

Antonia Hover

From: Angie Calhoun
Sent: Monday, July 6, 2020 1:33 PM
To: Consumer Correspondence
Cc: Diana Vizcarrondo
Subject: Consumer Correspondence to docket 20200139

Consumer correspondence for docket 20200139.

Angela Calhoun

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Friday, July 03, 2020 11:21 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 181566

CUSTOMER INFORMATION

Name: Bettie Ruffner
Telephone: (407) 221-5603
Email: bettieruffner@hotmail.com
Address: 200 Sheridan Avenue LONGWOOD FL 32750

BUSINESS INFORMATION

Business Account Name: Robert A. Ruffner Account Number: 7667400000
Address: 200 Sheridan Ave. LONGWOOD FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

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

We received a notice in our July 2020 Sanlando Utilities bill about a notice of intention (on April 1.2020) to increase water and wastewater rates. Our bill has gone from approximately \$36 a month to currently \$129 in two years. This is an outrageous increase! We do not need another increase.

PSC was contacted previously