

Lorena Hollett

From: Lorena Hollett on behalf of Records Clerk
Sent: Wednesday, September 28, 2022 3:44 PM
To: 'Katherine Rockey'
Cc: Consumer Contact
Subject: RE: Docket 20220035-WS, SV utilities ltd

Good afternoon Ms. Rockey,

We will be placing your comments below in consumer correspondence in Docket No. 20220035, and forwarding your comments to the Office of Consumer Assistance and Outreach.

Regards,

Lorena Hollett
Commission Deputy Clerk 1
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6758

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

From: Katherine Rockey <krockey4@yahoo.com>
Sent: Wednesday, September 28, 2022 3:37 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket 20220035-WS, SV utilities ltd

As a new homeowner in Swiss village my concern for this rate increase is based on limited personal experience with my water and sewer.

Since purchasing my home at Swiss village May 2022, I have had interrupted water services 4 times that had my home without water service for hours but also provided boil notices for up to 6 days. This seems excessive in a period of 4 months - there have been other parts of our park shut down that I do not have direct experience with. I hope others provide feedback to you on these regions.

While I have no particular insight into the fix methods or materials used there had been no park notice of updates or new. I am concerned that the park is requesting a rate increase without providing service beyond band aid fixes. Please consider feedback from residents.

Katherine Rockey
238 Alpine Dr
Winter haven fl 33881
6165169688
Krockey4@yahoo.com

Sent from my iPhone