

Antonia Hover

From: Angie Calhoun
Sent: Thursday, September 10, 2020 11:26 AM
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: Thursday, September 10, 2020 10:43 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 182313

CUSTOMER INFORMATION

Name: Clara Lu Ann Harrell
Telephone: (843) 655-0134
Email: lharrell1954@gmail.com
Address: 240 West Sabal Palm Pl Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: San Marco Villas
Account Number: 0116800000
Address: 240 W Sabal Palm Place Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I am concerned with the constant increases in our water and wastewater charges from this company. I am a member of the budget committee for our condo association and for the past three years have had to increase our assessments due to the significant increases in the cost of water. While I absolutely understand that increases are natural the constant and significant size of the increases is not at all reasonable. I am sure there are a variety of factors necessitating an increase - maybe failure of equipment, depleting resources and desire to increase profits. However, these things are to be done slowly and over time. You are hurting your citizens. In my community in particular there are a high number of older citizens living on a fixed income, single parent households and self employed individuals. Our per homeowner cost has increased by over \$40/month - or over \$480/year. For someone living on a tight budget this could be devastating. And now you want another increase? To add insult to injury you are asking for an increase during a pandemic, when people are waiting in food lines for hours to get a small box of food. Despicable. This company should be denied this request and they should spend the year looking at their own budget and figuring out where they are going wrong rather than just holding their hand out to citizens who have NO other option for an essential resource. We cannot go without water and we cannot pick a competitor. As a reminder the PSC represents the citizens. I am not asking you to "have a heart" I am asking you to look at this from a business perspective - if Utilities Inc can't seem to function on their current rates (which have increased each year of late) then they are the problem. Don't penalize your citizens for their poor business decisions. Thank you for your time.

Lu Ann Harrell