

**Brian Schultz**

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**From:** Angie Calhoun  
**Sent:** Wednesday, September 09, 2020 3:13 PM  
**To:** Consumer Correspondence  
**Cc:** Diana Vizcarrondo  
**Subject:** FW: To CLK docket 20200139

Consumer correspondence for docket 20200139.

Angela Calhoun

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
Sent: Wednesday, September 09, 2020 2:48 PM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Improper Billing TRACKING NUMBER: 182298

**CUSTOMER INFORMATION**

Name: Joyce COUTS  
Telephone:  
Email: rcouts1@cfl.rr.com  
Address: 304 SWEETWATER BLVD. NORTH LONGWOOD FL 32779

**BUSINESS INFORMATION**

Business Account Name: Ronald Coutts  
Account Number:  
Address: 304 SWEETWATER BLVD. NORTH LONGWOOD FL 32779

Water County Selected: Seminole

**COMPLAINT INFORMATION**

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

I will be 80 in a couple of months and recently lost my husband. When I lost him, I lost his pension, and I am struggling to stay in my house without his income. The water company. Utilities, Inc. is asking for ANOTHER rate increase! The bills keep going up and up! I don't use that much water and my bills are getting higher and higher. Isn't there something you can do to help those of us who can't stand the continued increases that Utilities Inc. is getting? Please, make it stop!

Thank you for looking at my complaint. In times of pandemic and so many losing their jobs, I'm sure I'm not alone.

Regards,  
Joyce Coutts