

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: 11/30/2020
TO: Office of Commission Clerk
FROM: Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach
RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 20200139.

RECEIVED-FPSC
2020 NOV 30 PM 2:18
COMMISSION
CLERK

Jerome Glonek
16317 Saint Augustine St
Clermont, FL 34714
Account # 2311534265
Phone # 609-712-0746

Office of Consumer Assistance and Outreach
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

To Whom It May Concern:

I am writing this letter after receiving a letter about a proposed rate increase from Utilities Inc. While I disagree with that increase, I will send a letter about that to the appropriate department. The reason I am writing this is in that proposal it mentioned submitting comments about my service to the Office of Consumer Assistance and Outreach.

To be honest, I laughed when I received the rate increase, because Utilities Inc. wants more money each month, but has been unable to help me get a reclaimed water meter at my home since I started asking in February.

I am not sure what the previous owners did, but when I purchased this home in February I discovered that there is no reclaimed meter in the reclaimed meter box – my neighbor has one, in the same box, but I do not. And because of that, I am unable to use my irrigation system, because it is connected to the reclaimed water system.

I am requesting that someone come install a reclaimed water meter at my home. I understand there might be a reclaimed water shortage, but I don't believe one more meter will affect that. And I'm not asking for a lot – the piping is already there, with a lock on it, it just needs a meter installed. Clearly there was *supposed* to be a meter here, so the calculations for water usage should have taken this into account. I don't know what happened in the seven years since the house was built before I purchased it, but there should be a meter here.

I look forward to hearing from someone and having a meter installed.

Thank you.

Jerome Glonek
16317 Saint Augustine St
Clermont, FL 34714
jglonek@gmail.com
609-712-0746

