

Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd

RE: Docket No. 20220035-WS

9-14-2022

Walter and Christine O'Gara
432 Lake Henry Drive
Winter Haven, FL. 33881

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2022 SEP 19 AM 8:35

COMMISSION
CLERK

To whom it may concern:

We are writing to you in order to express our opinion on the proposed water rate increase. We are in our 70's and live on a fixed income. We have lived in Hidden Cove West for 15 years. With everything we need to live going up in price, such as food, medical, gas, electric, rent, and now water, we are seriously concerned. Especially with just getting a high increase in rent from the park owners (who also own S.V. Utilities). In the same whack, we now have this high increase in water to soon deal with. Pretty bad timing, if you ask us.

All of Hidden Cove West has had issues with the water for way too many years, with very little help from S.V. Utilities to rectify these issues.

The water goes off way too often without notice to the consumers. We are left in the shower all soaped up with no water to rinse with. Laundry sits in the washing machine without rinse water which ruins some clothes. We are left with no drinking or flushing water because there is no notice for us to even prepare. The "emergencies" that happen way too often should be no more after all these years. It is always blamed on old pipes, etc.. Repairs to the old pipes, etc. should have been addressed by now. Why has S.V. Utilities ignored this issue for so long? S.V. Utilities doesn't even alert the managers a lot of the time.

The water still has a bad taste and odor. There is often air in the lines a lot that proves to be an inconvenience.

In reviewing the docket documents, I noticed that one of the Staff's concerns was an amount of unaccounted for water which was a major concern in the last rate increase of 2013. And obviously has NOT been fully resolved. Unaccounted for water adds to the cost of the operation of the water system, which results in the consumer paying more for water due to the failure of the S.V. Utilities to take care of this in the last nine years. Our complaints seem to go in one ear and out the other. We feel ignored!

After the last increase in 2013, we were told that valves were to be installed throughout the park so that having to turn off EVERYONE'S water for a needed repair would no longer be needed. Just the smaller area near the leak would have their water turned off. Sometimes a leak in Swiss, or Hidden Cove East causes our park to have our water turned off too. Unacceptable! This should not be the case. It's like they are not even trying to make things better, but want a large increase for the poor service we already receive. What happened to those promised valves? They started, but never continued. In the nine years since, this should be a problem of the past.

We hope that in the PSC staff water audit summery is a recomendation for the installation of more isolation valves so as to isolate water shut offs as repairs are needed.

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We wish there would have been an in person meeting instead of virtual meeting this time. With covid issues better than they were, an in person meeting would have afforded many of our older consumers (with little to no internet experience) to express themselves better. Can't help but think this virtual thing was a calculated decision to keep comments and complaints to a bare minimum.

We do realize that there is justification for a rate increase. We do, however, hope that the PSC comes up with a fair rate. One that benefits both the company and the consumers, rather than just instantly doubling the current rate.

Thanking you for your consideration in this matter.

Walter and Christine O'Gara

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