

**Lorena Hollett**

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**From:** Lorena Hollett on behalf of Records Clerk  
**Sent:** Tuesday, October 25, 2022 9:57 AM  
**To:** 'Bill Tipton'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket #20220035-WS

Good morning Bill and Georgia Tipton.

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 I*  
*Florida Public Service Commission*  
*2540 Shumard Oak Boulevard*  
*Tallahassee, FL 32399*  
*Phone: (850) 413-6758*

**From:** Bill Tipton <bwtsr52@gmail.com>  
**Sent:** Friday, October 21, 2022 5:49 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Docket #20220035-WS

To the PSC,

My name is Bill Tipton 13 Alpine Dr, Winter Haven, FL 33881.

We have received a letter informing my wife and I of a possible increase in our water rate. Most of the residents here are on fixed income and even though we will be getting a increase in social security it doesn't help much with all the increase in most everything we buy.

This is the worst water, and water service that I have experienced in my 70 years. Residents here don't trust or drink the water in Swiss Village.

I lived in Red House, Ky the first 9 years of my life and my grandparents continued to live there the remainder of their lives. We had a cistern that we dropped a bucket into attached to a rope. Never worried about drinking it ever.

Here no way my wife and I drink the water.

Between the many water interruptions and boil water alerts we have, it is mind boggling that they can even have the nerve to ask for an increase. Most times we never get a notice that the water will be turned off.

We have a 13 year old Chihuahua that we give bottled water to, a while back I gave him tap water and he started sniffing of it and walked away.

Another issue is most of the water meters here are in the rear of the house. Ours was in the front, but three years ago it was leaking water.

The maintenance guy that came out told us he would move it to the rear of the house where it was supposed to be, since they had our water turned off. Instead he said it would be easier for him to put it under the house.

Didn't seem to me that it was easier? Now if we have an emergency I would have to move the decorative blocks and lie on my stomach with channel locks and a flashlight to turn it off. Not as easy as it would have been a few

years ago. Thanks for letting us express our thoughts and vent a bit, you can't vent to SV water because they sure don't care any at all.

Sincerely Bill & Georgia Tipton