

**Brandy Butler**

---

**From:** Hong Wang  
**Sent:** Tuesday, October 24, 2017 4:11 PM  
**To:** Ruth McHargue  
**Subject:** RE: To CLK Docket 160101

Per you e-mail below, DN 09083-2017 has been moved from Docket 20170166 to Docket 20160101.

Thanks!

---

**From:** Ruth McHargue  
**Sent:** Tuesday, October 24, 2017 3:36 PM  
**To:** Hong Wang  
**Subject:** RE: To CLK Docket 20170166

I am sorry, this is a typo and it should go to docket 160101.

Thanks,  
Ruth

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

**From:** Ruth McHargue  
**Sent:** Monday, October 23, 2017 3:49 PM  
**To:** Consumer Correspondence  
**Cc:** Janet Brunson  
**Subject:** FW: To CLK Docket 20170166

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Monday, October 23, 2017 2:42 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 20170166

Copy on file, see 1258967C. Also filed for improper billing see, 1258990W. DHood

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

**From:** consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
**Sent:** Monday, October 23, 2017 1:27 PM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 124790

**CUSTOMER INFORMATION**

**Name:** JoEllen Rosenberg  
**Telephone:**  
**Email:** joellenrosenberg@gmail.com  
**Address:** 2042 Crowley Circle West Longwood FL 32779

## BUSINESS INFORMATION

Business Account Name: JoEllen Rosenberg Account Number:

Address: 2042 Crowley Circle West Longwood FL 32779

Water County Selected: Seminole

## COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Awful how Utilities, Inc. is permitted to raise our rates that double and triple for many. Mine tripled and my sprinkler system has been off since before Hurricane Irma plus we have a rain sensor on our sprinkler system to help alleviate it running even if I have it on...which i don't have my system on!!! I went from about \$40-\$60 average monthly bill to \$180. Many of us are retired on a budget. Please help us keep rates lower.