

Sandra Soto

From: Diana Vizcarrondo
Sent: Tuesday, July 24, 2018 11:46 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: To CLK Docket 20160101
Attachments: Complaint

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.

Sandra Soto

From: Dana Corso <dlvuk@hotmail.com>
Sent: Monday, July 23, 2018 9:26 PM
To: Consumer Contact
Subject: Complaint

We purchased our home 3 years ago. Our water bill has increased by 100% compared to our bills during the same months the last 2 years with equivalent water usage. Our entire neighborhood has seen an increase of at least 100% if not more do to the sale of Utilities Inc to a private company in British Columbia called Corix. We are at a state where we can no longer afford public water which is a life necessity. We have a 3 person home, 2 adults & a toddler. We have limited our bath & shower usage, irrigation usage, laundry and everything else we can think of to make ends meet. We do have concern that our meter may be incorrect as well because our usage reads much higher on our bill than neighbors with larger family units & large homes. We received a letter in June of 2018 stating to expect to see yet another increase in our bill. We are still awaiting our next bill and are in fear that we will not be able to afford it. This has turned into price gouging for a life necessity, water. The private company that bought Utilities Inc funds pensions for government employees of Canada.

We as well as our neighbors are suffering & we demand that action be taken to correct & prevent further rate increases to our Utilities.

Dana Corso
Sweetwater Oaks
111 Ridgewood Dr
Longwood, Fl 32779