in rates is not justified for the nasty quality of water we receive.

[Sent from the all new AOL app for Android](#)

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Webb Rachel - CUII
Date: Monday, April 18, 2022 5:32:08 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 04/18/22 5:31 PM

Title:	
Name:	Webb Rachel
Email:	rlwebb111@gmail.com
Address:	1841 Forest Lane Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	
If providing comments on a specific case, please indicate the cause number and/or name of utility::	
Your Comments::	Do not raise our water prices. We already have terrible hard water that is on and off brown in color. It's outrageous to rise prices but not the quality of our water! LOFS

From: noreply@formstack.com
To: [UCC Consumer Info](#)
Subject: Winson Wong - 45651
Date: Thursday, January 27, 2022 2:29:44 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****



Formstack Submission For: [OUCC_Contact_2361](#) - COPY

Submitted at 01/27/22 2:29 PM

Title:	Mr.
Name:	Winson Wong
Email:	won60606@gmail.com
Address:	1248 Brandywine Road Crown Point, IN 46307
Telephone (Best number to reach you between 8:00 am and 4:00 pm, Eastern Time, Monday through Friday)::	(219) 306-7707
If providing comments on a specific case, please	

**indicate the
cause
number
and/or
name of
utility::**

**Your
Comments::**

I am writing to protest the proposed utility rate hike, both on water and sewer services by the Utilities Inc. in the Lakes of Four Seasons Community in Crown Point Indiana. I believe this hike is baseless and unjust.

The community in the Four Seasons was established in the late 1960s. The infrastructure for water and sewer was planned for the limited existing lots. As time went on, the Utilities Inc. incorporated new subdivisions tapping into the existing sewer and water system causing over burdening and failure. While as a member of the Four Seasons Property Owner Association, I participated in a couple meetings two to three years ago sponsored by the staff of the Utilities Inc. Their were soliciting rate increase to pay for a capital project to repair and build new infrastructures.

As a consumer, my concern is whether it is legitimate for a utility company to raise the utility rate to fund their capital projects.

Thank you very much for listening!

From: [marbags](#)
To: [UCC Consumer Info](#)
Subject: - Community Utilities of Indiana
Date: Tuesday, January 25, 2022 11:19:45 PM

****** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ******

January 25, 2022
Indiana Office of Utility Consumer Counselor (OUCC)
OUCC Public Comment
115 West Washington Street,
Suite 1500 South
Indianapolis, IN 46204
To Whom It May Concern:

In these turbulent times of economic uncertainty, a water bill increase of two to three times what we are paying now seems to be out of the scope of reason! Please do not approve the request made by Community Utilities of Indiana Inc. (Formerly Twin Lakes Utilities). Compared to our neighboring subdivisions/towns/cities, our bills are already well above the average.

I am writing in response to a recent letter we received regarding a request for rate increase. Here in Lakes of the Four Seasons, we do not have high quality water, water pressure or service. So many of us already invest our hard earned money into water softeners and salt to overcome the water trouble, plus we must always buy bottled water for drinking and cooking. Water cloudiness or changes in color (it is sometimes yellow or even the color of iced tea) make the water unusable, and our concerns are met with responses of “the problem must be in your home and is not on our end”.

Prior to Covid, when LOFS residents expressed concerns with corporate executives at a public meeting about water quality and increasing costs, our concerns were met with condescending, flip and rude responses. It was outrageous, yet still resulted in a 25% increase just a little over two years ago.

Additionally, one must ask if this increase is being requested to better prepare for an impending sale, as it is local knowledge this company is seeking a buyer. Please reject this corporate request. Please don't make people choose between buying their medicine and food vs. paying to keep water on in their homes.

Thank you.
YOUR NAME
YOUR Address Here
YOUR Phone Number

Sent from my Verizon, Samsung Galaxy smartphone

From: [Jashaundra Brooks](#)
To: [UCC Consumer Info](#)
Subject: Price increase
Date: Wednesday, April 13, 2022 11:40:22 PM

**** This is an EXTERNAL email. Exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email. ****

Hello, my name is Jashaundra Brook I am a resident of lake county. I would just like to say I do not agree with the price increase of water or utilities, and would actually be in in favor of a decrease. Families are still struggling and trying to get back on track since the pandemic myself included. Thank you
Sincerely, Jashaundra Brooks

Sent from my iPhone