

**Antonia Hover**

**From:** Office of Commissioner Fay  
**Sent:** Wednesday, August 4, 2021 11:53 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Complaint filed with PSC re: Utilities, Inc (Seminole County)

Please place the email below in Dockets #20200139, 20210116, 20210109

Thanks

## Veronica D. Washington

Executive Assistant to Commissioner Andrew Fay  
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**From:** G Parker [<mailto:parkerhouse311@gmail.com>]  
**Sent:** Thursday, July 29, 2021 11:16 AM  
**To:** Office of Commissioner La Rosa; Office of Commissioner Graham; Office of Commissioner Fay; Office of Commissioner Passidomo; Office of Chairman Clark  
**Cc:** Gisele Parker  
**Subject:** Complaint filed with PSC re: Utilities, Inc (Seminole County)

Dear Commissioner:

Herein is a copy of my recent complaint regarding Utilities, Inc (Seminole County).

PLEASE HELP US! We cannot continue to pay these outrageously high bills, some wherein people are being billed for using up to 40,000 gallons in one month!!! Two people in the house!! TOTALLY out of line with previous history!

PLEASE figure out how we can be notified within a couple of days of an impending catastrophe of these types of bills. PLEASE send people out IMMEDIATELY to investigate. We are at the mercy of UTILITIES, INC and we live in fear of such bills arriving monthly.

We are on a fixed income and hope to remain in our home, but with these bills, it becomes impossible.

PLEASE HELP! Here is my complaint:

Your rates are OUTRAGEOUS. Please take a look at what we paid just a couple of years ago! Your rates keep going up and up, FOR NO REASON, you scam us by not reading the meter around the same day each month so several months you get the higher rate of \$2.62 per 1000 gals only because you intentionally and artificially created more days in the billing months! You prefer to have a low number of days when the rate is \$1.72 per 1000 gals. STOP THIS CRAZINESS. Many people like us are on fixed incomes. We try to stay in our homes but you contribute to the impossibility of doing so but charging rates that are so high we can't pay our bills. Then other people get outrageous bills, with consumptions of water that are impossible to achieve, and

you have no mercy, no reasonableness for their situations. You have made us live in fear of what our next water bill will be!

PLEASE STOP RAISING YOUR RATES, STOP BILLING PEOPLE FOR OUTRAGEOUS CONSUMPTION THAT CANNOT BE LOGICAL. Use reason. Call them and tell them something is wrong within a couple of days so they can figure out the problem, or shut off their water temporarily and figure out the problem.

Thank you for your attention and hopefully your improved attitude to serve us with our reasonable water needs.

Sincerely,  
John Parker  
Longwood FL

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"The Lord bless you and keep you; the Lord make His face shine upon you and be gracious to you; the Lord turn His face toward you and give you peace." Numbers 6:24-26