

Brandy Butler

From: Ruth McHargue
Sent: Thursday, January 11, 2018 2:28 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 20160101
Attachments: getjobid3787163.pdf; 1801-00150 complaint.pdf

Customer correspondence

From: Consumer Contact
Sent: Thursday, January 11, 2018 1:06 PM
To: Ruth McHargue
Subject: To CLK Docket 20160101

Copy on file, see 1267401C. DHood

From: Morgan, Ashley [<mailto:Ashley.Morgan@freshfromflorida.com>]
Sent: Thursday, January 11, 2018 12:17 PM
To: Consumer Contact
Subject: case# 1801-00150 Agency Referral

Good afternoon,

Please see the following attachments regarding a complaint we have received.

Thank you,



Ashley Morgan
Regulatory Specialist III
Division of Consumer Services
Florida Department of Agriculture and Consumer Services

(850)410-3764 Phone
(850)410-3801 Fax
Ashley.Morgan@freshfromflorida.com

The Rhodes Building
2005 Apalachee Parkway
Tallahassee, FL 32399

www.FreshFromFlorida.com

Please note that Florida has a broad public records law (Chapter 119, Florida Statutes). Most written communications to or from state employees are public records obtainable by the public upon request. Emails sent to me at this email address may be considered public and will only be withheld from disclosure if deemed confidential pursuant to the laws of the State of Florida.



FLORIDA DEPARTMENT OF AGRICULTURE & CONSUMER SERVICES
COMMISSIONER ADAM H. PUTNAM

January 11, 2018

Refer To: 1801-00150 / AM

PUBLIC SERVICE COMMISSION
ATTN: RHONDA HICKS
2540 SHUMARD OAK BLVD
TALLAHASSEE, FL 32399-7019

Subject: AGENCY REFERRAL
Business: UTILITIES, INC OF FLORIDA
Consumer: KATHY OTTENS

The Division of Consumer Services, Bureau of Mediation and Enforcement has received a complaint that appears to fall within the jurisdiction of your agency. Please review the enclosed complaint and take whatever action you deem appropriate, if any. If you determine this represents a case for investigation, we would appreciate you informing the consumer of that.

We have advised the consumer that any future correspondence be addressed to your agency. We also informed her/him that the state of Florida cannot serve as a personal attorney for an individual, so she/he may wish to consider contacting an attorney for legal advice or filing a small claims action in county court.

On behalf of the Division of Consumer Services, I appreciate your cooperation in handling this matter. If you feel that this complaint does not fall within the jurisdiction of your agency, please contact me prior to making contact with the consumer.

Sincerely,

Ashley Morgan

Ashley Morgan
Regulatory Specialist III
850-410-3764
Fax: 850-410-3801
E-mail: ashley.morgan@freshfromflorida.com



Division of Consumer Services

CONSUMER COMPLAINT FORM

December 29, 2017

ADAM H. PUTNAM
COMMISSIONER

Complaint Contact Information:

FDACS
Mediation & Enforcement
2005 Apalachee Parkway
Tallahassee, FL 32399-6500

1-800-HELP-FLA(435-7352) FL Only
(850) 410-3800 - Calling from outside FL
www.FloridaConsumerHelp.com

Online Complaint Number: **302454**

Case Number: **1801-00150**

Subject: **Public Utilities**

Consumer Information:

Name: **OTTENS, KATHY**
Country: **USA**
Address: **192 W. SABAL PALM PL.**
City/State/Zip: **LONGWOOD, FL 32779**
Email: **rottens01@gmail.com**
I would like to subscribe to the Florida Consumer E-Newsletter: **No**
Age Group: **Not available** Home Phone: **813-482-1306** Work/Cell Phone:

Business Information (Complaint Filing Against):

Name: **KATHY OTTENS**
Address: **192 W. SABAL PALM PL.**
City/State/Zip: **LONGWOOD, FL 32779**
Phone: **813-482-1306**

Authorized to contact Business:

Product Information:

Product or Service involved: **SANLANDO UTILITIES**
Date of Transaction: **12/30/2016**
Amount Paid:
Did you sign a contract or any similar documents? **No**
When:
Where: **192 W. SABAL PALM PL.**
Are you currently represented by a lawyer? **No**
Have you filed suit in court? **No**
Mode of Contact: **PHONE**

Explain your complaint, describing the events in the order in which they occurred.

I live in San Marcos Villas in Sabal Point. We were told our water bill had doubled. DOUBLED!!!!!! This is unheard of. I can understand a little increase but double. Something stinks here.

What would satisfy your complaint?

Not to pay double the amount of water. Its just my husband and myself, we travel a fair amount so we think this is very unfair. Fix it.

Supporting Documents:



Florida Department of Agriculture and Consumer Services

Division of Consumer Services

CONSUMER COMPLAINT FORM

December 29, 2017

ADAM H. PUTNAM

COMMISSIONER

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Online Complaint Number: **302454**

Case Number: **1801-00150**

Please mail any supporting documents, such as letters written or received from the business, contracts, cancelled checks, receipts or any other proof of purchase/service. If your complaint involves a product or service that was advertised, include a copy of the advertisement. Please do not send originals.

Mail supporting documents to:

Florida Department of Agriculture and Consumer Services
Division of Consumer Services
Terry Lee Rhodes Building
2005 Apalachee Parkway
Tallahassee, FL 32399-6500