

Antonia Hover

From: Consumer Contact
Sent: Friday, September 11, 2020 3:11 PM
To: Consumer Correspondence
Subject: To CLK Docket 20200139

Consumer correspondence for docket 20200139.

Sincerely,

Diana Vizcarrondo
Regulatory Specialist II
Office of Consumer Assistance

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Friday, September 11, 2020 2:54 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 182329

CUSTOMER INFORMATION

Name: Christine Leslie
Telephone: (239) 689-8442
Email: Abbcleslie@gmail.com
Address: 7910 TWIN EAGLE LN FORT MYERS FL 33912

BUSINESS INFORMATION

Business Account Name: Christine Leslie
Account Number:
Address: 7910 TWIN EAGLE LN FORT MYERS FL 33912

Water County Selected: Lee

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Docket No. 20200139-WS. Utilities Inc has already instituted a rate increase for Eagle Ridge community without the approval for the increase from PSC effective 9/9/20. This will be the 3rd or 4th rate increase in the past 3 years. The past increases have been 7.5% and this increase will be an additional 5.5% - 36% based on the proposed interim/requested rate increase.

In addition to the multiple increases, Utilities Inc. recently updated the facility after taking some damage from the last hurricane. They did not get a permit and built too close to the street/houses based on the guidelines. The county had a

meeting about this and they basically received a slap on the hand for their non compliance. In this meeting, Utilities Inc. made reference to any costs to fix the facility to be compliant with the code guidelines would just be passed onto the homeowners. Looks like this is what the company is trying to do. They are passing along the costs incurred from the hurricane facility upgrades onto the homeowners in addition to getting paid from their insurance company. Needless to say, many in the community are opposed to the rate increase.