

**Antonia Hover**

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**From:** Angie Calhoun  
**Sent:** Monday, September 14, 2020 2:56 PM  
**To:** Consumer Correspondence  
**Cc:** Diana Vizcarrondo  
**Subject:** FW: To CLK Docket 20200139

Consumer correspondence for docket 20200139.

Angela Calhoun

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
Sent: Monday, September 14, 2020 2:33 PM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Other Complaint TRACKING NUMBER: 182355

**CUSTOMER INFORMATION**

Name: Karen Rocker  
Telephone: (863) 858-7808  
Email: krock1946@gmail.com  
Address: 2105 Firestone Way Lakeland FL 33810

**BUSINESS INFORMATION**

Business Account Name: Karen Rocker  
Account Number:  
Address: 2105 Firestone Way Lakeland FL 33810

Water County Selected: Polk

**COMPLAINT INFORMATION**

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

Refer to docket No. 21200139-WS Utilities Inc of Florida.....said company wants increases in water and wastewater rates.. First water is terrible..I need to drink from a reverse osmosis system as their water has particles and tastes terrible. I have two filters before water comes in the house and some sediments still get thru along with terrible taste. Second they charge wastewater on how much water you use. During the winter months I irrigate my lawn and that usage that does not go into the sewer I am charged for. It costs me more than my daughters family who has Lakeland water and there is just myself and wife.I don't think they deserve an increase.