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April 14, 2023
via efilng

Adam Teitzman, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 20220035-WS – Application for staff-assisted rate case in Polk County by S. V. Utilities, Ltd.

Dear Mr. Teitzman:

Pursuant to Order No. PSC-2022-0431-PAA-WS, S. V. Utilities, Ltd. held a customer meeting on April 10, 2023, at the Swiss Village Clubhouse, and enclosed is the required Report.

Should you or Staff have any questions regarding this Report please do not hesitate to contact me.

Very truly yours,

/s/ Martin S. Friedman
Martin Friedman

MSF:

REPORT OF S. V. UTILITIES, LTD. OF CUSTOMER MEETING ON SERVICE INTERRUPTIONS DUE TO LINE BREAKS

Pursuant to Order No. PSC-2022-0431-PAA-WS, representatives of S.V. Utilities, Ltd. held a meeting with customers on April 10, 2023, beginning at 5 p.m. in the Swiss Village MHC Clubhouse to discuss service interruption issues.

Martin Friedman acted as the moderator and made opening comments about the limited purpose of the meeting and the procedure that would be followed.¹ Brian Altman followed with a presentation outlining how line break repairs are handled and notifications given as required. He also discussed the cost and rate implications of replacing all lines throughout the service area.

An estimated 150 people attended the meeting. Although there were some outbursts the meeting was generally civil. Thirteen customers spoke and asked questions, although many of the comments and questions were beyond the scope of this meeting and some addressed the mobile home community issues and not those of the Utility. There were a couple of good suggestions but generally the customers who did speak on the relevant subject matter disputed having received notices. The Utility explained that in addition to the required door tags, the utility does send out an email blast to those persons who have provided email addresses, and when possible notifies the Community Association president so it can be posted on its Facebook page.

The meeting concluded at about 6 p.m. and the Utility representatives stayed for another 30 minutes or so and addressed specific questions customers had, whether or not they were relevant to service disruption.

¹ The procedure was that used by the Commission in customer meetings it conducts.