

Brandy Butler

From: Ruth McHargue
Sent: Monday, November 20, 2017 2:50 PM
To: Consumer Correspondence
Cc: Janet Brunson; Diane Hood
Subject: FW: To CLK Docket 20160101
Attachments: Water bills outrageous; Re RE Water bills outrageous; Re RE Water bills outrageous

[Customer correspondence](#)

From: Diane Hood
Sent: Monday, November 20, 2017 8:15 AM
To: Ruth McHargue
Subject: To CLK Docket 20160101

Copy on file, see 1261815C. File for improper billing? DHood

Brandy Butler

From: melissa baumann <mymymelissa82@yahoo.com>
Sent: Wednesday, November 15, 2017 9:02 AM
To: Consumer Contact
Subject: Water bills outrageous

We are very upset by the increase in water/ waste water prices. We were told the increase was due to waste water management. We are on septic and feel like there should be a reduction for us. We pay for all of our own waste management. Last month my neighbor spent \$8,000 to have a new tank and field drains put in. How is this fair - it's not. It's criminal for us to pay when we are not using those services.
And what an increase! It was such a big jump. How is that at all Necessary or fair?

Sincerely ,
Overly taxed American
Melissa Koury

Sent from my iPhone

Brandy Butler

From: Melissa J. Koury <mymymelissa82@yahoo.com>
Sent: Saturday, November 18, 2017 9:18 AM
To: Consumer Contact
Subject: Re: RE: Water bills outrageous

Here is additional info to better assist you.

Warmly,
Melissa K.

Utilities, Inc. Florida Docket No. 20160101

On Wednesday, November 15, 2017, 9:11:46 AM EST, Consumer Contact <Contact@PSC.STATE.FL.US> wrote:

11/15/2017

Dear Ms. Koury:

This e-mail is in response to your recent inquiry to the Florida Public Service Commission (FPSC) regarding a rate increase.

It would be beneficial if you could provide the following information:

- The name of the utility.
- The address on the account
- The customer's mailing address

You may send this information by reply e-mail, or at the address and/or fax number listed below.

Sincerely,

Angela Calhoun
Regulatory Consultant
Office of Consumer Assistance & Outreach

contact@psc.state.fl.us
Toll Free - 800-342-3552
Toll Free Fax 800-511-0809

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state

business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: melissa baumann [mailto:mymymelissa82@yahoo.com]

Sent: Wednesday, November 15, 2017 9:02 AM

To: Consumer Contact

Subject: Water bills outrageous

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Melissa Koury

Sent from my iPhone

Brandy Butler

From: Melissa J. Koury <mymymelissa82@yahoo.com>
Sent: Saturday, November 18, 2017 9:16 AM
To: Consumer Contact
Subject: Re: RE: Water bills outrageous

water co: Utility Inc.
address on account/ mailing: 244 Markham Woods Rd Longwood, FL 32779

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11/15/2017

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