

**Brandy Butler**

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**From:** Angie Calhoun  
**Sent:** Thursday, December 28, 2017 8:22 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 125512; E-Form Improper Billing TRACKING NUMBER 125529

Correspondence for docket 20160101.

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**From:** Diane Hood  
**Sent:** Thursday, December 28, 2017 8:21 AM  
**To:** Angie Calhoun  
**Subject:** To CLK Docket 20160101

Copies on file. DHood

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, December 24, 2017 2:18 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 125512

### CUSTOMER INFORMATION

Name: Kelly Garrett  
Telephone: (407) 389-0569  
Email: [kellygarrett@psasearch.com](mailto:kellygarrett@psasearch.com)  
Address: 1538 Grace Lake Circle Longwood FL 32750

### BUSINESS INFORMATION

Business Account Name: Kelly Garrett  
Account Number: 5579110000  
Address: 1538 Grace Lake Circle Longwood FL 32750

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

The most recent increase on my water bill is exorbitant! I own a home that is 3200 square feet with 4 people living here. Our water bill this past month, November, was over \$200. \$40 more than my electric bill! Regulators need to take action. Charging homeowners outrageous rates to pay for maintenance that the Utility company should be covering and should have been doing all along, is unacceptable! Regulators need to protect the homeowners of Seminole County.

## Brandy Butler

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, December 27, 2017 9:03 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 125529

### CUSTOMER INFORMATION

Name: Tammy Cain  
Telephone: (407) 539-4441  
Email: [tmhcain@gmail.com](mailto:tmhcain@gmail.com)  
Address: 2535 long iron ct Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Tammy Cain  
Account Number:  
Address: 2535 long iron ct Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida  
Details:  
Look at rate increases More than three times the amount