

Brandy Butler

From: Angie Calhoun
Sent: Monday, October 30, 2017 4:45 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Other Complaint TRACKING NUMBER 124835; E-Form Improper Billing TRACKING NUMBER 124869

Customer correspondence for docket 2016010.

From: Diane Hood
Sent: Monday, October 30, 2017 4:44 PM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Copies on file. DHood

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Friday, October 27, 2017 12:02 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124835

CUSTOMER INFORMATION

Name: Patricia Kranz
Telephone: (407) 599-9058
Email: prayingpat@earthlink.net
Address: 107 Starling Lane Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Patricia Kranz
Account Number: 5532410000
Address: 107 Starling Lane Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Before the rate increase my water/wastewater bills were: \$52.12 in June, \$41.79 in July, \$46.88 in August, and \$50.24 in September.

After the rate increase my water/wastewater bill is: \$84.68 in October. Help! Please reduce my water/wastewater rate!

Thank you.

Patricia Kranz

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, October 28, 2017 11:18 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 124869

CUSTOMER INFORMATION

Name: Melissa Loparo
Telephone: (954) 663-8778
Email: Loparofamily@yahoo.com
Address: 118 Des Pinar Ln Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Melissa Loparo
Account Number: 7777545153
Address: 118 Des Pinar Ln Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

My water bill has almost doubled in price monthly. Our normal bill has never been more than \$30 and it has jumped to \$50.00. I am a single mom of two children with a third on the way and this increase is unfair and leaves no recourse.