

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

2022 SEP 29 AM 10:57:50
COMMISSION CLERK

Application for increase in water and wastewater rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 20220035-W5

Name: Carolyn S Cain
Address: 370 Alpine Dr S
Winter Haven, FL 33881

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or scan and email to the Commission Clerk at clerk@psc.state.fl.us. Correspondence will be placed in the docket file.

I am a resident of the 55+ community, Swiss Village, owned by CRF. We have been advised of a potential 65% to 75% rate increase proposed by S.V. Utilities. It is my understanding that no issues with our water service have been reported. This is simply not true. I estimate that from 2014 to the present, there have been 35-40 occurrences of no water and boil water restrictions for the entire park, with additional occurrences in specific areas. Just recently our water service has been turned off with a boil water requirement in June, August, and twice in September. These occurrences have become more frequent as the years pass. The pipes and water operations are old, and S.V. Utilities perform minimal repairs as opposed to replacing these components, i.e., they are consistently reactive as opposed to proactive relative to the water operations. Not only are these frequent disruptions inconvenient and negatively affect our daily water requirements, but we also must assume the costly expense to purchase bottled water for drinking, preparing and cooking food, and other potable water needs for daily living. Most of our residents are on a fixed income and/or a tight budget. The consistent additional expense of bottled water in addition to the monthly water bill when not receiving a full month of water service can be cost prohibitive. While S.V. Utilities is a commercial operation with the goal of making a profit and not restricted by our budgetary concerns, they must consider the lack of quality and consistency of their product; specifically, potable water for use in return for that monthly income they receive. Their customers must not have additional useable water costs in addition to paying S.V. Utilities every month. Frequently, S.V. Utilities 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.

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