

Brandy Butler

From: Ruth McHargue
Sent: Friday, February 09, 2018 2:08 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 20160101

Customer correspondence

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

From: Consumer Contact
Sent: Thursday, February 08, 2018 9:22 AM
To: Ruth McHargue
Subject: To CLK Docket 20160101

Copy on file, see 1270076C. Also filed for improper billing, see 1270074W. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, February 07, 2018 8:51 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 125926

CUSTOMER INFORMATION

Name: Gayle Hamilton
Telephone: (407) 260-5895
Email: gHamilton7@cfl.rr.com
Address: 1213 Roxboro Road Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Gayle Hamilton
Account Number: 3280332061
Address: 1213 Roxboro Road Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida
Details:

Utilities billing is outrageously high. We own another home 1.5 miles from here where over the last 28 years, the highest charge for water (with regular yard watering) was \$37 in a month. Our charges through Utilities for our home address have always been significantly higher with bills usually ranging over \$100 even during the rainy season when watering the yard is unnecessary. Suddenly our rates have now tripled and our water bill is MORE than our electric bill! In November, we were gone for 13 days and our water bill for November was \$358.60. In December, the bill was \$288.47 because we were water misers and yet the bill is still outrageous and more than our electric bill. We can't afford to use water which is life sustaining. Please help! The water bill through Seminole County Water and Sewer this month at our house 1.5 miles away was \$24. We can't continue to afford to live here with the rates this high. We are aware that our rates were to DECREASE instead of increase yet this has happened. Please help us as now they want to increase our rates even higher. We will need to sell our house because we can't afford to continue to pay this much for utilities. How

can we get another water company to come in? We only have water and not even sewer since we have 2 septic tanks for this house. Please help!