

**Antonia Hover**

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**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Tuesday, May 23, 2023 1:31 PM  
**To:** 'Muriel Steves'  
**Cc:** Consumer Contact  
**Subject:** RE: Orange Land Utilities Docket # 20220185 - WS

Good Afternoon, Muriel Steves.

We will be placing your comments below in consumer correspondence in Docket No. 20220185, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

*Toni Hover*

*Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-6467*

**From:** Muriel Steves <murielsteves1@gmail.com>  
**Sent:** Tuesday, May 23, 2023 12:37 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Orange Land Utilities Docket # 20220185 - WS

Docket Number 20220185 - WS

Muriel Steves'  
7233 Knoll Drive  
New Port Richey, FL 34653

My friends often ask if I live in a third world country because of the multiple times a year that I have had no water or had to boil water for over a week. Besides bottled water, I store 30 to 40 gallons of water at my house because of these incidents. I have also installed a whole house water filter and change the filters every three months because of the numerous water shut offs and the need to boil water. This is an additional cost to me that the water utility does not pay so that I can be more sure of clean water.

I understand that there may be older homes with clay pipes in the neighborhood, but mine is a newer home with more modern pipes. If they are losing money replacing old pipes, maybe that cost should be passed to those home owners, not to all who access the local well. No compensation is ever received for time without water or the need to boil water.

Thank you for considering my request for NO raise in fees for our water or at least do not raise them as high. I am retired and on a fixed income. I am sure that ;you are aware that it becomes harder every day for senior citizens to live in today's society with continuously rising costs.

Sincerely,  
Muriel Steves