

Brandy Butler

From: Ruth McHargue
Sent: Thursday, September 21, 2017 11:57 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101

Customer correspondence

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

From: Consumer Contact
Sent: Wednesday, September 20, 2017 1:17 PM
To: Ruth McHargue
Subject: To CLK Docket 20160101

Copy on file, see 1254999C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, September 19, 2017 11:14 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124246

CUSTOMER INFORMATION

Name: Frank Maranto
Telephone: (239) 785-4750
Email: xcreek@comcast.net
Address: 13110 Cross Creek Blvd, UNIT 309 Fort Myers FL 33912

BUSINESS INFORMATION

Business Account Name: Cross Creek Community Assoc Account Number: 7802510000
Address: 13050 Cross Creek Blvd Fort Myers FL 33912

Water County Selected: Lee

COMPLAINT INFORMATION

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

This is to provide additional information on the Cross Creek sewage billing by Utilities, Inc.

I previously noted that our residents are about 70% seasonal resulting in substantial overpaying under the current and proposed "flat rate".

As a further indicator, I would like to inform you that the average monthly WATER bill in 2016 for my condominium was \$13.51 because it is based on actual consumption and usage. By comparison, the proposed Utilities, Inc "flat rate" that the PSC approved for sewage is equal to \$45.60 per month which is well over 3 times the average water bill!

We would like to submit that this suggests that we have been substantially overpaying for our sewage for the last 17 years and that rather than a 71.5% increase, a substantial reduction would be more appropriate. We strongly request a usage based rate for our sewage which could be estimated from our readily available water consumption as being much more fair and appropriate.

Thank you again,
Frank Maranto, President, Cross Creek Condominium Association

PSC was contacted previously