

Jacob Veaghn

From: Diana Vizcarrondo
Sent: Thursday, November 5, 2020 9:37 AM
To: Consumer Correspondence
Subject: To CLK docket 20200139
Attachments: E-Form Improper Billing TRACKING NUMBER 182801; E-Form Other Complaint TRACKING NUMBER 182798

Consumer correspondence for docket 20200139.

-Diana Vizcarrondo

Jacob Veaghn

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 4, 2020 4:45 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 182798

CUSTOMER INFORMATION

Name: William Camargo
Telephone: (407) 209-7892
Email: wcamargo2003@yahoo.com
Address: 377 N Shadowbay Blvd Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: William Camargo
Account Number:
Address: 377 N Shadowbay Blvd Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I have lived in Seminole County for 7 years now, and during that relatively, short time, I have surprisingly seen my water bill doubled, and still keeps rising in a non-stop rate increase trend. Sometimes, these rate increments have occurred more than once in a year. Moreover, the law states that: "Florida utilities can have a maximum 13% annual profit margin". Last year alone, Utility Inc had a profit of \$8,911,541 which is a 24% profit margin!. I kindly request that Utility Inc. be investigated and hope to hear from you the results of your findings.

Please note that our salaries have decreased or even disappear in some cases, because of the pandemic and subsequent economic turmoil, thus, this company should be more mindful about this current situation to pass another rate increase, in the already numerous occasions that the rate has been increased.

Thank you very much for your kind attention to the matter,

Jacob Veaghn

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, November 5, 2020 7:07 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 182801

CUSTOMER INFORMATION

Name: Shahram Baghaei
Telephone: (407) 790-8237
Email: Shawnze@sbcglobal.net
Address: 1402 Valley Pinr Cir. Apopka FL 32712

BUSINESS INFORMATION

Business Account Name: Shahram Baghaei Account Number: 3518784967
Address: 1402 Valley Pinr Cir. Apopka FL 32712

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

Hi, my name is Shahram Baghaei and I live at 1402 Valley Pinr Cir., Apopka FL 32712. There has been a big water rate increase in the past few months, my bill has gone up more than 25%. I'm struggling with all my bills already due to COVID-19. It's just not right to increase the rate when people are hurting from this crisis, please help fix this rate increase, people are struggling.

Thank you!