

Antonia Hover

From: Angie Calhoun
Sent: Tuesday, October 16, 2018 10:56 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20160101

Correspondence for docket 20160101

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Tuesday, October 09, 2018 8:53 AM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 127645

CUSTOMER INFORMATION

Name: Brian Gibson
Telephone: (407) 754-7676
Email: bg0309@hotmail.com
Address: 2863 spyglass cove Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Brian Gibson
Account Number: 9774450036
Address: 2863 spyglass cove Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

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

Constant changes to the base rate, I'm paying \$60.00 and more a month for use of 800 gallons of water. That ridiculous to charge that large of an amount. Just over a year ago I was paying \$24 for 1000 gallons plus. I have called multiple times to Utilities Inc, and they keep on telling me it's clear across the board. My neighbors that have 4+ people and use 4000 to 8000 gallons are paying the same amount. This does not make since and my base rate should not be more then anyone else. I request mine to be researched, due to the poor service and highest base rate. I never have paid such a high fee for water. I would like to have positive results on getting this issue resolved and not hear excuses.