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

S. V. Utilities, Ltd.

DOCKET NO. 20220035-WS

Name Richard Nash

Address 1 Alpine Dr. Winter Haven, Fl. 33581

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CUSTOMER COMMENTS	
My B	
	My background is a former licensed SI operator for water distribution in the state of Michigan. When I moved to Swiss Village there was no "boil water notice" when the system lost pressure. I contacted the health dept. and they contacted the owners of the park informing them they were in violation. To my knowledge there is no distribution mapping of this system. If there is it is not used for isolation of sections that have a leak.
	Shutting down the whole system for a 3/4" pipe leak is inconvenient to all customers. This happens several times. Any distribution system should contain isolation valves so the service to 800+ homes are not effected.
	SV Utilities should NOT be granted an increase until the many deficiencies are corrected. Pressure below 15 PSI is no good operation practice.
	SVU has not enforced the backflow prevention program they claim they have. No home is required to have backflow valves. Before it is sold,
OPERATIONAL	their own reduce pressure device at the clubhouse has leaked for more than 3 weeks before it was fixed.

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2022 OCT 26 AM 9:02

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