

**Brandy Butler**

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**From:** Angie Calhoun  
**Sent:** Wednesday, March 28, 2018 2:31 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20160101

Customer correspondence for docket 20160101.

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Wednesday, March 28, 2018 9:10 AM  
To: Consumer Contact  
Subject: E-Form Improper Billing TRACKING NUMBER: 126271

**CUSTOMER INFORMATION**

Name: Ray Jameson  
Telephone: (407) 788-2798  
Email: [rjameson@cfl.rr.com](mailto:rjameson@cfl.rr.com)  
Address: 121 Laurel Oak Drive Longwood FL 32779

**BUSINESS INFORMATION**

Business Account Name: Ray Jameson  
Account Number: 9684510000  
Address: 121 Laurel Oak Drive Longwood FL 32779

Water County Selected: Seminole

**COMPLAINT INFORMATION**

Complaint: Improper Billing against Utilities, Inc. of Florida  
Details:

I contacted Utilities Inc. regarding their recent rate increase, and inquired if their increase was in fact a 62% increase over the same month a year ago (February). The CS rep did not disagree that the increase was roughly in that ballpark. Can you please provide me with some rate increase history for Utilities Inc and Sanlando Utilities as well? I don't remember Sanlando ever having increases near that range.....nor has Utilities Inc ever that that huge of an increase to my recollection.

thanks for you assistance.

Ray Jameson