

Antonia Hover

From: Consumer Contact
Sent: Friday, September 11, 2020 3:14 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: Friday, September 11, 2020 2:55 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 182330

CUSTOMER INFORMATION

Name: Melissa Chow
Telephone: (407) 463-5989
Email:
Address: 1216 Windsor Ave Longwood FL 32750

BUSINESS INFORMATION

Business Account Name: Melissa Chow
Account Number: 0673210000
Address: 1216 Windsor Ave Longwood FL 32750

Water County Selected: Seminole

COMPLAINT INFORMATION

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

I would like to understand how Utilites, Inc of FL can continue to raise Residential rates for customers in Central FL. We are held captive to their CONTINUOUS rate increases, as they are the single provider. This leaves us with no other choice but to pay whatever they choose to charge. Our water/waste bills have more than DOUBLED over the past 2 years and now, yet again, we have received another letter, which states " On September 1, 2020, the Florida Public Service Commission approved interim water and wastewater rates for Utilites, Inc. of Florida customers. The interim rates will be effective September 9, 2020." When will this end??!!! We are not given the option of putting in a well as Seminole county will not grant permits. Who is fighting for the average homeowner? When will someone/anyone with

the authority to do so STAND UP and say, enough is enough. This is pure gouging as again, WE HAVE NO OTHER OPTION but to use Utilities, Inc. of Florida. When will they be held accountable? We have been in our home for 25 years and I can't fathom what we will be charged in the coming years.

I look forward to an explanation as do many of my neighbors regarding this out of control consumer gauging.

Melissa Chow

melissachow6gmail.com