

Cathi Lindsley

090381-SU

From: Cathi Lindsley
Sent: Friday, February 26, 2010 8:16 AM
To: Ruth McHargue
Subject: RE: Docket 090381

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 090381.

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

From: Ruth McHargue
Sent: Thursday, February 25, 2010 3:20 PM
To: Cathi Lindsley
Cc: Dorothy Menasco; Ann Cole
Subject: Docket 090381

CONSUMER

Customer correspondence

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Friday, February 12, 2010 12:41 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 23556

Complaint filed with PSC

Select County: SEMINOLE
CUSTOMER INFORMATION

Name: Linda Rockwell
Telephone: 407-951-3331
Email: lindarockwell50@gmail.com
Address: 1382 Landry Circle Longwood 32750

BUSINESS INFORMATION

Business Account Name: Linda Rockwell
Account Number:
Address: 1382 Landry Circle Longwood Florida 32750

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Longwood
Details:

I have only waste water service through Utilities Inc. and apparently this area has a "flat rate" fee for waste water. I think that this is extraordinarily unfair as most other areas pay in accordance with their usage. I am one person, living alone. My neighbors who have the same flat rate are

DOCUMENT NUMBER-DATE

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FPSC-COMMISSION CLERK

mostly couples or families of four or more with what I would imagine are much higher usage rates. I think this puts an unfair responsibility for carrying the costs of waste water on me as a single person. My friend who lives in a house that is twice as large as mine and pays for water in accordance with his usage (and he has a pool) pays less per month than I do.

I would appreciate it if you would review the policy in my neighborhood and please bill me by what I use. I understand that charges for waste water would be in direct proportion to the amount of water I use. That, to me, would be much more fair - and encourage people to be more careful with wasting water, preventing water leaks, using low-flow shower heads and other water-saving measures.

Thank you for your consideration.