

Antonia Hover

From: Consumer Contact
Sent: Wednesday, September 23, 2020 3:31 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: Wednesday, September 23, 2020 2:03 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 182449

CUSTOMER INFORMATION

Name: Michael Herskovitz
Telephone: (919) 768-2377
Email: mherskov@gmail.com
Address: 105 Sweetwater N. Blvd Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Michael Herskovitz Account Number: 3894107382
Address: 105 Sweetwater N. Blvd Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

I am writing this to complain why the Florida Public Service Commission thinks it's okay to allow Utilities, Inc of Florida to raise our water and sewage rates more than 4 times in the last 2 years. I have lived at 105 Sweetwater N. Blvd since 2/2018, and I have received several increases from this company that this Commission has approved. I want to ask why they think they deserve more and more money? Their water quality has not increased. The delivery quality has not increased. They charge us for making payments on their site. If we continuously increase costs for sewage and water (especially during a pandemic where people are feeling strain on economic circumstances) where will it stop? What is reasonable pricing for water and sewage in a monopolistic system? \$200 a month? \$400 a month? Please don't just rubber stamp this increase and others without considering the people who pay for this service. As it is, I can't/won't

water my lawn with this overly-priced service and so many others don't as well. I don't even use that much water and am conscientious when I do so. I guess the question is, why does Utilities, Inc. deserve to give itself non-stop raises when most of us don't?