

**Antonia Hover**

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**From:** Angie Calhoun  
**Sent:** Thursday, September 10, 2020 11:05 AM  
**To:** Consumer Correspondence  
**Cc:** Diana Vizcarrondo  
**Subject:** FW: To CLK docket 20200139  
**Attachments:** E-Form Improper Billing TRACKING NUMBER 182311; E-Form Improper Billing TRACKING NUMBER 182310

Consumer correspondence for docket 20200139.

Angela Calhoun

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, September 9, 2020 9:07 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 182311

### CUSTOMER INFORMATION

Name: Alex Hou  
Telephone: (407) 489-2800  
Email: gqflyaznguy@gmail.com  
Address: 643 Longmeadow cir Longwood FL 32779

### BUSINESS INFORMATION

Business Account Name: Alex Hou  
Account Number:  
Address: 643 Longmeadow cir Longwood FL 32779

Water County Selected: Seminole

### COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Florida  
Details:  
Docket No. 20200139-WS, Utilities, Inc. of Florida

:  
This is a complaint regarding "Docket No. 20200139-WS.(Notice of Interim Rate Increase. During the middle of a once in a 100 year Pandemic you have decided to increase the rates again. I along with other concerned consumers protest the increase and demand that you re-consider your action. Over 30 million individuals have lost there jobs and 100's of thousands can not make there rent or house payment and you have the nerve to raise your rates. I find it unchangeable.

Stop the increase and do the right thing.

Bewildered consumer in Seminole County, Fl

## **Antonia Hover**

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, September 9, 2020 8:48 PM  
**To:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 182310

### **CUSTOMER INFORMATION**

**Name:** Alex Hou  
**Telephone:** (407) 489-2800  
**Email:**  
**Address:** 643 Longmeadow cir Longwood FL 32779

### **BUSINESS INFORMATION**

**Business Account Name:** Alex Hou  
**Account Number:** 7451320492  
**Address:** 643 Longmeadow cir Longwood FL 32779

**Water County Selected:** Seminole

### **COMPLAINT INFORMATION**

**Complaint:** Improper Billing against Utilities, Inc. of Florida  
**Details:**  
Another rate increase! Utilities bill is double from 2 years ago with all these rate increase.