

**Antonia Hover**

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**From:** Veronica Washington  
**Sent:** Wednesday, August 4, 2021 12:12 PM  
**To:** Commissioner Correspondence  
**Subject:** Utilities Inc.  
**Attachments:** Please Help.; Complaint filed with PSC re Utilities, Inc (Seminole County)

Please place the attached emails in Docket Nos. 20200139, 20210116, 20210109

Thanks

**Veronica D. Washington**

Executive Assistant to Commissioner Andrew Fay  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399  
(850)413-6036  
vwashing@psc.state.fl.us

## Antonia Hover

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**From:** Janet Cabal-Clark <yogacabai107@gmail.com>  
**Sent:** Thursday, July 29, 2021 11:04 AM  
**To:** Office of Commissioner La Rosa; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Fay; Office of Commissioner Passidomo; GovernorRon.Desantis@eog.myflorida.com  
**Cc:** Daddy  
**Subject:** Please Help.

Dear Commissioners,

First, thank you for taking the time to read this email. I have faith in your work, although many of my neighbors are currently in doubt.

In the last 3 months our water bill (Utilities Inc.) has increased by 125%. Our water bill is now more than our electric bill. It has been brought to my attention that Utilities Inc., is getting another approved increase. With that said, we cannot afford this service. My husband is a firefighter and I am a teacher. We don't make a lot of money. We dropped our cable service and phone 3 years ago. We stopped running our sprinklers and have conserved diligently when it comes to water. As a result, we are now pay \$100+ more per month on water.

I am begging you to help.

We have called Utilities Inc. a few times regarding our high bills. They were suppose to send someone out to check our lines on 2 different occasions. We never heard from them again. They are claimed that my family of 3 used \$34,000 gallons of water in May, our highest bill ever. We have a 1900sf house. That is impossible. We do not have a leak. Our pipes are 4-5 years old.

My neighbors say it's a waste of time to contact you, because many of them have tried and filed complaints that have lead to nothing.

Please help us, the families, and not the business Utilities Inc. I am asking that you look into their business, make sure they are actually reading the meters, not guessing, I am asking that their increase be reversed so that our bills are not longer 125% more than they were 4 months ago. I am asking that they are not given the opportunity to increase rates anymore.

I am asking that you listen to us, the people, and help us be able to afford to live.

Thank you for your time,

Janet Cabai-Clark  
234 E. Hornbeam Dr.  
Longwood, FL 32779  
407-704-0374

## Antonia Hover

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**From:** G Parker <parkerhouse311@gmail.com>  
**Sent:** Thursday, July 29, 2021 11:16 AM  
**To:** Office of Commissioner La Rosa; Office of Commissioner Graham; Office of Commissioner Fay; Office of Commissioner Passidomo; Office of Chairman Clark  
**Cc:** Gisele Parker  
**Subject:** Complaint filed with PSC re: Utilities, Inc (Seminole County)

Dear Commissioner:

Herein is a copy of my recent complaint regarding Utilities, Inc (Seminole County).

PLEASE HELP US! We cannot continue to pay these outrageously high bills, some wherein people are being billed for using up to 40,000 gallons in one month!!! Two people in the house!! TOTALLY out of line with previous history!

PLEASE figure out how we can be notified within a couple of days of an impending catastrophe of these types of bills. PLEASE send people out IMMEDIATELY to investigate. We are at the mercy of UTILITIES, INC and we live in fear of such bills arriving monthly.

We are on a fixed income and hope to remain in our home, but with these bills, it becomes impossible.

PLEASE HELP! Here is my complaint:

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. Many 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

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"The Lord bless you and keep you; the Lord make His face shine upon you and be gracious to you; the Lord turn His face toward you and give you peace." Numbers 6:24-26