

Dorothy Menasco

From: Dorothy Menasco
Sent: Tuesday, March 27, 2018 2:00 PM
To: Rhonda Hicks
Subject: RE: E-Form Improper Billing TRACKING NUMBER: 125855

Hi Rhonda,

Per your request below, we will move Consumer Correspondence DN 01241-2018 from Docket 20160101 to Docket 20180000 (undocketed matters).

Dorothy

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

From: Rhonda Hicks
Sent: Tuesday, March 27, 2018 1:32 PM
To: Dorothy Menasco
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 125855

Dorothy,

Please move the consumer correspondence reflected below (E-Form Improper Billing TRACKING NUMBER: 125855) from Docket 20160101-WS to Undocketed consumer correspondence. The customer called us and advised that she is a City of Clearwater customer and not a Utilities, Inc. customer. Her correspondence should not be included in the Utilities, Inc. docket. Thanks

Rhonda

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

From: Angie Calhoun
Sent: Tuesday, February 27, 2018 1:05 PM
To: Ruth McHargue
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 125855

Ms. Strong called the 800 line and advised that she is a City of Clearwater customer and not a Utilities Inc. customer. Her correspondence was forwarded to docket 20160101 according to Information Request 1269464C. Not sure if we can have this correspondence removed from the docket?

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, February 02, 2018 2:59 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 125855

CUSTOMER INFORMATION

Name: naomi strong
Telephone: (216) 501-7777

Email: nstrong10@hotmail.com

Address: 1939 JUNE BELLS DR CLEARWATER FL 33755

BUSINESS INFORMATION

Business Account Name: naomi strong

Account Number: 4170440

Address: 1939 JUNE BELLS DR CLEARWATER FL 33755

Water County Selected: Pinellas

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida

Details:

I have been a resident at this address for over 7yrs and I live alone. I don't understand why I am forced to pay a flat rate fee of \$98 when I don't even use half of that in water and I was told nothing can be done about that. Be that as it may. I received a water bill last month for \$141.00. I paid my regular monthly amount(\$98) and I called them and asked why my bill was so high. I informed them that I haven't had any house-guest and nothing has been repaired. I was told that they are going to send someone out to re-read the meter and they would follow up. Well instead, I received a new bill with the \$98 flat rate fee and a past due balance of \$43. I called back but was not given an explanation for why no one followed up with me or why my bill was that amount. They said the meter is working properly. I am already struggling to pay the \$98. I cannot afford to just have bills generating for random amounts and not be provided an explanation. I know that my landlord has not been over to repair anything so how did my bill just go back down if something was broke the bill would remain high? Nor have I had anybody there other than myself?