

Brandy Butler

From: Ruth McHargue
Sent: Friday, November 17, 2017 4:21 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 20160101
Attachments: E-Form Other Complaint TRACKING NUMBER 125159; E-Form Other Complaint TRACKING NUMBER 124909

Customer correspondence

From: Diane Hood
Sent: Friday, November 17, 2017 3:54 PM
To: Ruth McHargue
Subject: To CLK Docket 20160101

Copies on file. DHood

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 15, 2017 9:25 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125159

CUSTOMER INFORMATION

Name: Carolina Summers
Telephone:
Email:
Address: 87 wisteria dr Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Carolina Summers
Account Number:
Address: 87 wisteria dr Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:
Utilities, Inc. Florida Docket No. 20160101 approved rate increase request.

Our water bill has been increased too drastically and too quickly. Last month our bill was nearly double compared to the same month the previous year and that was after a decrease in water usage.

Brandy Butler

From: consumerComplaint@psc.state.fl.us
Sent: Wednesday, November 01, 2017 2:22 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 124909

CUSTOMER INFORMATION

Name: Dennis Gulley
Telephone: (606) 548-2203
Email: dagulley@outlook.com
Address: 701 Timbercrest Dr Leesburg FL 34748

BUSINESS INFORMATION

Business Account Name: Dennis Gulley
Account Number:
Address: 701 Timbercrest Dr Leesburg FL 34748

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilites, Inc has raised my water rates by nearly 20%. Was this a new rate approved by the PSC? What rate methodology was used to warrant a 20% increase?