

Jacob Vaughn

From: Diana Vizcarrondo
Sent: Monday, November 2, 2020 11:15 AM
To: Consumer Correspondence
Subject: To CLK docket 20200139
Attachments: E-Form Other Complaint TRACKING NUMBER 182761; E-Form Other Complaint TRACKING NUMBER 182757

Consumer correspondence for docket 20200139.

-Diana Vizcarrondo

Jacob Veaghn

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, October 31, 2020 4:07 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 182757

CUSTOMER INFORMATION

Name: Gail Russakov
Telephone: (407) 774-5737
Email: gailrussakov@mac.com
Address: 306 Cambridge Dr. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Charles M Russakov Account Number: 3359510000
Address: 306 Cambridge Dr. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

To Whom it May Concern,

I have lived at 306 Cambridge Drive for over 35 years. When Utilities Inc took over our water system I noticed a change in the odor of our drinking water. Also at times when taking a shower it was extreme . So I never drank the water and now filter it when I drink it or even serve it to my pet. I was not a happy customer then, but had to learn to live with it. Then we received notice about the giant rate increase. I attended the meeting and was told the main reason for the rate increase was our pipes were so old they all needed to be replaced. Well I have never seen any pipes replaced so far. The rate increase was not a real problem for me since I am the only one living in my home now. I have often thought about if I was younger with children on a tight budget this would mean having to do without something else. To add another increase after more than doubling our rate just a short time ago seems very unjust and unfair. All the other water companies they have in their corporation did not see an increase and will not be a problem for them. Why are they allowed to get away with this ? Also how many pipes have they replaced and where are they located in our area ? I look forward to hearing from you.

Docket No. 20200139-WS, Utilities Inc of Florida

Jacob Veauhn

From: consumerComplaint@psc.state.fl.us
Sent: Sunday, November 1, 2020 10:09 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 182761

CUSTOMER INFORMATION

Name: Mary Barone
Telephone: (407) 496-0475
Email: bowdenola@yahoo.com
Address: 213 Duncan Trail Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Mary Barone
Account Number:
Address: 213 Duncan Trail Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities Inc. continues to increase their billing. The most current increase is over 400%. Water bill used to be about \$60/month, now is closer to \$100 without an increased usage of water.