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COMMISSIONER
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Application for staff-assisted rate case in Polk County by

S. V. Utilities, Ltd.

DOCKET NO. 20220035-WS

Name Catherine Kegler
Address 306 Alpine Dr., Winter Haven, FL

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 do not need a water rate increase that doubles what we have now. We have frequent notices that the water will be off & then we have to wait until the boil water notice is put on the door. A month ago my water meter was leaking and a new meter was installed. From Friday night until the following Thursday I had no water. When I called the office Andrea told me it was my problem. This was on Monday and she recommended a plumber, who couldn't come out until the following day. I saw the worker who had done the meter that afternoon & he came over & the workers worked on the problem all week. They ended up re-plumbing the pipes outside my house. There was a drain between my house & my neighbors that had filled with sand. If there is a rate increase it should be

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conditioned on replumbing the whole park.
Our rent is going up 7.5% isn't that enough?



Ms. Cathy Kegler
306 Alpine Dr
Winter Haven, FL 33881

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