

Antonia Hover

From: Diana Vizcarrondo
Sent: Monday, July 02, 2018 9:02 AM
To: Antonia Hover
Subject: To CLK Docket 20160101
Attachments: E-Form Improper Billing TRACKING NUMBER 126933

One more, customer correspondence.

Sincerely,

Diana Vizcarrondo
Regulatory Specialist II
Office of Consumer Assistance

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, June 30, 2018 4:28 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 126933

CUSTOMER INFORMATION

Name: Barbara Knight
Telephone: (407) 788-6821
Email: barbknight52@hotmail.com
Address: 216 Royal Oak Cr. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Dennis Knight
Account Number: 3576400000
Address: 216 Royal Oak Cr. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Docket No. 20170005-WS, Order No. PSC-2017-0480-PAA-WS Received notice that my water bill, which has more than doubled in cost is now going up again, 3% as of June 19,2018. What is our recourse, who can we contact? This is a business gouging the customer with the approval of the Florida Public Service Commission. Who can do something about this utility company? I would like to see the commissioners who approved the last hike and now this one to be removed from the commission.

Barb Knight