

Antonia Hover

From: Diana Vizcarrondo
Sent: Monday, July 02, 2018 9:01 AM
To: Antonia Hover
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Improper Billing TRACKING NUMBER 126926; E-Form Improper Billing TRACKING NUMBER 126927

Customer correspondence.

Thank you,

Diana Vizcarrondo

From: Diane Hood
Sent: Friday, June 29, 2018 2:35 PM
To: Diana Vizcarrondo
Subject: To CLK Docket 20160101

Copies on file. DHood

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Friday, June 29, 2018 2:25 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 126926

CUSTOMER INFORMATION

Name: Deborah Van Der Leelie
Telephone: (727) 831-1435
Email: starah5@hotmail.com
Address: 6231 11th Ave S Gulfport FL 33707

BUSINESS INFORMATION

Business Account Name: Deborah Van Der Leelie Account Number:
Address: 6231 11th Ave S Gulfport FL 33707

Water County Selected: Pinellas

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Since I moved to a different area in Gulfport my bills have been erratic... First went up 10.00+ a month... Then every 2-3 months I get a bill for more than double! I live alone.. Take one shower a day..do not water yard. In the other location a few blocks away...always was 58.00 because I was always below minimum. Now I get bills for 110-124.. Instead of 58. And instead of the 68+ since I moved here. They have come out and say nothing is wrong! Really?! Your bill is wrong! They said also they double the sewer and trash assuming that I used more sewer! What?

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Friday, June 29, 2018 2:25 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 126927

CUSTOMER INFORMATION

Name: Deborah Van Der Leelie
Telephone: (727) 831-1435
Email: starah5@hotmail.com
Address: 6231 11th Ave S Gulfport FL 33707

BUSINESS INFORMATION

Business Account Name: Deborah Van Der Leelie Account Number:
Address: 6231 11th Ave S Gulfport FL 33707

Water County Selected: Pinellas

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Since I moved to a different area in Gulfport my bills have been erratic... First went up 10.00+ a month... Then every 2-3 months I get a bill for more than double! I live alone.. Take one shower a day..do not water yard. In the other location a few blocks away...always was 58.00 because I was always below minimum. Now I get bills for 110-124.. Instead of 58. And instead of the 68+ since I moved here. They have come out and say nothing is wrong! Really?! Your bill is wrong! They said also they double the sewer and trash assuming that I used more sewer! What?