

Collin Roehner

From: Ruth McHargue
Sent: Thursday, December 15, 2016 11:06 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 160101
Attachments: Water and sewer rate hike; Utilities Inc. of Florida Docket #160101-ws; E-Form Improper Billing TRACKING NUMBER 121955

Customer correspondence

From: Diane Hood
Sent: Wednesday, December 14, 2016 3:46 PM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copies on file. DHood

Collin Roehner

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, December 14, 2016 2:41 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 121955

CUSTOMER INFORMATION

Name: Patrick McCarthy
Telephone: (941) 698-0255
Email: paddy_mccarthy@hotmail.com
Address: 8793 Conch Ave Placida FL 33946

BUSINESS INFORMATION

Business Account Name: Patrick McCarthy
Account Number: 5423755713
Address: 8793 Conch Ave Placida FL 33946

Water County Selected: Charlotte

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

The Utilities Inc. bill has been triple the amount of the Charlotte County bill. We moved in On 09/01/2016 and the total amount paid to date is 413.96. We understand some cost may be for a deposit, but these charges are way out of control. EX. Charlotte water charge = \$36.52, Utilities Inc. charges = 92.53. We moved from Sarasota Fl, and our average bill was not higher then \$66.00, for a home with 24' pool and over 3,000 sq. ft.

There are two adults living at the Placida address with not irrigation in use and no pool. Thanking you in advance please look into this for us.

McCarthy's
8793 Conch Ave
Placida, FL 33946
941.698.0255

Collin Roehner

From: Doreen Aery <d.spanishrose.aery@gmail.com>
Sent: Tuesday, December 13, 2016 5:01 PM
To: Consumer Contact
Subject: Utilities Inc. of Florida Docket #160101-ws

No water and sewer rate hike!

Collin Roehner

From: Bodin, Ruthie <ruthie.bodin@ocps.net>
Sent: Sunday, December 11, 2016 4:18 PM
To: Consumer Contact
Subject: Water and sewer rate hike

Good afternoon!

This complaint is in reference to Utilities Inc. of Florida and Docket #160101-WS. Please do not increase our base water bill from \$8 to \$22. Water is expensive enough, and this almost triple increase is simply ridiculous and unacceptable to expect from families. That will be close to \$200 in one year. Please rethink this decision. Thank you! Ruthie Bodin

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[References: Florida State Constitution I.24, Florida State Statutes Chapter 119, and OCPS Management Directive A-9.] If you have received this message in error, or are not the named recipient notify the sender and delete this message from your computer.