

Antonia Hover

From: John Plescow
Sent: Tuesday, April 11, 2023 4:42 PM
To: Consumer Correspondence
Subject: FW: To CLK DOCKET 20220035

Please, add to docket 20220035.

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

From: Carla Barrington-Johnson <CBarrington@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Tuesday, April 11, 2023 2:39 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: To CLK DOCKET 20220035

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, April 11, 2023 12:03 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 190472

CUSTOMER INFORMATION

Name: Kenneth Vanderbilt
Telephone: 8638752913
Email: kvanderbilt1@gmail.com
Address: 119 Rigi Slope Winter Haven FL 33881

BUSINESS INFORMATION

Business Account Name: Kenneth Vanderbilt **Account Number:** 044-119
Address: 119 Rigi Slope Winter Haven FL 33881

Water County Selected: Polk

COMPLAINT INFORMATION

Complaint: Other Complaints against S. V. Utilities, Ltd.

Details:

SV Utilities had a meeting with us last night that was required by you in order to receive the increase in rates. That meeting was an insult to us.

1. They never answered any questions that were asked.
2. They have no Preventative Maintenance Plan in place, or do they plan on getting one.
3. They made it quite clear that they have no intention of improving the system. They only plan on fixing something "when it breaks"
4. Some of our residents are certified experts in the field of water and sewers. They would not listen to them. They were told to "sit down and be quiet"
5. The question was asked about the water testing, they made it clear that they will only do the minimum tests required, if they test at all.

I fail to understand why they were given the increase when they show no regard for the quality of service they provide.