

Jenae Thornberry

From: John Plescow
Sent: Friday, October 25, 2024 1:24 PM
To: Consumer Correspondence
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 197132

This is the E-mail that should be added to docket 20240105.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Friday, October 25, 2024 1:14 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 197132

John,

Please forward to Clerk's office. Docket #20240105 - SU967.

Thanks

CGriffin

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Saturday, September 28, 2024 10:10 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 197132

CUSTOMER INFORMATION

Name: Mark Sweeney
Telephone: 9412965933
Email: msweeneysrq@gmail.com
Address: 1108 Brook Meadow Dr. Lakeland FL 33811

BUSINESS INFORMATION

Business Account Name: Mark Sweeney
Account Number:
Address: 1108 Brook Meadow Dr. Lakeland FL 33811

Water County Selected: Polk

COMPLAINT INFORMATION

Complaint: Other Complaints against West Lakeland Wastewater, LLC
Details:

Received a letter dated September 12th 2024 on September 26th 2024 announcing a 6% rate increase to become effective on October 1st 2024. Was under the impression that per Public Utilities Commission directives, rate plans and increases had to be filed and a public notice had to be filed 50 days in advance. Rates then had to be approved by the Public Utilities Commission after a public discussion and hearing. I have called the Polk County Utilities directors office

and per their customer service, they did not follow any of these steps. Even online postings only indicate that this rate increase became public notice within the last 10 to 15 business days. Requesting to be contacted preferably via email regarding this rate increase. This seems to be in violation of Florida Statutes as there was no prior notice period and this rate change is effective within 18 days of drafting a dated letter, but 4 days of receiving said letter.