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COMMISSION  
CLERK

May 22, 2009

Robert Drew Roberts  
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Lutz, Florida 33559

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robdrroberts@msn.com

Office of Commissioner Clerk  
2540 Esplanade Way  
Tallahassee, Florida 32399

090000-0T

To Whom It May Concern:

This is to file a written Formal Complaint with your office related to excessive water billed to my account at my residence by the local Utility for the months of November 2008 and December 2008. The local utility is:

Mad Hatter Utility, Inc  
2348 Raden Drive  
Land O Lakes, Florida 34639  
813 949 2167  
Contact Person: Mr. Larry DeLucenay, President

In November 2008 the billing showed water usage of 41,040 gallons. The month of December 2008 the billing showed water usage of 83,410 gallons. These two months constitute my complaint and my dispute with the Utility at this time. In the previous ten months the usual water usage varied from a low of 4,150 gallons to a high of 13,670 gallons of water usage. There are two months in 2008 where I was mostly out of town and those billings were 1840 and 1850 gallons of usage. This residence is occupied by one adult, which is myself. As you can plainly see the water billing for the disputed months is not consistent with water usage of previous months. The Utility has replaced the water meter at my residence and since this replacement the billings have been consistent with previous usage. It is my contention that there has been either a meter malfunction or an improper reading. The Utility has further advised me that the meter was tested and showed no malfunction. It would be reasonable that a residence that has water usage of approximately 4,500 gallons each month for a three month period cannot possibly consume 41,040 and 83,410 for continuous months. If that were the case, the streets would be flooded. The meter was checked every few days for signs of leakage and none existed. There has been no toilet leakage, cracked pipes, plumbing problems of any kind at my residence, there has been no plumbers called to my residence, or any other situation to justify over 83,000 gallons of water usage at my residence. It is an absolute absurd suggestion by the Utility. The Utility has offered a goodwill reduction of fifty percent of the water usage. I have informed the agent in the informal complaint that I am not in agreement and refuse the Utility's offer.

It is requested that your office investigate this case and have the Utility bill me according to reasonable water usage.

Sincerely,

  
Robert Drew Roberts

DOCUMENT NUMBER-DATE

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