

Sandra Soto

From: Angie Calhoun
Sent: Monday, August 06, 2018 4:46 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Improper Billing TRACKING NUMBER 127225; E-Form Other Complaint TRACKING NUMBER 127232

[Consumer correspondence for docket 20160101](#)

From: Diane Hood
Sent: Monday, August 06, 2018 4:44 PM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, August 04, 2018 7:49 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 127225

CUSTOMER INFORMATION

Name: Michelle Hanson
Telephone: (407) 256-9022
Email: Mrsh2305@gmail.com
Address: 109 Colyer Dr Longwood FL 32778

BUSINESS INFORMATION

Business Account Name: Michelle Hill
Account Number:
Address: 109 Colyer Dr Longwood FL 32779

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Florida Docket No. 20160101 approved rate increase. More than doubled our water bill. Increase of almost 70%.

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, August 05, 2018 11:24 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 127232

CUSTOMER INFORMATION

Name: Harry Vincent
Telephone: (407) 463-9398
Email:
Address: 292 Spring Run Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Harry Vincent
Account Number:
Address: 292 Spring Run Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:

1. I called a long time ago about the ridiculous rate increase which has caused me to reduce water usage by over 50% while watching my bills rise over 100%. Never had any call back.
2. This Saturday August 4th I found that my outside faucet was spraying water all over the place. I called to get some advice and was told that they will only talk to me if it was a water main break. Not only have they jacked the rates they aren't even available to help outside of business hours.
3. I found someone to help. We had to uncover 5 or 6 inches of dirt just to get to the meters which means they have not been read in quite a while. I was under the impression they were so supposed to read them on a regular basis. It would take months to accumulate that much dirt. I am sure they will have some excuse

PSC was contacted previously