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STATE OF FLORIDA



OFFICE OF COMMISSION CLERK
ADAM J. TEITZMAN
COMMISSION CLERK
(850) 413-6770

Public Service Commission

NOTICE OF COMPLAINT

TO

Utilities, Inc. of Florida
200 Weathersfield Avenue
Altamonte Springs, FL 32714
(via Certified Mail No. 7017 1000 0000 4194 4543)

Re: Docket No. 20190108-WS- - Request for initiation of formal proceedings for relief against Utilities, Inc. of Florida regarding over billing and broken meter, by Eugene R. Lopez (Complaint # 1270964W).

Notice is hereby given, via certified U.S. mail, that the above-referenced complaint was filed with the Public Service Commission on April 24, 2019, a copy of which is attached.

You may file a response to this complaint with the Office of Commission Clerk at the address below, with a copy sent to the complainant. The Commission also accepts documents for filing by electronic transmission provided the electronic filing requirements are met. For information regarding these requirements, visit the Commission's website at www.floridapsc.com.

Noticed this 24th day of April, 2019.

Sincerely,

A handwritten signature in blue ink, appearing to read "AJT", written over a printed name.

Adam J. Teitzman
Commission Clerk

AJT/BMS

Enclosure

cc: Eugene R. Lopez
Office of Public Counsel
Office of General Counsel
Office of Consumer Assistance & Outreach
Docket File

Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

DKT #: 20190108

RE: Complaint # 1270964W
04/19/2019

RECEIVED-FPSC
2019 APR 24 AM 8:59
COMMISSION
CLERK

To the Commission Clerk:

Please consider this written notice as my official request for the initiation of formal proceedings for relief against Utilities, Inc. of Florida (UIF).

These are the facts relevant to this complaint:

- #1) I have resided, with my family, at 200 Valley Drive, Longwood, FL 32779 for over eleven Eleven (11) years.
- #2) I have never exceeded 8,000 gallons of water usage in ANY month during the course of Our 11 years of residence at 200 Valley Drive.
- #3) Throughout the last several years, I have repeatedly informed Utilities, Inc. of my suspicion that the UIF meter for my home was not functioning properly. Throughout that period, UIF has repeatedly denied that there was anything wrong with their meter at my residence.
- #4) In January of 2018, UIF arbitrarily decided to charge me \$303.79 for a thirty-three day billing period: 12/01/17 through 01/09/18. In the previous 10+ years of usage, I have NEVER paid more than \$90.
- #5) That January bill indicated a usage of 1,954 gallons. That is thirteen++ times greater than any previous usage.
- #6) I immediately checked the meter and determined with ABSOLUTE CERTAINTY that was non-operational (i.e. completely broken); accordingly, I demanded that UIF dispatch a QUALIFIED technician to check that meter.

- #7) On two subsequent occasions, UIF denied that there was any problem with their meter; UIF claimed that one of their “qualified” technicians had indeed checked the meter on two separate occasions, and that the technician had confirmed that their meter was working properly.
- #8) In February, 2018, at my insistence, UIF begrudgingly dispatched an actually qualified Technician supervisor (Shawn) to my home. Shawn confirmed the obvious: the meter was broken. Shawn further indicated that the meter was probably the original device installed in 1975 when my home was built. That was a FORTY-THREE YEAR OLD meter—and UIF continued insisting that it was registering properly, until Shawn determined that to be false.
- #9) Shawn installed a new water meter, and we both watched the meter accurately register actual water usage at my home.
- #10) Since that new meter has been installed, water usage at my home has NEVER exceeded 7,610 gallons (224 gallons per day) -- and was last month, due to my having flushed my pool);
- #11) Otherwise, my monthly water usage has remained under 5,000 per month (i.e. less than 170 gal./day).
- #12) UIF continues to claim that they have no responsibility for their broken meter. They further insist that I “probably” used more water than they charged me for prior to their install of a usage meter at my location; this, in spite of 14+ months of usage subsequent to the install of the new meter that shows MUCH LESS average usage than they have charged me for in the past 10+ years.
- #14) Ergo: UIF is using “ moron logic.”
- #15) The PSC “informal” investigation into this complaint evidently applied the same standard logic.

(3)

Accordingly, I request that the Commission apply a higher standard to this formal investigation.

Thank you.

Sincerely,

A handwritten signature in blue ink that reads "Eugene R. Lopez". The signature is written in a cursive style with a large initial "E" and a stylized "L".

Eugene R. Lopez

P.O. Box 917201

Longwood, FL 32791-7201

Tel: (407) 625-5910