

Antonia Hover

From: Consumer Contact
Sent: Friday, November 6, 2020 4:43 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, November 06, 2020 4:28 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 182809

CUSTOMER INFORMATION

Name: Susan Aloisio
Telephone: (321) 277-7926
Email: sfaloisio@embarqmail.com
Address: 2836 Spyglass Cv Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Susan Aloisio
Account Number: 3423310000
Address: 2836 Spyglass Cv Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I have just received notice that water/sewer bill is possibly going to be raised AGAIN. I am single and have owned my home for 18 years. It is less than 1200 sq. ft., 2/2, sprinkler handled by HOA, no pool. For 16 of the 18 years, my water bill was about \$20-23/month. THEN the extortion started. It is NOW between \$60-70/month with no difference in usage. I have friends who live across the street in another submission who have a 4BR, 2BA, pool home, two people with regular guests - they are paying apx \$80/month. These rip-off artists need to be scrutinized as to their fairness practices. They have singled out certain areas, consumers, etc. and just arbitrarily set new rates. When has the hurricane two years ago, they were totally unprepared and now trying to make up for it by gouging the existing

customers b/c they know we can do nothing about it but PAY! It may not be SO bad if the water quality was decent, but my toilets consistently have a black ring around them and my cat prefers to drink out of a puddle. PLEASE HELP ME!!
thank you!!