

**Antonia Hover**

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**From:** Diana Vizcarrondo  
**Sent:** Monday, May 06, 2019 9:17 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20160101  
**Attachments:** E-Form Improper Billing TRACKING NUMBER 128822; E-Form Improper Billing TRACKING NUMBER 128823

Good morning,

Consumer correspondence for docket 20160101.

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.

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**From:** Diane Hood  
**Sent:** Monday, May 06, 2019 8:26 AM  
**To:** Diana Vizcarrondo  
**Subject:** To CLK Docket 20160101

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, May 04, 2019 2:42 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 128822

### CUSTOMER INFORMATION

Name: Marouane Zahidy  
Telephone: (407) 233-8657  
Email: [Zahidy@yahoo.com](mailto:Zahidy@yahoo.com)  
Address: 117 Holderness drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Marouane Zahidy  
Account Number: 0973901581  
Address: 117 Holderness drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida  
Details:

It has been over year and half that my water bills tripled for no reason at all , i was hoping that is temporary but the company keep increasing my water bill over and over again to a point I am not able to pay it with other bills ! My water habits have not changed at all , even alarming is I left the house for more than a month and still got a 190 dollar bill . I reached out to my neighbors and unanimously expresse the same concerns about this company business practices We need your intervention at this point ! Can you help ?

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, May 04, 2019 2:43 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 128823

### CUSTOMER INFORMATION

Name: Marouane Zahidy  
Telephone: (407) 233-8657  
Email: [Zahidy@yahoo.com](mailto:Zahidy@yahoo.com)  
Address: 117 Holderness drive Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Marouane Zahidy  
Account Number: 0973901581  
Address: 117 Holderness drive Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida  
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