

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: 01/15/2021
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 20200139.

RECEIVED-FPSC
2021 JAN 15 AM 11:50
COMMISSION
CLERK

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

Name MJ Kemetz

Address 279 Torpoint Gate
Longwood FL



To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

This water company does not know how to best use its resources nor handle its finances. I have lived in this area and had to use their services for more than 10 years. My water rates have tripled over that time and the service gets worse. They do not answer the phone in their offices - you can never speak to a live person. During the last major hurricane we had there was a pipe that broke under our street and water ran out of that break for a month before they got around to fixing it. They do not deserve any sort of rate increase in Florida. They need to provide a quality service, first. In addition, they put so much chlorine in the water I can smell it when I turn on any faucet.

FOLD & TAPE - See back for address

Utilities Inc. is the worst - no increase in rates.

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

One other issue, because of Covid I was working from home and discovered they had been using water from my house w/out my permission for their water testing. The worker came and ran my

water for at least 5 minutes at full blast before taking his sample. I asked him who gave him permission to use my water and would I be credited for him running water for at least 5 minutes - and he basically said no credit & hard.

700028864 00.0037.0176 7216/4

Kernetz
279 Torpoint Gate Rd
Longwood FL 32779

ORLANDO FL 328

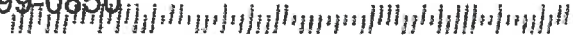


2021 JAN 15 AM 7:18

STAMP

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

32399-0850



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