

Antonia Hover

From: Consumer Contact
Sent: Friday, September 11, 2020 9:17 AM
To: Consumer Correspondence
Subject: To CLK Docket 20200139

Consumer correspondence for docket 20200139.

Sincerely,

Diana Vizcarrondo
Regulatory Specialist II
Office of Consumer Assistance

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: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, September 10, 2020 7:41 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 182322

CUSTOMER INFORMATION

Name: Dinna Pottier
Telephone: (407) 620-7761
Email: Dinnapottier@yahoo.com
Address: 209 S. Sweetwater BLVD Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Dinna Pottier
Account Number:
Address: 209 S. Sweetwater BLVD Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Docket No. 20200139-WS, Utilities, Inc. of Florida I find it unreasonable that UIF wants to AGAIN raise the cost of our water consumption and waste. A 25% increase after they have already tripled the cost is outrageous! I attended the meeting at the initial raise in price and did not see how the Florida Public Service Commission approved this hike. And now, I cannot believe that the FPSC approved this a second time. UIF has the nerve to request another increase during these trying times of people loosing their jobs and taking pay cuts. I have also complained to UIF regarding the quality of our water. At times there is more chlorine in our water than in our Pool (I tested it with our pool tester). We can smell

the chlorine coming out of our faucet!! I feel that this hike is out of control when they are making repairs in other counties and not even ours and we have to pay for it!

PSC was contacted previously