

Brandy Butler

From: Ruth McHargue
Sent: Thursday, December 07, 2017 5:02 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK for docket 20160101
Attachments: Docket 20160101

[Customer correspondence](#)

From: Angie Calhoun
Sent: Thursday, December 07, 2017 3:27 PM
To: Ruth McHargue
Subject: To CLK for docket 20160101

Brandy Butler

From: julia smith <jujugulia@gmail.com>
Sent: Thursday, December 07, 2017 6:07 AM
To: Consumer Contact
Subject: Docket 20160101

Hello,

I don't think it is right that you all approved a rate increase that has caused a doubling and in some cases a tripling of our water rates regarding Docket 20160101.

This was a bad bill and I am not sure why you would approve it unless you all got money for it. To add insult to injury they also had fraudulently charged my household for back water use after changing out a meter (invoice went from \$15 to over \$225) They are a terrible company and I don't trust them.

Please get the rate change put in through an appeals process. The Longwood area is taking an unfair percent of the increase. Please take care of this matter urgently.

As of now we all assume the PSC doesn't care about what they do or they would have taken this matter more seriously from the beginning. We expect better.

Thank you,
Julia Smith

Sent from my iPhone