

Brandy Butler

From: Angie Calhoun
Sent: Thursday, November 02, 2017 2:08 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101

Customer correspondence for docket 20160101.

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

From: Consumer Contact
Sent: Thursday, November 02, 2017 1:40 PM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Copy on file, see 1260304C. Also filed for water quality, see 1260306C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, November 02, 2017 1:01 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 124922

CUSTOMER INFORMATION

Name: Jeffrey Taylor
Telephone: (407) 376-5676
Email: jallantaylor@gmail.com
Address: 601 Longmeadow Circle Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Jeffrey Taylor
Account Number:
Address: 601 Longmeadow Circle Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida
Details:

Water being provided to consumers has enough hydrogen sulfide in it to cause nausea and sickness. Water company just tripled the service rates to an extraordinary amount. Serious attention should be given as to why citizens are forced into paying extremely high water bills for questionable quality water. Company sent service person out twice and he says the water is fine. Multiple residents in this area can confirm poor quality and questionable rates. How could PSC allow a monopoly to triple the rates on services when the utility refuses to provide basic service/cleanliness?