

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

Utilities, Inc. of Florida

DOCKET NO. 20200139 - WS

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2020 NOV 23 PM 4:55

COMMISSION
CLERK

Name JAMES RICHARDSON

Address 1415 WINDSOR AVE
LONGWOOD, FL 32750

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CUSTOMER COMMENTS

November 18, 2020

Florida Public Service Commission
Tallahassee, FL

RE: Rate Increase for Utilities, Inc. Of Florida

As a customer of Utilities of Florida I protest the rate increase they are seeking. They just had an increase about a year ago and I don't see any positive increase in service or quality of the water.

There have been several times recently when they say they read the meter. I went out to my meter a few minutes after the meter reader was there. The top had leaves and other debris. The actual face of the meter was covered with dirt and dial could not be seen. There was not way the reader could have read the meter without Xray vision. I complained and they sent a supervisor. He did not contact me before he came and actually had an incorrect street number. We looked at the meter and he said to keep on eye on the readers. That is a big help when I don't know when they will be here.

I don't know why they need an increase and I am against it.

Sincerely,



James W. Richardson

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FOLD & TAPE - See back for address

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JAMES RICHARDSON
1415 WINDSOR AVE
LONGWOOD, FL 32750-6830

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STAMP

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850



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