

Collin Roehner

From: Ruth McHargue
Sent: Thursday, May 11, 2017 10:13 AM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: docket 160101

Customer correspondence

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, May 10, 2017 11:50 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 122926

CUSTOMER INFORMATION

Name: Laurie Dresser
Telephone: (813) 294-8873
Email:
Address: 2516 Flintwood Drive Holiday FL 34690

BUSINESS INFORMATION

Business Account Name: LAURIE DRESSER
Account Number: 7731810000
Address: 2516 FLINTWOOD DRIVE HOLIDAY FL 34690

Water County Selected: Pasco

COMPLAINT INFORMATION

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

Utilities Inc. of Florida sent out notice today that the company contracted with certified Underground Contractor to replace the water mains and water service line throughout the distribution system in our neighborhood. Utilities Inc. states when the work is completed all disturbed areas such as pavement, curbing, driveways and sod will be restored to their original or better condition. Utilities Inc. did not state they will be responsible for paving the road. This is unacceptable – our neighborhood will not tolerate a patch job. The road should be paved properly within the compliance codes of Pasco County. Also, we have not received notice but the workers have informed the neighborhood, Utilities Inc. is moving our water meters off our homes to the end of the property line. The move will then make the homeowner responsible for the water line from the house to its new location. The neighborhood has not received any mailing concerning this action. Our neighborhood, however has received many mailings informing us we can buy insurance if a water main breaks between the home and the meter. Our premise is Utilities Inc. should guarantee their workmanship and guarantee the workmanship and integrity of the water improvements for a minimum of 10 years and eliminate the need for insurance. Until the issues presented in this complaint are addressed an immediate cease and desist order should be put in place by the Public Utilities Commission until a resolve is reached concerning the neighborhood's issue(s) and or the neighborhood is able to obtain legal representation.