

Alexus Austin

From: Ruth McHargue
Sent: Wednesday, September 30, 2015 10:36 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 150102

Customer correspondence

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

From: Consumer Contact
Sent: Tuesday, September 15, 2015 4:23 PM
To: Ruth McHargue
Subject: To CLK Docket 150102

Copy on file, see 1192071C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, September 15, 2015 4:14 PM
Cc: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 39218

CUSTOMER INFORMATION

Name: William Oakley
Telephone: 770-378-7173
Email: revoak007@comcast.net
Address: 3383 RAIN LILY LN ENGLEWOOD FL 34224

BUSINESS INFORMATION

Business Account Name: William Oakley
Account Number:
Address: 3383 RAIN LILY LN ENGLEWOOD Florida 34224

Water County Selected: CHARLOTTE

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Sandalhaven
Details:
RE: Docket No. 150102-SU, Utilities, Inc. of Sandalhaven

Thank you for the information regarding rate increases for wastewater treatment.

Thank you for invitation to customer meeting 9/24/2015.

1. Charges are based upon water meter readings...not all water usage enters waste water treatment system.
2. Rates have already increased without notification from Sandalhaven, Inc.
Base charge is \$48.97 from 7/29 - 8/24 (up from \$26.53)

cost per 1,000 gallons is \$12.63 (up from \$6.59)

These figures are not mentioned in your letter to customers.

3. I would like a rate of 11% return on my investments.