

Antonia Hover

From: Angie Calhoun
Sent: Thursday, October 29, 2020 3:55 PM
To: Consumer Correspondence
Cc: Diana Vizcarrondo
Subject: Fwd: To CLK Docket 20200139
Attachments: E-Form Other Complaint TRACKING NUMBER 182733; E-Form Other Complaint TRACKING NUMBER 182736

Consumer correspondence for docket 20200139.

Thank you,

Angela Calhoun

----- Forwarded message -----

From: Diane Hood <DHOOD@PSC.STATE.FL.US>
Date: Oct 29, 2020 3:31 PM
Subject: To CLK Docket 20200139
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>
Cc:

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, October 29, 2020 12:10 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 182733

CUSTOMER INFORMATION

Name: Lorraine Gaeta
Telephone:
Email: djmg9900@aol.com
Address: 6270 Mossy Branch Ct Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Lorraine Gaeta
Account Number:
Address: 6270 Mossy Branch Ct Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

Utilities Inc. is requesting another rate increase. this increase is way to high. The last increase was to high. I understand the last time they wanted to give the employees benefits, but some customers work and have no benefits themselves and we are forced to have water and pay for this. At this time so many people are out of work and to increase the coast at around 480% is way to much. there should be no increase at all and maybe they should tighten there budget like the rest of us. Please deny there request.

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, October 29, 2020 2:20 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 182736

CUSTOMER INFORMATION

Name: Vicki Torres
Telephone: (407) 774-2717
Email: vltorres1227@yahoo.com
Address: 213 Milford Haven Cove Longwood FL 32779

BUSINESS INFORMATION

Business Account Name: Vicki Torres
Account Number: 390411000
Address: 213 Milford Haven Cove Longwood FL 32779

Water County Selected: Seminole

COMPLAINT INFORMATION

Complaint: Other Complaint against Utilities, Inc. of Florida

Details:

This company has raised our rates exponentially over the last several years. We use less water now than we did five years ago; yet our water/sewer charges have risen from an average of \$40 per month to over \$120 per month. There is no leak in our pipes -- that was confirmed. We are not using our sprinkler system and we have one less person living with us. Something needs to be done about this company's gouging. PLUS the smell of sulfur in the water is really bad at times.

I would appreciate your reviewing this. Thank you.