

Brandy Butler

From: Ruth McHargue
Sent: Friday, January 05, 2018 1:06 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 20160101-Reponse requested

Customer correspondence

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

From: Consumer Contact
Sent: Friday, January 05, 2018 11:25 AM
To: Ruth McHargue
Subject: To CLK Docket 20160101-Reponse requested

Copy on file, see 1266779C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Friday, January 05, 2018 11:12 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125618

CUSTOMER INFORMATION

Name: Jay Smith
Telephone: (407) 719-9435
Email: js239@hotmail.com
Address: 239 Stevenage Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: FIA Card Services Account Number: 4179030008707816
Address: 239 Stevenage Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Utilities inc water service price increase you approved is REDICILIOUS! My water bill have almost tripled and I am not even using my sprinklers. How can you approve an increase of this magnitude and not see the consumer is getting ripped off. I am not getting and better service or water quality for this increase, so where is the benefit it to the consumer? How can my water bill equal or surpass my electric bill? I have lived in my house for almost 20 years and have less people in he home, yet my water bill is out of control!

Please respond and let me know what other options are out there to resolve this matter!

Jay Smith