

Antonia Hover

From: Angie Calhoun
Sent: Thursday, September 20, 2018 10:01 AM
To: Consumer Correspondence
Cc: Diana Vizcarrondo
Subject: FW: To CLK Docket 20170141

Consumer correspondence for docket 20170141.

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

From: Diana Vizcarrondo
Sent: Thursday, September 20, 2018 10:00 AM
To: Angie Calhoun
Subject: To CLK Docket 20170141

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, September 19, 2018 8:52 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 127516

CUSTOMER INFORMATION

Name: Van Owens
Telephone: (305) 506-6012
Email: vankwfl@msn.com
Address: 49 7th Ave Key West FL 33040

BUSINESS INFORMATION

Business Account Name: Van Owens
Account Number:
Address: 49 7th Ave Key West FL 33040

Water County Selected: Monroe

COMPLAINT INFORMATION

Complaint: Improper Billing against K W Resort Utilities Corp.
Details:

This complaint is on behalf of myself and many angry residents of Stock Island, FL due to the unreasonable rate increase recently granted to KW Resort Utilities by the PSC.

This increase makes the average sewage bill nearly \$100/month. In the wake of Hurricane Irma, this insane increase adds insult to injury and will only serve to exacerbate our already serious staffing problems in the Keys.

It is common knowledge that KW Resort Utilities, has attempted over the years to raise rates for the purpose of lining the CEO's pocket for personal gain, has attempted a 98% rate increase and most recently overcharged customers (<https://www.miamiherald.com/latest-news/article216244025.html>)

It now appears that KW Resort Utilities, is accomplishing its goals of overcharging customers, with the approval of the PSC. Serious questions are now raised as to the relationship of the two parties due to this irrational decision.

Also, KW Resort Utilities has a flawed billing methodology that is based charging for the actual fresh water usage. It is not feasible to think that all water goes into the sewer system and should NOT be billed as such.

If indeed KW Resort Utilities cannot run their business without such a substantial cash infusion, then, it needs to be turned over to a responsible utility (FKAA)

It is imperative that the PSC re-open this matter ASAP at the risk of a much larger backlash than just this complaint. In addition, I expect a timely response to this matter.