

Collin Roehner

From: Ruth McHargue
Sent: Monday, January 30, 2017 12:12 PM
To: Consumer Correspondence
Cc: Janet Brunson; Diane Hood
Subject: FW: To CLK Docket 160101

Customer correspondence

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

From: Consumer Contact
Sent: Monday, January 30, 2017 9:58 AM
To: Ruth McHargue
Subject: To CLK Docket 160101

The following has been added to 1234640C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Saturday, January 28, 2017 6:14 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122363

CUSTOMER INFORMATION

Name: Rosa Karbon
Telephone: (407) 492-8988
Email: rosaokar@gmail.com
Address: 3855 Oakington Place Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Rosa Karbon
Account Number: 1670069951
Address: 3855 Oakington Place Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I received a letter from Sanlando Utilities about a rate increase. It's indecent the increase they are proposing. It's more than 100% increase. How in the world can they justify such an increase? Don't they make enough profit already? They claim they need to upgrade. Well, when I need to upgrade or do work in my home I save the money for it, I don't ask the Social Security Adm to increase my monthly check because I need work done in my house. They should do the same.

Myself and many of the residents are on Social security and it would be a choice between paying for our water and wastewater or paying for doctors and meds.

I ask you to please reject the increase and approve a small increase instead.

Thank you for listening.

Rosa Karbon