

Antonia Hover

From: Betty Leland on behalf of Office of Commissioner Graham
Sent: Friday, July 30, 2021 7:31 AM
To: Commissioner Correspondence
Subject: FW: Please Help.

Good Morning:

Please place this email in Dockets #20200139, 20210116, 20210109.

Thanks.

*Betty Leland, Executive Assistant to
Commissioner Art Graham
Florida Public Service Commission
bleland@psc.state.fl.us
(850) 413-6024*

From: Janet Cabal-Clark [mailto:yogacabai107@gmail.com]
Sent: Thursday, July 29, 2021 11:04 AM
To: Office of Commissioner La Rosa; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Fay; Office of Commissioner Passidomo; GovernorRon.Desantis@eog.myflorida.com
Cc: Daddy
Subject: Please Help.

Dear Commissioners,

First, thank you for taking the time to read this email. I have faith in your work, although many of my neighbors are currently in doubt.

In the last 3 months our water bill (Utilities Inc.) has increased by 125%. Our water bill is now more than our electric bill. It has been brought to my attention that Utilities Inc., is getting another approved increase. With that said, we cannot afford this service. My husband is a firefighter and I am a teacher. We don't make a lot of money. We dropped our cable service and phone 3 years ago. We stopped running our sprinklers and have conserved diligently when it comes to water. As a result, we are now pay \$100+ more per month on water.

I am begging you to help.

We have called Utilities Inc. a few times regarding our high bills. They were suppose to send someone out to check our lines on 2 different occasions. We never heard from them again. They are claimed that my family of 3 used \$34,000 gallons of water in May, our highest bill ever. We have a 1900sf house. That is impossible. We do not have a leak. Our pipes are 4-5 years old.

My neighbors say it's a waste of time to contact you, because many of them have tried and filed complaints that have lead to nothing.

Please help us, the families, and not the business Utilities Inc. I am asking that you look into their business, make sure they are actually reading the meters, not guessing, I am asking that their increase be reversed so that our bills are not longer 125% more than they were 4 months ago. I am asking that they are not given the opportunity to increase rates anymore. I am asking that you listen to us, the people, and help us be able to afford to live.

Thank you for your time,

Janet Cabai-Clark
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Longwood, FL 32779
407-704-0374