

Antonia Hover

From: Consumer Contact
Sent: Thursday, September 10, 2020 3:51 PM
To: Consumer Correspondence
Subject: To CLK Docket 20200139

Consumer correspondence for docket 20200139.

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.

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, September 10, 2020 11:54 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 182315

CUSTOMER INFORMATION

Name: Barry Saylor
Telephone: (352) 638-9034
Email: saylorcarol@gmail.com
Address: 33125 Meadow Green Ct Leesburg FL 34748

BUSINESS INFORMATION

Business Account Name: Barry Saylor
Account Number:
Address: 33125 Meadow Green Ct Leesburg FL 34748

Water County Selected: Lake

COMPLAINT INFORMATION

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

Interesting to note the Notice of Interim Rate Increase was dated 9/4/20 and we received it 9/9/20, the date the increase goes into effect. Thank you for the "advanced" notice!
It's very upsetting when we have to pay for substandard water and then get increases when the water from our sprinklers stains the house, and has etched our toilet bowls in the past requiring new toilets. Almost all residents that I am aware of have some type of additional water treatment because the water is so bad. It is ludicrous that our monthly

water and sewer costs more than our gas and electric combined, and the air conditioner runs a whole lot more than our water.

I realize this is a letter of futility, but no one should have to pay \$150 per month for water. This note releases some of my anger and frustration at yet another increase.

Barry and Carol Saylor

Leesburg Fl.