

Alexus Austin

From: Randy Roland
Sent: Wednesday, September 23, 2015 3:14 PM
To: Consumer Correspondence
Subject: FW: To CLK Docket 150102

Please add the following consumer correspondence to Docket 150102.

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

From: Consumer Contact
Sent: Wednesday, September 23, 2015 3:08 PM
To: Randy Roland
Subject: To CLK Docket 150102

The following has been filed for docket 150102 and also for improper billing- see 1192908W. Please cc me when you forward to Clerks office. DHood

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

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Wednesday, September 23, 2015 2:54 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 59272

CUSTOMER INFORMATION

Name: Susan Brewer
Telephone:
Email: slbrewer101@gmail.com
Address: 6800 Placida Road Englewood FL 34224

BUSINESS INFORMATION

Business Account Name: Utilities inc of Sandalhaven Account Number: 2460748241
Address: PO Box 11025 Lewiston ME Florida 04243-9476

Water County Selected: CHARLOTTE

COMPLAINT INFORMATION

Complaint: Improper Billing against Utilities, Inc. of Sandalhaven

Details:

They made a mistake on our bill, the Commission has approved of an Interim Rate increase, but they billed us the rate they wanted. Called the company and they said they made a mistake on the bill but we would be credited for the next month. I would rather not give them that extra money. The increase that they want to get is an increase way over 50% a month. That is ridiculous. Susan Brewer