

Collin Roehner

From: Ruth McHargue
Sent: Wednesday, February 15, 2017 3:32 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 160143
Attachments: FAX-2017-02-15 12_10_19.tif

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, February 15, 2017 1:07 PM
To: Ruth McHargue
Subject: To CLK Docket 160143

Copy on file, see 1236267C. Also filing for improper disconnect? DHood

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

From: PSC Fax Server [<mailto:Fax@psc.state.fl.us>]
Sent: Wednesday, February 15, 2017 12:10 PM
To: Consumer Contact
Subject: FPSC , 2 page(s)

New Fax Received!

You have received a 2 page fax from FPSC ().

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

Application for increase in water rates in Hardee County by

Charlie Creek Utilities, LLC.

DOCKET NO. 160143-WU

Name Ellen Tamassi

Address 1072 Blue Jay Rd
Wachula FL 33823

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CONSUMER COMMENTS	
Please see attached letter at we	
have had many issues with	
their billing habits. Our	
bills have increased almost	
double since the last two years	
they have taken ownership. I have	
been told that they estimate the meter	
readings because the person that reads	
them doesn't know how to read them	
But this is hearsay*	

FOLD & TAPE -- See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Docket No 160143-WU

Ellen Tomassi
PO Box 1895 (1072 Blue Jay Road) B-23
Wauchula, FL 33873
863-773-4428

Charlie Creek Utilities, LLC
3336 Grand Blvd STE 102
Holiday, FL 34690

November 5, 2016

Dear Owner - Accounting/Billing Department

To start I am sure that the owner of this company will never see this letter since the individual reading this letter will never allow the owner to see it. The lady that we spoke to regarding this complaint was not very cooperative or nice. She tried to make it seem that it was our fault with the billing and not an error on the posting of the receipt of our payments. Unfortunately we are at your mercy since you provide the water service and we need water.

The first time that our payment was posted, to the wrong account, she said it was because the bills were received at the same time. It took us two days for her to understand with us sending her additional information from our bank, that the one property we own on Blue Jay the water bill is paid by the renters with a check (which has never been late) and our bill, which the property is also on Blue Jay, is paid electronically by our bank. So they are not sent together. Even if they were, the bills are always **different amounts**. So how could you miss post them? There is always an account number on each check either by the renter or our bank. She stated that there isn't.

We now have had another incident of error in posting our payment. (Keep in mind none of our payments have been late) Proof of this is the posting of the checks by our bank.

The bill for October due 10/23 you received it on 10/17 according to the statement we just received. We received a Final notice dated 10/24 (**one day after the due date**), when the payment was not even late and you cut our water off on 10/31 that is only a 7 day notice which includes weekends, and your office will not take phone calls on weekends and only 9-4 week days.

We just received our November bill showing our payment and we compared it with the bill for our other property with the same amount posted to their bill, \$36.08 which impossible because their bill was \$21.75 (approx) last month because they were out of town for a month.

To hopefully prevent this incident again and to appease **the very rude lady** we spoke to, we will send a personal check with an attached statement. Should there be any more errors I am sure the State of Florida Utility Board will listen to my complaint regarding your billing ethics. Hope you have a good laugh because I know you will do nothing about this.

P.S. I am not going to make our renter pay \$65 to you to change a name on a bill for your convenience pay attention ^{to} your assigned account number.

