

Lorena Hollett

From: Lorena Hollett on behalf of Records Clerk
Sent: Wednesday, October 26, 2022 3:20 PM
To: 'Nancy Martin'
Cc: Consumer Contact
Subject: FW: Customer Meeting - S.V. Utilities, Ltd.
Attachments: PXL_20221026_172105132.jpg

Good afternoon Ms. Martin,

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: Nancy Martin <nmartin50@gmail.com>
Sent: Wednesday, October 26, 2022 1:27 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Customer Meeting - S.V. Utilities, Ltd.

Please see our comments attached. Thank you for your consideration.

S. V. Utilities, Ltd.

DOCKET NO. 20220035-WS

Name Nancy Martin & Tom Martin
Address 54 BERN DR 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 fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

We understand that prices are going up. We think, however, that you should be aware of the service that is provided to us. There are frequent water line breaks which cause a disruption of service. It seems, although I do not have detailed records that this occurs almost monthly. Therefore, we always have to have bottled water on stock. Additionally, we have to keep water on hand to flush the toilets. Several residents had to resort to getting water out of the lake just to flush their toilets. After the leak is repaired, we are on a "boil water" alert for several days.

We are 'old' & it is difficult for us to put up with constantly losing our water. We never receive any credit on our bills for the disruption of service and the inconvenience it causes.

any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and / or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or any member of the media.