

Brandy Butler

From: Ruth McHargue
Sent: Tuesday, November 21, 2017 5:04 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Improper Billing TRACKING NUMBER 125239; E-Form Other Complaint TRACKING NUMBER 125240

Customer correspondence

From: Diane Hood
Sent: Tuesday, November 21, 2017 4:27 PM
To: Ruth McHargue
Subject: To CLK Docket 20160101

Copies on file. DHood

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 21, 2017 3:08 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125239

CUSTOMER INFORMATION

Name: Leonardo Bognanni
Telephone:
Email:
Address: 1305 Willow Springs Ct Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Leonardo Bognanni Account Number:
Address: 1305 Willow Springs Ct Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I've never wrote a complain to any company, but what i just found out about Utilities Inc. raising the rates more than double is just outrageous, that should be illegal.

I've been living in this house for a little more than a year and did all I could to save water, so I've always paid between \$20 to \$40.same as my former residence in Winter Springs Fl.

I can understand that utilities companies raise the rates once in a while, but this arbitrary raise it's just too much too soon!

Having access to water it's becoming a luxury item, should be more accessible, and with those new rates is not

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, November 21, 2017 3:22 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125240

CUSTOMER INFORMATION

Name: Miriam Starr
Telephone: (407) 389-0301
Email: mstarr13@cfl.rr.com
Address: 208 Weeping Elm Lane Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Miriam Starr
Account Number:
Address: 208 Weeping Elm Lane Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities, Inc. Florida Docket No. 20160101 approved rate increase request has created a burden to many families in the area. When a water bill goes above \$100 for two people for one month when the prior bill was \$37 is an unfair increase. While we all understand the request for a utility to have standard billing, increasing the bill in over 100% in one step is not fair. And for those on fixed incomes the increase may cause them to stop maintaining themselves and their properties. Washing a body and washing clothes often may soon be a luxury.