

Antonia Hover

From: Angie Calhoun
Sent: Friday, November 13, 2020 2:25 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20200139

Customer correspondence for docket 20200139.

Angela Calhoun

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

From: Consumer Contact <Contact@PSC.STATE.FL.US>
Sent: Thursday, November 12, 2020 3:43 PM
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>
Subject: To CLK Docket 20200139

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Wednesday, November 11, 2020 9:48 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 182842

CUSTOMER INFORMATION

Name: Carol Saylor
Telephone: (352) 638-9034
Email: saylorcarol@gmail.com
Address: 33125 Meadow Green Ct Leesburg FL 34748

BUSINESS INFORMATION

Business Account Name: Carol Saylor
Account Number:
Address: 33125 Meadow Green Ct Leesburg FL 34748

Water County Selected: Lake

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Per Docket No. 20200139-WS, Utilities, Inc. of Florida...The rate increase is ludicrous. My water and sewage bill is equal to if not greater than my property taxes as well as greater than or equal to my homeowners insurance. We are charged for sewage based on how much water we use even when much of the water goes into the ground via our sprinkler system. How much sewage disposal does that entail??? We are required to maintain a certain portion of our property as "green", requiring sprinkler system per HOA rules. We are a family of 2, retired and main source of income is SS. The increase in these rates is a burden on us as I'm sure it is to other retirees. We have sent a complaint in the past concerning a rate hike. There was just an increase in May of this year. Perhaps Utilities, Inc. should be required to better manage their income, as we will have to do if we are to have an increase every 6 months.

PSC was contacted previously