

Antonia Hover

From: Angie Calhoun
Sent: Monday, July 22, 2019 4:50 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20190031-WU

Customer correspondence for docket 20190031.

Angela Calhoun
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Monday, July 22, 2019 4:15 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 139398

CUSTOMER INFORMATION

Name: Jennifer Haak
Telephone: (863) 441-9326
Email: jhaak1211@gmail.com
Address: 102 Bell Place NW Lake Placid FL 33852

BUSINESS INFORMATION

Business Account Name: Jennifer Haak
Account Number:
Address: 102 Bell Place NW Lake Placid FL 33852

Water County Selected: Highlands

COMPLAINT INFORMATION

Complaint: Other Complaint against Placid Lakes Utilities, Inc.
Details:

Last year customers were told that the water was not safe for drinking. We were never given any updates. Now we have received letters that they want to increase the rates. We are currently buying bottled water for all consumption. This is a costly thing to do and now the water company wants more money! I feel like we should get an update on whether or not the rate is safe for consumption before we are forced to pay an increased rate for water we can't use.