

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Tuesday, September 20, 2022 11:43 AM
To: 'Martha Power'
Cc: Consumer Contact
Subject: RE: Docket No. 20220035-WS S.V Utilities Ltd

Good Morning, Ron and Martha Power.

We will be placing your comments below in consumer correspondence in Docket Number 20220035, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

From: Martha Power <powerhcv@gmail.com>
Sent: Tuesday, September 20, 2022 11:35 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20220035-WS S.V Utilities Ltd

To: The Florida Public Service Commission

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

September 20, 2022

We would like to oppose the proposed rate increase requested by S. V Utilities. As we enter our third year as residents of Hidden Cove West we are frustrated by the increase in maintaining our home in this CRF community. As the owners of our park, CRF Communities has benefited financially from significant increases in rent during our past 2 years in the park.

We understand based on their filing for this water rate increase that they document a loss of \$80, 000 in the past year managing this water service. We would submit that the financial loss may be due to the frequent water pipe breakage (at least 6 times in the last year). The cost of the repairs to this aging system during each event must be significant. In addition the significant loss of water during these events is both costly financially and to the environment (though it is not lost on us that the General Service rate they pay is a flat rate, while our rate goes up with increased usage).

During these times of water outages we are left with no water or a boil water notice for 2-3 days. This occurs whether the problem occurred in our park or a neighboring park serviced by S.V. Utilities. We incur the expense of buying bottled water so we may drink safe water and flush our toilets. To my knowledge, the residents have never been offered any compensation for these losses. We use a water filter year round because the water has an odor and is not drinkable without it.

Attached is a photo of the hole dug in our yard by S.V. Utilities a month ago. We have had no notification of why it was dug or if there is a plan to complete whatever work was begun.

We understand the cost of goods and services has risen everywhere. We are happy to live in this park and are appreciative of this community that CRF provides. A modest increase in our water bill would not be unexpected. An increase of this magnitude, along with the past 2 years of significant increase in rent, seem more like CRF Communities is overreaching. We would not oppose a fair increase in our water rates if CRF was given a timeline to upgrade this water system and there was compensation when the residents were without full water service.

Thank you for your consideration of the concerns of the residents.

Ron and Martha Power

Hidden Cove West

568 Lake Henry Dr.

Winter Haven, FL 33881

