

Ereecy McNeal

From: Angie Calhoun
Sent: Monday, August 26, 2019 8:31 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20190121

Consumer correspondence for docket 20190121.

Angela Calhoun
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

-----Original Message-----

From: Consumer Contact
Sent: Monday, August 26, 2019 8:28 AM
To: Angie Calhoun
Subject: To CLK Docket 20190121

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Saturday, August 24, 2019 12:55 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 139665

CUSTOMER INFORMATION

Name: Jill Thompson
Telephone: (989) 254-9347
Email: silvernail48386@yahoo.com
Address: 4938 Park Manor east #3223 Shelby Township MI 48316

BUSINESS INFORMATION

Business Account Name: Jill Thompson
Account Number: 048-0588
Address: 588 Century Drive Winter Haven FL 33881

Water County Selected: Polk

COMPLAINT INFORMATION

Complaint: Other Complaint against CHC VII, Ltd.
Details:

Re:Docket # 20190121-WS

I am unable to attend the meeting regarding this issue.

I strongly oppose any rate increase for the following reasons:

1. We were told they were replacing the meters but were not informed they would ask for a rate increase as a result.
2. I have lived in the community serviced by this system for approximately two years. During that time I have heard multiple people “brag” that they did not pay for water usage. When I asked about it I was informed that CHC VII knew about the issue but would not be fixing the meters because they were going to replace them. For at least two years many residents have gotten free water. I don’t know how much longer it occurred. If those fees for water usage had been collected they probably wouldn’t need a rate increase.
3. I have had meters replaced by other utility companies without a charge or associated rate increase.

I understand that the rate increase they propose is not large but it should not be necessary.