

Consumer Comment

Florida Consumer Water/Wastewater Alliance - **FORM: 8**

Application for increase in water and sewer rates in Charlotte, Highlands, Lake, Lee, Marion,
Orange, Pasco, Pinellas, and Seminole counties by

Utilities, Inc. of Florida

DOCKET NO. 160101-WS

Forest Park Estates DEVELOPMENT- Seminole COUNTY, FLORIDA
{Community/Neighborhood Name} {County Name}

Print name(s) Harvey + Elizabeth Grassian

Florida Address 122 Shellie Ct

Longwood, FL 32779

Date 03/13/2017 Signature(s) Elizabeth Grassian Harvey

So your form is NOT REJECTED by PSC, Resident/Renter Resident/Renter
each person must CIRCLE if you are a Resident (Homeowner) or a Renter – Thank-you!

CONSUMER COMMENTS

Please check off your concerns and add any other comments at bottom of the form.

Billing and/or Customer Service issues

Utilities, Inc. of Florida personnel have not been responsive when we have contacted them to share concerns, file a complaint or discuss billing/questions.

Other Comments:

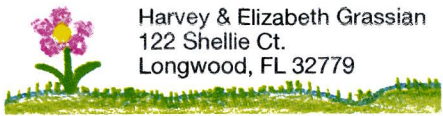
Please see attached!

Send your completed comment form to:
Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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COMMISSION
CLERK

Since 2001, the pipes under our front yard periodically leak causing flooding and runoff to the sidewalk and cul de sac. Each time this occurs, we have to plead with Utilities, Inc. to have someone take care of the leaking pipe problem. A couple of times, the leak was so bad, we had a geyser stream shooting up on our lawn. This reoccurring problem has caused us undue angst. In addition, several of our neighbors have bitterly complained to us because of the constant water on the sidewalk; even though we can't do anything about it. We have explained to them that we have called Utilities, Inc. multiple times and must wait for repair. Some of the times we have called, the Customer Service personnel have been pleasant but non-committal. They make promises to call us back with follow up, but that never happens. Sometimes, however, the Customer Service can be off putting and rude. Customer Service Personnel tell us they will send a message to Operations that they should call us, but they can't give out their numbers, and they can't force them to call us. This is a convenient firewall to avoid having to tell us what will happen. Therefore, each time we must persevere with follow up phone calls pleading for help for repair of your destructive pipe leaks.

The last leak occurred approximately two weeks ago, and once again the pipe has been patched. We have been told that it is no longer practical to patch these continual leaks and that new piping must be installed. We were also told that an independent contractor must be hired to do this work and that no timeline for the repair has been scheduled. This does not give us much hope that we won't have to deal with continual Utilities, Inc. pipe leaks on our property.

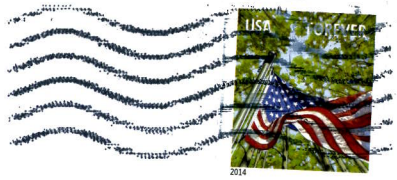


Harvey & Elizabeth Grassian
122 Shellie Ct.
Longwood, FL 32779

ORLANDO FL 32838

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DISTRIBUTION CENTER



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

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32399-085099

