

**Antonia Hover**

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**From:** Angie Calhoun  
**Sent:** Tuesday, July 14, 2020 3:58 PM  
**To:** Consumer Correspondence  
**Subject:** Consumer Correspondence for 20200139  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 181626

Please see attached customer correspondence for docket 20200139.

Thank you,

Angela Calhoun

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, July 11, 2020 12:44 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 181626

### CUSTOMER INFORMATION

Name: Pamela Beck  
Telephone: (352) 315-1417  
Email: pjb19668@gmail.com  
Address: 33123 Gray Eagle Ct. Leesburg FL 34748

### BUSINESS INFORMATION

Business Account Name: Pamela Beck  
Account Number: 5541465913  
Address: 33123 Gray Eagle Ct. Leesburg FL 34748

Water County Selected: Lake

### COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

#### Details:

Our water service company is again asking for another rate increase for residential and irrigation. This is happening every six months with this company, and we pay the highest rate for water service in Lake County. We live in a 55 plus community where they want you to water your lawn twice a week for appearance sake, but between our household use and lawn watering our bills run \$80 - \$95 a month, forget about family or friends coming to visit then it's even more. We have lived in Florida for 37 years and have moved from one end of the state to the other, and never have I paid this much for water.

We moved into our current home three years ago and every six months without fail we get another letter notifying us of another rate increase. With Covid-19 barking at our door, now is not the time to increase our rates.