

**Collin Roehner**

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**From:** Ruth McHargue  
**Sent:** Wednesday, September 28, 2016 5:05 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 160065

Customer correspondence

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

From: Consumer Contact  
Sent: Monday, September 19, 2016 1:19 PM  
To: Ruth McHargue  
Subject: To CLK Docket 160065

Copy on file, see 1222903C. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Monday, September 19, 2016 12:44 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 121316

**CUSTOMER INFORMATION**

Name: ed bergin  
Telephone: (813) 299-4999  
Email: [edwardbergin@verizon.net](mailto:edwardbergin@verizon.net)  
Address: 202 bear ridge ct Safety Harbor FL 34695

**BUSINESS INFORMATION**

Business Account Name: ed & Mary Bergin  
Account Number: 4B1  
Address: 163 N.Gulf Blvd Englewood FL 34224

Water County Selected: Charlotte

**COMPLAINT INFORMATION**

Complaint: Other Complaint against Bocilla Utilities, Inc.  
Details:

Bocilla Utilities is asking for greater than a 40% rate raise.

We are already at the mercy of one of the most expensive ferry services in the US. The rates (see below) of this monopoly to take passengers and vehicle 100 yards across the intercostal is horrendous. There is no State or County regulations governing rates or usage, leaving no recourse for the consumer. Every visitor, repair or delivery has to pay a very stiff ferry fee.

<http://palmislandtransit.com/general-public-rate/>