

**Antonia Hover**

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**From:** Angie Calhoun  
**Sent:** Tuesday, May 08, 2018 8:14 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20160101-Reply requested

Customer correspondence for docket 20160101.

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Monday, May 07, 2018 6:55 PM  
To: Consumer Contact  
Subject: E-Form Service Outage TRACKING NUMBER: 126555

**CUSTOMER INFORMATION**

Name: Ronald Pruitt  
Telephone: (407) 716-0890  
Email:  
Address: 105 Leyburn Place Longwood FL 32779

**BUSINESS INFORMATION**

Business Account Name: Lea Pruitt  
Account Number: 2161000000  
Address: 105 Leyburn Place LONGWOOD FL 32779

Water County Selected: Seminole

**COMPLAINT INFORMATION**

Complaint: Service Outage against Utilities, Inc. of Florida  
Details:  
Hello,

I never received a response to my first complaint so I thought I'd try again. The dollar increase in our monthly water bill from Utilities, Inc., is outrageous!!! I am retired and live in Wekiva Springs, Fl, with my wife Lea. Our average water bill before their 221% increase was granted was approx \$55/mo. Our current bill this month is \$101.88 for 13580 gallons vs last year \$74.94 for 22040 gallons. Our water usage dropped 40% vs last year, however, our monthly cost increased by 36%!!!!!!!!!!!!!! NOTE: Our bill this month would have been \$46.17 at last years rate (a 221% increase).

.....Now, I'm not sure how you can possibly justify this increase but I believe strongly that the average intelligent voter would agree that there needs to be a correction made to the faulty decision that allowed this increase and/or a change needs to be made with the decision makers! I look forward to your response.

Ron & Lea Pruitt

PSC was contacted previously