

Antonia Hover

From: Diana Vizcarrondo
Sent: Monday, July 02, 2018 2:39 PM
To: Antonia Hover
Subject: To CLK Docket 20160101
Attachments: E-Form Other Complaint TRACKING NUMBER 126945

Customer correspondence.

Sincerely,

Diana Vizcarrondo
Regulatory Specialist II
Office of Consumer Assistance

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Monday, July 02, 2018 2:06 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126945

CUSTOMER INFORMATION

Name: Richard Murphy
Telephone: (497) 788-1915
Email: richardmurphy@carifunds.com
Address: 573 Whisperwood Dr. Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Richard Murphy
Account Number: 2840310000
Address: 573 Whisperwood Dr. Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I am very upset with Utilities Inc.'s sky-rocketing bills. They are gauging us as homeowners, continuing it appears, to request increases from PSC. My water bill is as high as my electric bill. I have a small house, 2 residents and no pool... It has gone from \$70 to \$180 over the last four years. That is not fair, and you all need to ensure they do not continue to get away with water larceny. Is there a public meeting that will be help on the firm's April increase request? If so, please let me know and I will voice my concerns. I hold you all accountable too for approving the outrageous rate increases over the years. Do your job in protecting and safeguarding the interests of the public who you are supposed to serve...not exclusively the utility companies.