

Antonia Hover

From: Diana Vizcarrondo
Sent: Wednesday, July 18, 2018 8:14 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20170166
Attachments: E-Form Improper Billing TRACKING NUMBER 127069

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.

From: Diane Hood
Sent: Wednesday, July 18, 2018 8:13 AM
To: Diana Vizcarrondo
Subject: To CLK Docket 20170166

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Tuesday, July 17, 2018 12:16 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 127069

CUSTOMER INFORMATION

Name: Franishia Bivens
Telephone: (305) 407-7136
Email: franishiah@gmail.com
Address: 2797 Babbitt Ave. Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Clarence W. Bivens Account Number: 00026296
Address: 2797 Babbitt Ave. Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Improper Billing against Pluris Wedgefield, Inc.

Details:

There has been a sudden increase in my monthly payments th he last months. In June my bill \$125 and has been below or around this amount since I moved to this address. I'm not understanding why my bill has been around \$200 for the month of July and August. There has not been a change in the amount of water we use every month.