

Application for increase in water and wastewater rates in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties by

### Utilities, Inc. of Florida

DOCKET NO. 20200139 - WS

RECEIVED-FTSC  
2020 DEC -8 PM 2:01  
COMMISSION  
CLEAR

Name Kathleen Summo  
Address 3971 Lancashire Lane  
LONGWOOD, FL 32779

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS
Utilities Inc of Florida are a disgrace.
It cost me over \$60. a month for 400 Gallons of water
Please Fight FOR me.
Kathleen Summo
3971 Lancashire Lane
Longwood Fl. 32779
I have had a 100% increase in charges over the past 3 years

FOLD & TAPE -- See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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Kathleen Summo  
3971 Lancashire Ln  
Longwood, FL 32779-7112

4 DEC 2020 PM 7 L

Holidays

2020 DEC -8 AM 8:51



Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850



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**Account Number:** ██████████  
**Name:** KATHLEEN SUMMO  
**Phone:** (407) 461-6850  
**Service Address:** 3971 LANCASHIRE LN, LONGWOOD, FL, 32779

**Bill Date:** 11/26/2020  
**Due Date:** 12/18/2020  
**Please Pay:** \$60.54



Customer Service: (866) 842-8432  
 Collections: (866) 842-8432  
 www.myuiflorida.com

**Meter Information**

Badge Nbr	Service Type	Start Read Date	Start Read	End Read Date	End Read	Total Usage	Days In Cycle	Avg Daily Use	Constant
12686569	Water & Wastewater	10/13/2020	113150	11/11/2020	113550	400 GAL	29	13.79 GAL	1

**Bill Details**

**Activity Since Last Bill**

Previous Balance \$60.60  
 Payments received as of 11/26/2020 -\$60.60  
 Balance as of 11/26/2020 \$0.00

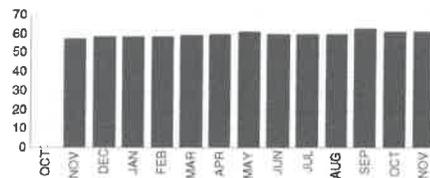
**Residential Water Service**

Water Base Charge \$29.28  
 First 400 gallons at \$1.65 per 1,000 gallons \$0.66  
 Seminole County Tax @ 4% \$1.20  
 Total Residential Water Service \$31.14

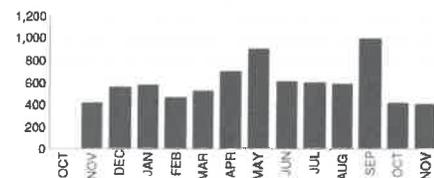
**Residential Wastewater Service**

Wastewater Base Charge \$27.63  
 400 gallons at \$4.42 per 1,000 gallons \$1.77  
 Total Residential Wastewater Service \$29.40  
**Total Due Amount \$60.54**

**Billing History**  
in dollars



**Consumption History for Water**  
in GAL



**Message Center**

On March 10th, we suspended service disconnections for nonpayment to meet critical community sanitation needs. Our staff is still performing meter reads and maintenance in your area. Please maintain a safe physical distance from them. Thank you.

The payment for this bill is due upon receipt. Make check payable to: Utilities Inc of Florida.  
 Rate Schedules are available upon request. Visit [www.myuiflorida.com](http://www.myuiflorida.com) for important account offerings



305905043300000060548

PO BOX 160609  
 ALTAMONTE SPRINGS, FL 32716-0609

Account Number: 3059050433  
 Due Date: 12/18/2020  
 Please Pay: \$60.54

Amount Paid

UTQ1126B 5-DIGIT 32779  
 7000010278 00.0044.0167 7311/1



 KATHLEEN SUMMO  
 3971 LANCASHIRE LN  
 LONGWOOD FL 32779-7112



UTILITIES INC OF FLORIDA  
 PO BOX 11025  
 LEWISTON, ME 04243-9476

Address correction requested on back

## Important Information to Help Serve You Better

<b>Security</b>	To help us maintain the security surrounding your drinking water system, please call your local office listed on the front of your bill and the police if you notice any suspicious activity.
<b>Service</b>	If you experience a water or wastewater emergency, please call the Customer Service number listed on the front of your bill. Service operators are on-call 24 hours a day, 7 days a week.
<b>Contact Information</b>	Please be sure to let us know if your telephone number changes. We strive to offer efficient and responsible customer service. In the event that we encounter a problem in your water or wastewater system, we will need to contact you. To update your account information, you may use the form below or contact Customer Service at our website or at the number listed on the front of your bill.
<b>Rate Information</b>	Rate schedule available upon request.

## Conservation Tips

<b>Home Water Audit.</b> Please visit our website and take the Home Water Audit to help you evaluate how much water your family uses on a daily basis. With the use of this helpful tool, you will be able to calculate your water usage for various household activities and determine the areas where you can conserve this essential and limited resource. Please visit our website for more conservation tips.
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## Online Account Access

We are committed to delivering excellent service and are pleased to offer Online Account Access to our customers. Visit our website to sign up for free paperless billing, set up stored payment methods, check your account balance, view 12 months of account history, set up text alerts and sign up for Text & Pay.
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## Payment Methods

<b>Automatic Payments</b>	Why write a check and pay postage? Make your payments automatically with Auto Pay. Contact us at the Customer Service number listed on the front of your bill or visit our website to download the Auto Pay Authorization form.
<b>Online</b>	Pay your bill online using a checking or savings account or by VISA, MasterCard or Discover Card by visiting our website. Please be sure to have your account number ready. A convenience fee will be charged for using this option.
<b>By Phone</b>	Make payments using your checking account, debit or credit card by calling <b>1-888-562-3451</b> . Please be sure to have your utility account number ready. A convenience fee will be charged for using this option.
<b>By Mail</b>	Use the enclosed envelope to mail your payment.
<b>By Text</b>	Visit our Online Account Access and sign up to pay by text and receive convenient text message alerts when your bill is due.

## Change of Address and Phone Information

Complete the information below with your address and phone corrections and return with your payment

Name  
Please Print

Street

City

State

Zip

Home Phone

Work Phone

Email Address