

Brandy Butler

From: Angie Calhoun
Sent: Wednesday, November 01, 2017 9:57 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101

Consumer Correspondence for docket 20160101.

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

From: Consumer Contact
Sent: Wednesday, November 01, 2017 9:35 AM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Copy on file, see 1260092C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, November 01, 2017 8:44 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124905

CUSTOMER INFORMATION

Name: Heather Egolf
Telephone:
Email: heather.egolf@gmail.com
Address: 118 Colyer Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Heather Egolf
Account Number: 7110450415
Address: 118 Colyer Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

There was a rate increase in our water bill. This rate increase not only increased the base charges but the reduced the gallons in the first billing tier and increased the rate per 1k gallons. This increase will double our bill. We are very responsible with our water consumption and try to limit it when we can. While I understand from time to time there needs to be a small increase this huge rate increase is absurd. There is no reason that our bills should double. This effects our decision to live in Florida and things like this are why people move elsewhere. The appeal for this increase needs to happen and I will be contacting our state legislation about it.