

Antonia Hover

From: Shonna McCray
Sent: Thursday, July 29, 2021 1:51 PM
To: Consumer Correspondence
Subject: FW: To CLK Docket 20200139

Consumer correspondence for docket 20200139.

Shonna McCray

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

From: Consumer Contact <Contact@PSC.STATE.FL.US>
Sent: Thursday, July 29, 2021 1:35 PM
To: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: To CLK Docket 20200139

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, July 29, 2021 11:07 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 184365

CUSTOMER INFORMATION

Name: John Parker
Telephone: (407) 869-9514
Email: jparker902@gmail.com
Address: 311 STONEBRIDGE DR LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: John Parker
Account Number: 1684700000
Address: 311 STONEBRIDGE DR LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Your rates are OUTRAGEOUS. Please take a look at what we paid just a couple of years ago! Your rates keep going up and up, FOR NO REASON, you scam us by not reading the meter around the same day each month so several months you get the higher rate of \$2.62 per 1000 gals only because you intentionally and artificially created more days in the billing months! You prefer to have a low number of days when the rate is \$1.72 per 1000 gals. STOP THIS CRAZINESS. People like us are on fixed incomes. We try to stay in our homes but you contribute to the impossibility of doing so but charging rates that are so high we can't pay our bills. Then other people get outrageous bills, with consumptions of water that are impossible to achieve, and you have no mercy, no reasonableness for their situations. You have made us live in fear of what our next water bill will be!

PLEASE STOP RAISING YOUR RATES, STOP BILLING PEOPLE FOR OUTRAGEOUS CONSUMPTION THAT CANNOT BE LOGICAL. Use reason. Call them and tell them something is wrong within a couple of days so they can figure out the problem, or shut off their water temporarily and figure out the problem.

Thank you for your attention and hopefully your improved attitude to serve us with our reasonable water needs.

Sincerely,

John Parker

Longwood FL