

**Antonia Hover**

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**From:** Consumer Contact  
**Sent:** Friday, September 11, 2020 9:24 AM  
**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 9:03 PM  
**To:** Consumer Contact <Contact@PSC.STATE.FL.US>  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 182323

**CUSTOMER INFORMATION**

**Name:** Phuongquyen Truong  
**Telephone:**  
**Email:** thuquann@hotmail.com  
**Address:** 1021 Bearded Oaks Ter. Longwood FL 32779

**BUSINESS INFORMATION**

**Business Account Name:** Phuongquyen Truong **Account Number:**  
**Address:** 1021 Bearded Oaks Ter. Longwood FL 32779

**Water County Selected:** Seminole

**COMPLAINT INFORMATION**

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

Today, I got the Notice of Interim Rate Increase dated on September 4, 2020 stating that the Florida Public Service Commission approved interim water and wastewater rates for Utilities, Inc. of Florida effective September 9, 2020. I wonder if the FPSC has thought about the residents in this area and how we have been struggling to pay for housing and utilities with our reduced income due to reduced work hours because of COVID-19. A couple years ago this commission has approved for Utilities, Inc. of Florida to increase the rates already. If that was not a hardship enough for the residents here, this time it will be, especially with such short notice. I have been debating whether to move out of this county because the water rates in other counties are much more affordable. This notice has helped to make my decision easier. And I am not the only one. Other residents in my neighborhood feel the same way. It is unbelievable

that just for cooking, shower, and laundry most of the time for a family of 4 since we are allowed to water our lawn once a week and we cannot afford to water more often anyway, we have to pay almost \$200 with all these high water rates and all sources of fees. Big companies can afford to make a little less profit but working families like ours cannot afford to keep having water rate hiked like this. I hope the commission reconsider the decision to approve for this hardship that Utilities, Inc. of Florida has placed on its customers. Thank you, Phuongquyen Truong