

Collin Roehner

From: Ruth McHargue
Sent: Thursday, May 04, 2017 12:50 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 160101

Customer correspondence

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

From: Ruth McHargue
Sent: Thursday, May 04, 2017 9:14 AM
To: Consumer Contact
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 160101

Customer correspondence

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

From: Consumer Contact
Sent: Thursday, May 04, 2017 8:10 AM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copy on file, see 1242424C

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, May 03, 2017 10:17 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122881

CUSTOMER INFORMATION

Name: Elizabeth Gehron
Telephone: (407) 320-5993
Email: egehron@gmail.com
Address: 102 Vihlen Road Sanford FL 32771

BUSINESS INFORMATION

Business Account Name: Elizabeth Gehron
Account Number: 4160110000
Address: 102 Vihlen Road Sanford FL 32771

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
RE: Poor Customer Service and Customers incurring expense because of Utilities Inc. poor customer service

Concerns: Not notifying customers of planned water shut-offs, of water quality results after water main break (April), and of planned project that meant they would be digging up yards. Not responding to customers concerns about these items and leaving sections of yards in shambles.

Details of water main break: Occurred in my neighborhood April 10. I couldn't get a straight answer about the need to boil water. After calling the after hours number when water service returned and water had a yellow tint and particles in it, an after-hours technician (George) told me the water did need to be boiled and to run bath/shower water until it was clear. I called again the next day after work to the after hours emergency number. Once again the same after-hours technician called me saying I still needed to boil water until further notice. Following day I called during the day and was told that I had never needed to boil water. Who was right? If George was wrong, then I spent money buying bottle water and running bath water until clear for nothing, causing my bill this month to be larger than usual. Because of the condition of the water and the huge amount of air in the pipes (for 24 hours after water was restored), I don't believe the water was safe to drink.

Details of Line Replacement that is damaging lawns: In March, stakes were placed in yards along Vihlen Road. Week of March 27 crews were digging in our yards. 3/28 I called and spoke to Penny at Utilities, Inc to find out what was going on and why our neighborhood was not notified. She had Kevin call me and he explained some of the project and said that lawn damage would be repaired back to original state. I asked why we weren't notified about this because I had just paid money, spent several hours, and much water (also an expense) planting grass plugs to improve my lawn. I would NOT have done that had I know about this project. He said we should have received notice. In checking with neighbors, no one has been notified. I filed an online complaint about this with Utilities Inc, asking for written information. Brooke Storm emailed me and said a service operator would contact me to address these concerns. I'm still waiting for that. This week, more digging has torn up more of my lawn and a large section has been covered with a huge pile of dirt, burying my newly planted St. Augustine plugs under about about 6 inches of dirt, rocks and parts of plastic bottles. (I have pictures to document this).

My requests: 1. Send our neighborhood written notification about this line replacement project with dates, details of the project, and their responsibilities in repairing damage to our lawns. I request written notification because I get conflicting information from Utilities, Inc. personnel.
2. Repair damage to lawns to this date and in future.
3. Improve communication to customers about main breaks, planned water shut-offs, and projects that impact our property. In this technology age, they could easily email customers with minimal cost or include mailers with our bills.
4. Respond to customers concerns in a timely and responsible manner.
5. Improve after-hours contacts so that the correct information is given to customers.

Please help with these concerns. Could these concerns also be added as customer input for the upcoming service hearings for Docket 160101 to contest any rate increases by Utilities, Inc.? Thank you in advance for your help.