

Sandra Soto

From: Ruth McHargue
Sent: Tuesday, November 14, 2017 9:54 AM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Improper Billing TRACKING NUMBER 125120; E-Form Improper Billing TRACKING NUMBER 125121

[Customer correspondence](#)

From: Diane Hood
Sent: Monday, November 13, 2017 1:06 PM
To: Ruth McHargue
Subject: To CLK Docket 20160101

Copy on file, see 1261523C. DHood

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, November 11, 2017 9:01 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125120

CUSTOMER INFORMATION

Name: Pamela Hendricks
Telephone:
Email: billpamp@cs.com
Address: 127 Eastern Frk Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Pamela Hendricks
Account Number: 2862300000
Address: 127 Eastern Frk Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I feel that it is unfair that the water rates in the Woodlands Subdivision, Longwood, FL have more than doubled. Many of our residents are retired and cannot afford increases such as these. Also it should be noted that this subdivision has very large yards and the cost of irrigation is high. Also this company no longer will give any consideration to the cost of waste water when the water is being used to fill a swimming pool. This dose not seem right because there is no waste water in this large amount of water. Please feel free to contact me if needed.

Thank you
Pam Hendricks
407-620-5027

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, November 11, 2017 9:01 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125121

CUSTOMER INFORMATION

Name: Pamela Hendricks
Telephone:
Email: billpamp@cs.com
Address: 127 Eastern Frk Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Pamela Hendricks
Account Number: 2862300000
Address: 127 Eastern Frk Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I feel that it is unfair that the water rates in the Woodlands Subdivision, Longwood, FL have more than doubled. Many of our residents are retired and cannot afford increases such as these. Also it should be noted that this subdivision has very large yards and the cost of irrigation is high. Also this company no longer will give any consideration to the cost of waste water when the water is being used to fill a swimming pool. This dose not seem right because there is no waste water in this large amount of water. Please feel free to contact me if needed.

Thank you
Pam Hendricks
407-620-5027