

Application for staff-assisted rate case in Polk County by

CHC VII, Ltd.

DOCKET NO. 20220033-WS

Name Mary J. Wright
Address 45 Greenview Dr
Winter Haven, Fl. 33881

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CUSTOMER COMMENTS
Problems with current water system:
(1) Odor is sometimes overwhelming, expanding from bath or laundry into other areas
(2) Odor is so strong that the sensitive air light on air purifier will indicate this
(3) Current rate proposal will increase my water bill by average of \$15 each month
(4) Current sewer bill (flat rate) will increase almost \$13 per month.
(5) Current sewer bill does not allow for fact that 1/4 to 1/3 of water used is water yards which is specified as necessary by CRF.
(6) Water sporadically is turned off and unavailable, sometimes without water.
(7) Water problems are blamed on weak infrastructure, yet none of money collected has been used to improve that system. Pipes are weak and often break.
(8) Toilets show rust stains which have to be bleached and shower curtains are red with rust.
(9) Whites are not white anymore and laundry smells like the horrible water.
(10) We are a community of retired people. Buying a filtering system is out of my budget.
(11) Increase sought is not in keeping with quality of water or service provided.

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Mary F Wright
45 Greenview Drive
Winter Haven, FL 33881

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