

Application for staff-assisted rate case in Polk County by

S. V. Utilities, Ltd.

DOCKET NO. 20220035-WS

Name Mary Hedford
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| CUSTOMER COMMENTS |
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| The proposed rate increase is way too high at 68% increase. ALL of us seniors on a fixed income CAN NOT AFFORD this. With INFLATION at its highest in 40 yrs please demand A more reasonable increase like 10%. 58%-68% increase is outrageous! |
| This utility has room for improvement. I have been surprised by how many times water is shut off and boil water notices. One complaint I have is the amount of chlorine in the water. My bathrooms smell like chlorine. Why can't they balance it out better? I find it difficult to accept the huge increases given quality of service and the size of the increase. a lot of us CAN NOT AFFORD this! |
| Thank you for consideration! |
| Respectfully, Mary M. Hedford |

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