

Hong Wang

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**From:** Angie Calhoun  
**Sent:** Tuesday, November 17, 2020 3:25 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20200139

Consumer Correspondence for docket 2020139

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
Sent: Tuesday, November 17, 2020 2:11 PM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Other Complaint TRACKING NUMBER: 182880

**CUSTOMER INFORMATION**

Name: Karen Rocker  
Telephone:  
Email: drock1945@gmail.com  
Address: 2105 Firestone Way Lakeland FL 33810

**BUSINESS INFORMATION**

Business Account Name: Karen Rocker  
Account Number:  
Address: 2105 Firestone Way Lakeland FL 33810

Water County Selected: Polk

**COMPLAINT INFORMATION**

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

Utilities INC service is terrible,,the water is very bad as we have gone to an outside water filter then a softener/filter and the a reverse osmosis system along with buying bottled water to drink. They also charge us for waste water based on water usage. 6 months of the year we need to water our lawn and get charged for waste water based on total consumption with a lot of our water usage not going to the sewer. We recently were without water for over 12 hours because of their equipment breakdown where they did not keep a spare unit. This affected our entire community (1800 homes). All of our neighbors have to use bottled water for drinking This pertains to docket #20200139-WS I don't think they deserve a rate increase as their water is barely usable and waste water rates are ridiculous.