

Antonia Hover

From: Consumer Contact
Sent: Friday, September 18, 2020 4:13 PM
To: Consumer Correspondence
Subject: To CLK docket 20200000

Consumer correspondence for docket 20200000.

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 18, 2020 2:40 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 182408

CUSTOMER INFORMATION

Name: SHERRILYNN ROGERS
Telephone: (352) 988-8345
Email: lacuevaknl@aol.com
Address: 10305 Northglen Dr Clermont FL 34711

BUSINESS INFORMATION

Business Account Name: Sherrilynn Rogers Account Number:
Address: 10305 Northglen Dr Clermont FL 34711

Water County Selected: Lake

COMPLAINT INFORMATION

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

The Utility's requested final rates (RE: Docket. No. 20200139-WS) are outrageous, a slap in the face of humanity, a blatant attempt to capitalize on the misfortunes of families as a result of the COVID pandemic! Knowing that families are having to stay home, home school their children, work from home where practical and feasible, and are utilizing significantly more water and wastewater as a result, it is an abomination for the Utility to "punish" families for their misfortunes. Isn't it enough that most of us are already paying double or triple our normal bills as a result of the increased usage from quarantining at home? I can understand how there may be increased overhead charges as a result of increased maintenance, etc. due to the increased usage, but this exorbitant increase does not reflect anything more than the Utility's attempt to capitalize on the catastrophe of this pandemic. Respectfully, Sherrilynn Rogers