From: Carolyn Cain carolynsuecain@yahoo.com

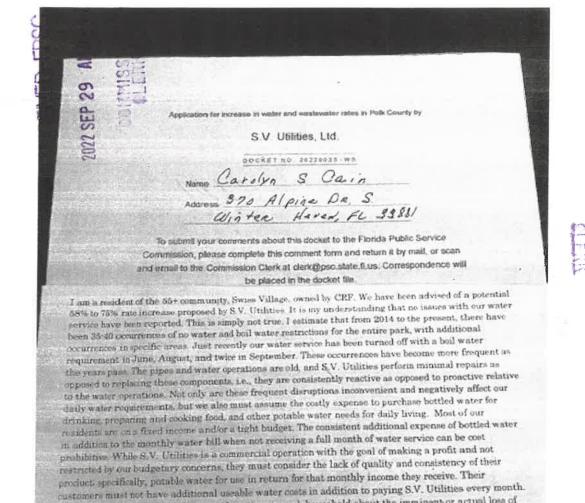
Subject: Docket No. 20220035-ws comments

Date: Sep 25, 2022 at 10:57:50 AM

To: clerk@psc.state.fl.us

Cc: Carolyn Cain carolynsuecain@yahoo.com

CORRESPONDENCE 9/29/2022 **DOCUMENT NO. 08278-2022** 



Frequently, S.V. Litilities fail to provide notices to each household about the imminent or actual loss of water, when it is necessary to boil water, as well as when the water has been restored and the boil water notice lifted. These sporadic customer notices result in relying on neighbors or simply word of mouth to be made aware of the problem, or the comment is made, "well it was posted on Facebook." Many of our residents are older and do not use Facebook, as well as other residents who chose to not use Facebook. The requirement of the customer to utilize Facebook for customer notifications is not a standard for other companies. This lack of notifying each customer or household has the potential for these individuals to be using non-potable water which is a health concern. I think asking for a rate increase when service is lacking, asking customers to live without a basic need of water while requiring them to consistently bear the financial burden of purchasing bottled water for daily activities in addition to the monthly water bill, and failing to invest in operational updates to circumvent the current water issues is simply ludicrous

and unacceptable

Carolyn Cain 370 Alpine Dr S Winter Haven, FL 33881-9507



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