

Collin Roehner

From: Ruth McHargue
Sent: Tuesday, January 31, 2017 9:14 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 160101

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

From: Consumer Contact
Sent: Monday, January 30, 2017 2:05 PM
To: Ruth McHargue
Subject: To CLK Docket 160101

Copy on file, see 1234732C. Also filed for improper billing, see 1234731W. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Saturday, January 28, 2017 5:43 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122343

CUSTOMER INFORMATION

Name: Julia Smith
Telephone: (407) 619-9888
Email: Jujugulia@gmail.com
Address: 206 E Hornbeam Dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Julia Smith
Account Number:
Address: 206 E Hornbeam Dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
DOCKET 160101

Recently Utilities Inc changed out my water meter with a new one. The charges have been outrageous and they are stating we have been using over 100,000 gallons of water. I believe they were trying to recover back funds. There are 2 adults & 2 small kids living here and my husband has been monitoring our use and it is significantly less than they are stating. We water one day a week and take 2-4 minute showers.

They are now proposing a large rate hike with the base increasing from \$15 to \$25 a month for doing nothing, that's wrong. They are also talking about doubling our prices. That's ridiculous and should be stopped. The water bills will be triple that of my electricity. We are very water conscious and believe it is precious but to charge double is ridiculous. I

will be looking into a well and filtration system and they will lose my business. Don't believe I should have to pay \$25 for nothing. Help. This is greed at its worse.