

Amanda Griffith

From: Angie Calhoun
Sent: Thursday, March 08, 2018 1:36 PM
To: Consumer Correspondence
Cc: Diane Hood; Janet Brunson
Subject: FW: To CLK Docket 20160101

Consumer correspondence for docket 20160101

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

From: Consumer Contact
Sent: Thursday, March 08, 2018 1:04 PM
To: Angie Calhoun
Subject: To CLK Docket 20160101

Copy on file, see 1272802C. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, March 08, 2018 12:48 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126154

CUSTOMER INFORMATION

Name: EDWARD SULLIVAN
Telephone: (407) 682-2894
Email: ED.SULLIVAN@OPTIMUM.NET
Address: 1984 ST. ANDREWS PLACE LONGWOOD FL 32779

BUSINESS INFORMATION

Business Account Name: EDWARD SULLIVAN
Account Number:
Address: 1984 ST. ANDREWS PLACE LONGWOOD FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

My current bills Jan. and Feb 2018 reflect a 100% increase over same time frame as one year ago, assuming an equal amount of water utilized.

Is this accurate billing based on approved rates. If so, why would such a large increase be approved?

I am billed for water in and wastewater out at the same quantity while water used to water my lawn or wash my car is not being processed as wastewater? Why would that be?

My payment is mailed to a Maine billing address. Is it not possible to find employees living in the state of Florida to accomplish this task?