

**Jacob Veaghn**

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**From:** Consumer Contact  
**Sent:** Monday, November 2, 2020 9:36 AM  
**To:** Consumer Correspondence  
**Subject:** To CLK docket 20200139

Consumer correspondence for 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: Saturday, October 31, 2020 3:20 PM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Improper Billing TRACKING NUMBER: 182756

**CUSTOMER INFORMATION**

Name: Lyudmila Anisimova  
Telephone:  
Email:  
Address: 103 LEDBURY DR LONGWOOD FL 32779

**BUSINESS INFORMATION**

Business Account Name: Lyudmila Anisimova Account Number:  
Address: 103 LEDBURY DR LONGWOOD FL 32779

Water County Selected: Seminole

**COMPLAINT INFORMATION**

Complaint: Improper Billing against Utilities, Inc. of Florida  
Details:

The price increase is ridiculously high. My bill almost doubled in less than a year. This past month my bill went from \$50.05 up to \$79 Considering that the usage for the month was less than the previous month. This is just an affair Oractice considering how many people got affected by the pandemic and are struggling to stay afloat.