

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: March 24, 2014
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Kelly J. Thompson, Public Utility Analyst II, Division of Economics
RE: Docket No. 130211-WS - Application for staff-assisted rate case in Polk County by
S.V. Utilities, Ltd.

Please place these consumer letters in the consumer correspondence side of the docket file.

RECEIVED-FPSC
14 MAR 24 AM 10:34
COMMISSION
CLERK

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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Ms. Corrine Dysent
416 Lake Henry Circle
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Dysent:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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We understand your concerns regarding SV's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6986 or e-mail me at kthompso@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Thompson".

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
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STATE OF FLORIDA



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JAMES W. DEAN
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Public Service Commission

March 19, 2014

Ms. Doris Moates
607 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Moates:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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Kelly Thompson
Regulatory Analyst II

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Public Service Commission

March 19, 2014

Mr. Robert Wolff
404 Egret Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. Wolff:

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Kelly Thompson
Regulatory Analyst II

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JAMES W. DEAN
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Public Service Commission

March 19, 2014

Ms. Elaine Patterson
656 Lake Henry Lane
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Patterson:

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Kelly Thompson
Regulatory Analyst II

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Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

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Public Service Commission

March 19, 2014

Ms. Kloreeta Sutton
382 Alpine Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Sutton:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Kelly Thompson
Public Utility Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

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Public Service Commission

March 19, 2014

Ms. Nancy Turner
495 Lake Henry Circle
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Turner:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson) ✓
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Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

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JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Ms. Nancy Noble
420 Pelican Drive
Winter Haven, FL 33881

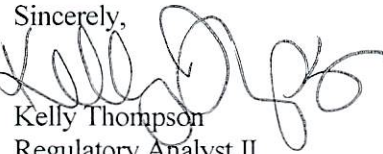
Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Noble:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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Sincerely,

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
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Office of Public Counsel

COMMISSIONERS:
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DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Ms. Helen Kelly
479 Lake Henry Circle
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Kelly:

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Kelly Thompson
Regulatory Analyst II

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Office of General Counsel (Corbari)
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Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
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STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
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(850) 413-6410

Public Service Commission

March 19, 2014

Mr. and Mrs. Michael McGarrahan
406 Egret Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

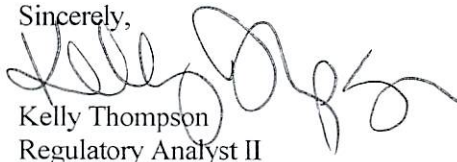
Dear Mr. and Mrs. McGarrahan:

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Kelly Thompson
Regulatory Analyst II

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Office of General Counsel (Corbari)
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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Mr. and Mrs. Graham Sademaker
434 Lake Henry Drive
Winter Haven, FL 33881

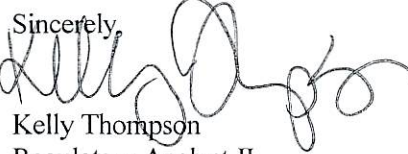
Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. and Mrs. Sademaker:

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Kelly Thompson
Regulatory Analyst II

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JAMES W. DEAN
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Public Service Commission

March 19, 2014

Ms. Veronica Denio
522 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

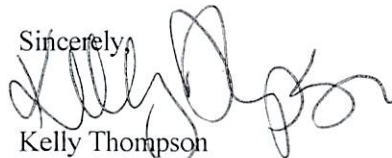
Dear Ms. Denio:

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Public Service Commission

March 19, 2014

Ms. Nancy Beagle
490 Lake Henry Circle
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.


Dear Ms. Beagle:

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We understand your concerns regarding SV's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6986 or e-mail me at kthompson@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Thompson".

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Ms. Phillys Drummond
560 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Drummond:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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Kelly Thompson
Regulatory Analyst II

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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Ms. Dee Medrano
534 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.


Dear Ms. Medrano:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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Sincerely,



Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
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COMMISSIONERS:
ART GRAHAM, CHAIRMAN
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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Ms. Constance Olson
327 Geneva Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Olson:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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Kelly Thompson
Regulatory Analyst II

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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Mr. Donald McConaghy
407 Egret Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. McConaghy:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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Sincerely,

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
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RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Mr. and Mrs. Maurice Runnalls
441 Dophin Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

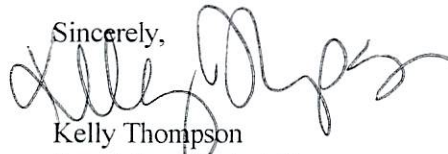
Dear Mr. and Mrs. Runnalls:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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Sincerely,



Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
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JULIE I. BROWN

STATE OF FLORIDA



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JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Mr. Wincell Spence and Ms. Lynne Edser
469 Lake Henry Circle
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. Wincell Lynne Edser:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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Sincerely,

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

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DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Mr. Bob Crawford and Ms. Linda Jordan
551 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. Bob Linda Jordan:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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Sincerely,

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Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Ms. Nan Newsom
467 Lake Henry Circle
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Newsom:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
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DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Ms. Lynda Desquignier
576 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.


Dear Ms. Desquignier:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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Sincerely,



Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
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STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Mr. William Stanley
651 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

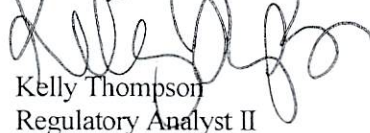
Dear Mr. Stanley:

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Sincerely,


Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
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DIVISION OF ECONOMICS
JAMES W. DEAN
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(850) 413-6410

Public Service Commission

March 19, 2014

Mr. Christopher Roy
605 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. Roy:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

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Kelly Thompson
Public Utility Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Mr. Walter O'Gara
432 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. O'Gara:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review. In review of the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that governs our regulation of SV. The excess unaccounted for water is being examined very carefully.

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Regulatory Analyst II

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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Mr. and Mrs. Charles Huizinga
202 Edelweiss Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. and Mrs. Huizinga:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding SV's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6986 or e-mail me at kthompso@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Thompson".

Kelly Thompson
Public Utility Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
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RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

March 19, 2014

Mr. David Buss
536 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. Buss:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Kelly Thompson
Public Utility Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

Crystal Card

From: Randy Roland
Sent: Wednesday, March 19, 2014 1:38 PM
To: Consumer Correspondence
Subject: To CLK Docket # 130211-WS

Please add the below consumer correspondence to Docket 130211.

From: emma brooks [<mailto:ebrooks10@yahoo.com>]
Sent: Wednesday, March 19, 2014 11:18 AM
To: Consumer Contact
Subject: S.V. Utilities. Ltd. Docket # 130211-WS

Charles and Emma Brooks
368 Alpine Drive
Winter Haven, Florida 33881
Swiss Village

To Whom It May Concern:

We are against the rate increase that S.V. Utilities, Ltd. has requested for its water and waste rates especially considering it would be a rate increase tripled to what we pay now here at Swiss Village. Why so much?

Their loss figures can not be totally correct as there is at least 60% of residents that are Snow Birds and are only in the park no more than 3 to 6 months which leaves only about 40% who are Florida residents for the whole year so their water usage and waste water goes down considerably during the 6 months most of us are not here April through October. This would also be the case for the other parks as well, most residents are part time. So how can they be losing money?

When we purchased our home it stated right in our Lease Agreement and the Prospectus that we are allowed 8000 gallons of water usage before being charged for overage. Now they want to change it to 5000 gallons and then start charging us for overage. In the 12 years that we have owned our home here in Swiss Village we have never seen a bill or report of what our water usage has been during the time we have been here.

We just don't think a rate increase of triple what we pay now is fair to the residents of Swiss Village especially when most of us aren't even here all year but we still pay the \$15.71 all year.

We hope that you will take this all into consideration when you make your final decision.

Thank You,
Sincerely,
Charles and Emma Brooks

Application for increase in water rates in Polk County by
S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Romeo H. Dubois
Address 281 Alpine Dr. (Swiss Village)
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Dear Commissioners:

I am concerned with the S.V. Utilities, Ltd. request for a rate increase. With the knowledge of millions of unaccounted for water losses, I cannot see how a rate increase is justifiable. The increase will nearly triple the rate that the customers of S.V. Utilities, Ltd. are now paying. Until the Utility can account for the lost water, a rate increase of this magnitude seems unfair for the users of S.V. Utilities, Ltd. water.

Sincerely, Romeo H. Dubois

Fold and tape -- see back for address

Any e-mail 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 e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Romeo H. Dubois
281 Alpine Dr.
Winter Haven, FL 33881

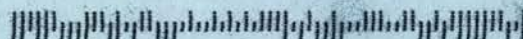
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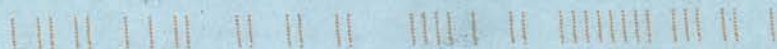
Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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14 MAR 17 AM 10:16
COMMISSION
CLERK

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Fold Here

48 Alpine Drive
Swiss Village
Winter Haven, FL 33881
10 March 2014

Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No: 130211 – WS, S.V. Utilities, Ltd.

Dear Sir,

As a resident of Swiss Village, I am deeply concerned with the rate increase and associated information provided to the Florida Public Service Commission by Swiss Village Utilities. During the Public Hearing held in Winter Haven, two interested residents spoke on the gross discrepancy in the reported quantity of water pumped by Swiss Village Utilities and the quantity of water reported as provided to customers. Daily I read articles in the Orlando Sentinel on water issues and the continuing depletion of the FLORIDA AQUIFER. I am neither an alarmist or an environmentalist, but the depletion of the FLORIDA AQUIFER appears to be a very serious, continual issue. My question, how does the lack of accountability of two hundred million gallons of water pumped by Swiss Village Utilities yearly equate to an unprecedented, unreal rate increase? It appears water is precious, but the **GROSS LOSS** is not an issue in this case.

Several of the residents of Swiss Village Community have spent considerable time reviewing records available to the public re: operation of Swiss Village Utilities and the application for the rate increase. They have indicated and reported numerous errors and omissions with the application. Again, if the Swiss Village Utilities cannot correctly provide an accurate accounting of its expenses and revenues why does the Florida Public Service Commission entertain an application for a rate increase? Not even a reasonable increase, but a **100 %** increase in the rates.

Lastly, it was my understanding the mission of ANY Public Service Commission was to represent the interests of the public served by a utility. I have been unable to locate the Mission Statement of the Florida PSC, but I suspect this hold true for this commission also. Assisting Swiss Village Utilities in the application process for a rate increase and acting as a regulator for the best interests of the public served by the same utility appears to be an **EXTREMELY** fine line to walk. This would be especially controversial in light of the unprecedented, unrealistic, 100% rate increase and the unaccounted loss of product, **WATER!**

At this juncture, I believe the Florida PSC should deny any rate increase application by Swiss Village Utilities until such time as they can get there house in order. Issue 1: Accountability of water pumped vs. delivery to consumer. Issue 2: Proper accounting of legitimate expenses vs legitimate revenues per proper principals of accounting. Issue 3: A reasonable rate increase (not 100%) based upon true and correct accounting of revenues and expenses, and full accountability of ALL water removed from the Florida Aquifers.

Sincerely,



Walter T. Koss

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14 MAR 13 AM 9:20
COMMISSION
CLERK

48 Alpine Drive
Swiss Village
Winter Haven, FL 33881

TAMPA FL 335
SAINT PETERSBURG FL
11 MAR 2014 PM 4 L

DISTRIBUTION CENTER

14 MAR 13 AM 7:03



Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Docket No 130211-WS
Swiss Village Utilities, Ltd

32399085099



Crystal Card

From: Ruth McHargue
Sent: Friday, March 07, 2014 10:24 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK docket number 130211-WS.

Customer correspondence

From: Consumer Contact
Sent: Friday, March 07, 2014 8:59 AM
To: Ruth McHargue
Subject: To CLK docket number 130211-WS.

Copy on file, see 1140818C. DHood

From: Richard Busche [<mailto:busche2312@att.net>]
Sent: Thursday, February 06, 2014 7:22 AM
To: Consumer Contact
Subject: docket number 130211-WS.

Attn. SARC,

I attended the meeting last evening, 02/05/2014 and while there are several reasons the rate increase S.V. Utilities LTD. is applying for should be denied, the most glaring fact is this, S.V. Utilities withdrew their request in or around 2008 because of loss of water they themselves could not account for, I believe the amount back in 2008 was somewhere in the neighborhood of 32 million gallons, I know this amount was adjusted by the SARC commission, allowing 10% differential, but as presented at last night's meeting, once again S.V. Utilities cannot account for an additional estimated 22 million gallons lost.

I don't know how SARC can even consider a rate increase until this public utility can explain the loss of all this water that apparently has been going on for years, furthermore for S.V. Utilities to ask the customer's to shoulder the 100% rate increase to cover their glaring deficiencies and poor management.

I would also ask SARC to consider the fact that most of the seniors living in the three parks involved are living on fixed incomes and as reported by the federal government 80% of retiree's including married couples receive \$25,000 per year and of that 80% 35% live on \$10,000 per year or less, of these seniors who live in our parks many have lost their spouse and are now faced with a decline in their Social Security by 45%, SARC must consider the fact that these seniors have no way of increasing their incomes and even though most have learned to go without to make ends meet, you members of SARC must keep in mind these seniors could be one of your parents or in-laws one day, so I beg of you to reconsider any rate increase of 100%, and if you must pass an increase I ask that it be in alignment with what seniors receive in the form of COLA's on their Social Security checks, not to do this will be devastating to most of the seniors living in the three parks involved.

Thank You for giving me and my neighbors a voice in your decision.

Richard L. Busche
55 Bern Drive
Winter Haven, FL. 33881
email, busche2312@att.net

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JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

February 27, 2014

Mr. and Mrs. Graham Sademaker
434 Lake Henry Drive
Winter Haven, FL 33881

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14 FEB 28 PM 3:17
COMMISSION
CLERK

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. and Mrs. Sademaker:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

In reviewing the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that govern our regulation of SV. Rule 25-30.4325 (1) (e), Florida Administrative Code, states excessive unaccounted for water (EUW) is unaccounted for water in excess of 10 percent of the amount produced. Unaccounted for water is all water produced or purchased by a water utility that is neither sold, metered nor accounted for in records of the utility. The Commission may impute revenues or reduce purchased power and chemical expenses where inadequate explanation is given for unaccounted for water in excess of this amount.

We understand your concerns regarding SV's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6986 or e-mail me at kthompson@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Thompson".

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
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February 27, 2014

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Mr. and Mrs. Maurice Runnalls
441 Dophin Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. and Mrs. Runnalls:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

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Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
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Public Service Commission

February 27, 2014

Mr. Ray Patterson
656 Lake Henry Lane
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. Patterson:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

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Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
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JAMES W. DEAN
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(850) 413-6410

Public Service Commission

February 27, 2014

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Ms. Dee Medrano
534 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Medrano:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
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Public Service Commission

February 27, 2014

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Mr. Donald McConaghy
407 Egret Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. McConaghy:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

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Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
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STATE OF FLORIDA



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JAMES W. DEAN
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Public Service Commission

February 27, 2014

Mr. Wincell Spence and Ms. Lynne Edser
469 Lake Henry Circle
Winter Haven, FL 33881

RECEIVED-FPSC
14 FEB 28 PM 3:17
COMMISSION
CLERK

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. Wincell Lynne Edser:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,
A handwritten signature in black ink, appearing to read "Kelly Thompson".
Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
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LISA POLAK EDGAR
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EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



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JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

February 27, 2014

Ms. Phillys Drummond
560 Lake Henry Drive
Winter Haven, FL 33881

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14 FEB 28 PM 3:17
COMMISSION
CLERK

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Drummond:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
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(850) 413-6410

Public Service Commission

February 27, 2014

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Ms. Veronica Denio
522 Lake Henry Drive
Winter Haven, FL 33881

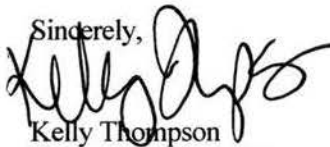
Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Denio:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
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JULIE I. BROWN

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DIRECTOR
(850) 413-6410

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COMMISSION
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Public Service Commission

February 27, 2014

Ms. Nancy Beagle
490 Lake Henry Circle
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Beagle:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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We understand your concerns regarding SV's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6986 or e-mail me at kthompson@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Thompson".

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

February 27, 2014

Ms. Constance Olson
327 Geneva Drive
Winter Haven, FL 33881

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14 FEB 28 PM 3:17
COMMISSION
CLERK

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Olson:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
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(850) 413-6410

Public Service Commission

February 27, 2014

RECEIVED-FPSC
14 FEB 28 PM 3:16
COMMISSION
CLERK

Ms. Nancy Turner
495 Lake Henry Circle
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Turner:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Thompson".

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
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(850) 413-6410

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February 27, 2014

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Mr. Walter O'Gara
432 Lake Henry Drive
Winter Haven, FL 33881

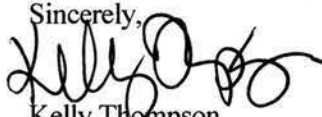
Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. O'Gara:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
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JULIE I. BROWN

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JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

February 27, 2014

Ms. Nancy Noble
420 Pelican Drive
Winter Haven, FL 33881

RECEIVED-FPSC
14 FEB 28 PM 3:16
COMMISSION
CLERK

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Noble:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

Handwritten signature of Kelly Thompson in black ink.
Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
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Public Service Commission

February 27, 2014

Mr. and Mrs. Michael McGarahan
406 Egret Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. and Mrs. McGarahan:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Thompson".

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
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February 27, 2014

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COMMISSION
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Ms. Helen Kelly
479 Lake Henry Circle
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Kelly:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
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Public Service Commission

February 27, 2014

Mr. Robert Wolff
404 Egret Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. Wolff:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
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Public Service Commission

February 27, 2014

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COMMISSION
CLERK

Mr. William Stanley
651 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. Stanley:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Thompson".

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
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DIRECTOR
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Public Service Commission

February 27, 2014

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COMMISSION
CLERK

Ms. Elaine Patterson
656 Lake Henry Lane
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Patterson:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Thompson".

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
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Public Service Commission

February 27, 2014

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COMMISSION
CLERK

Ms. Nan Newsom
467 Lake Henry Circle
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Newsom:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
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Public Service Commission

February 27, 2014

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COMMISSION
CLERK

Ms. Doris Moates
607 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Moates:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



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DIRECTOR
(850) 413-6410

Public Service Commission

February 27, 2014

Mr. Bob Crawford and Ms. Linda Jordan
551 Lake Henry Drive
Winter Haven, FL 33881

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COMMISSION
CLERK


Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. Bob Linda Jordan:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



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DIRECTOR
(850) 413-6410

Public Service Commission

February 27, 2014

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COMMISSION
CLERK

Ms. Corrine Dysent
416 Lake Henry Circle
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Dysent:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
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JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

February 27, 2014

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COMMISSION
CLERK

Ms. Lynda Desqugnier
576 Lake Henry Drive
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Desqugnier:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

In reviewing the Utility's request for an increase, staff evaluates the Utility's unaccounted for water data to ensure it is in compliance with statutes and rules that govern our regulation of SV. Rule 25-30.4325 (1) (e), Florida Administrative Code, states excessive unaccounted for water (EUW) is unaccounted for water in excess of 10 percent of the amount produced. Unaccounted for water is all water produced or purchased by a water utility that is neither sold, metered nor accounted for in records of the utility. The Commission may impute revenues or reduce purchased power and chemical expenses where inadequate explanation is given for unaccounted for water in excess of this amount.

We understand your concerns regarding SV's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6986 or e-mail me at kthompson@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Thompson".

Kelly Thompson
Regulatory Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

February 27, 2014

RECEIVED-FPSC
14 FEB 27 PM 4:13
COMMISSION
CLERK

Ms. Linda Couture
Hidden Cove West
659 Lake Henry Lane
Winter Haven, FL 33881

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Ms. Couture:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding SV's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6986 or e-mail me at ktompson@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Kelly Thompson".

Kelly Thompson
Public Utility Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
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JULIE I. BROWN

STATE OF FLORIDA



DIVISION OF ECONOMICS
JAMES W. DEAN
DIRECTOR
(850) 413-6410

Public Service Commission

February 27, 2014

Mr. Frank Sears
Hidden Cove West
665 Lake Henry Lane
Winter Haven, FL 33881


RECEIVED-FPSC
14 FEB 27 PM 4:13
COMMISSION
CLERK

Re: Docket No. 130211-WS Application for staff-assisted rate case in Polk County by S.V. Utilities, Ltd.

Dear Mr. Sears:

Thank you for your letter in which you expressed your concerns regarding the proposed preliminary rate increase determined in the staff-assisted rate case (SARC) for S.V. Utilities, Ltd. (SV). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

We understand your concerns regarding SV's proposed rate increase and recognize that during these tough economic times any increase in your utility bill will be an additional hardship. If you have any additional questions, or require further assistance, please call me at (850) 413-6986 or e-mail me at kthompso@psc.state.fl.us.

Sincerely,

Kelly Thompson
Public Utility Analyst II

cc: Division of Economics (Daniel, Hudson)
Office of General Counsel (Corbari)
Office of Commission Clerk (Docket No. 130211-WS)
Office of Public Counsel

Application for increase in water rates in Polk County by
S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Mary Hartman
Address 539 Lake Henry Dr.
Winter Haven, Fl. 33881.

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I am well aware that water is a valuable resource. We do need to conserve, I know.

I also realize that S.V. Utilities probably does need some increase due to some increased costs in supplying our water. However, I feel they need to make some improvements before asking for more.

It seems they are asking us, the consumer, to pay the cost of 22,000,000 gallons of water unaccounted for. This is not acceptable. When this is corrected, then an increase should be addressed. Not before!

Fold and tape -- see back for address

Any e-mail 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 e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

And it would be much more convenient for us to have the increase included in our rent rather than 2 more bills... water & sewer.

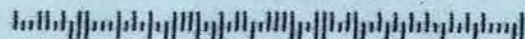
Hartman
539 Lake Henry Dr.
Winter Haven, FL 33881

SAINT PETERSBURG FL
22 FEB 2014 PM 3 L



Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399085099



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14 FEB 24 AM 9:42
COMMISSION
CLERK

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name

Kathleen E. Sutton

Address

382 Alpine Dr.

Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

As I live on a fixed income and still work in the community of Winter Haven you shame me into one more time digging deeper into my budgeted account to pay higher water bills. I'm sorry for those in the park who don't or can't work, live off their Soc. Sec. pay bills and your lot rent which continues to rise yearly. If it's between bathing and cooking or having a pretty lawn I know which would win the contest. I'm not the only one with these views - find your lot millions of gallons of water before you start making senior citizens pay for something you did not receive.

Thank You

Fold and tape -- see back for address

Any e-mail 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 e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Klorretta Sutton
382 N Pine Dr.
Winter Haven, FL 33881

TAMPA FL FL
SAINT PETERSBURG FL
19 FEB 2014 PM 31



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14 FEB 21 AM 9:43

COMMISSION
CLERK

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Melinda Ross

Address 382 Alpine Drive
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

As A RESIDENT of SWISS VILLAGE for nearly 3 YEARS I AM Appalled to hear there are millions of gallons of water used and un-accounted for and NOT USED in our Park. Why would you the Commission impose higher water bills on 380 plus retired residents in this park and the neighboring parks. Are you attempting to make up for your loss at our expense of feeding someone else's high expenses - or losses of - from those of us who HAVE worked very hard to maintain our homes and enjoy what time we have left in life. Shame on you all, is it REALLY all about making money off of those on fixed incomes who are paying enough already. Had it all been known prior to my purchasing from CRT I would have thought differently. Higher water bills equal less attract landscaping at home residents who cannot handle the added expense to their budgets.

Fold and tape -- see back for address
Any e-mail 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 e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Melinda Ross
382 Alpine Drive
Winter Haven, FL 33881

TAMPA FL 335
SAINT PETERSBURG FL
19 FEB 2014 PM 3:1



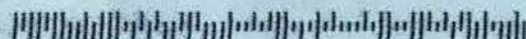
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COMMISSION
CLERK

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399085099



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Tape

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Janice Parker
Address 538 Lake Henry Drive
Winter Haven, Florida 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I am a widow on a fixed income and cannot afford to pay more.

I don't feel we should have to pay more when you can not show where they lost 22 million gallons of water.

They need to check & see who is not hooked up to a meter & using water - some are running off others & there needs to be leak testing. Half the time we have to boil our water because of problems with broken pipes. You raising our bills won't solve the problem of conservation when they are losing water & not finding the reason why. Thank You

Any e-mail 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 e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Janice Parker
538 Lake Henry Dr.
Winter Haven, FL 33881

TAMPA FL 3
SAINT PETERSBURG
18 FEB 2014 PM 10:1



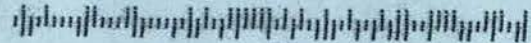
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CLERK

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2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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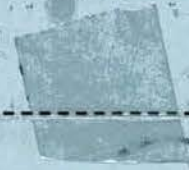


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Application for increase in water rates in Polk County by
S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Charles / Sharon Schmidt
Address 601 Lake Henry Drive
Winter Haven, FL 33881
Hidden Cove West

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Before there is any rate increase, we believe that all water should be accounted for. It is our understanding that 22 million gallons of water are lost each year. Why has it taken so long to figure out where all the water is going? We believe that the increase would be less if so much water that is lost is accounted for.

Fold and tape - - see back for address

Any e-mail 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 e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Schmidt
601 Lake Henry Dr.
Winter Haven, Fl.
33881

TAMPA FL 335
SAINT PETERSBURG FL
18 FEB 2014 PM 10 L



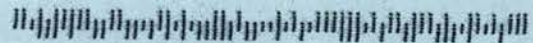
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2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Deborah & Roderick Fitzpatrick

Address 435 Lake Henry Drive
Hidden Cove West MHP
Winter Haven, Fla. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

February 17, 2014

Docket # 130211-WS

CONSUMER COMMENTS

It is our understanding that there have been millions of gallons of water that have been either lost or unaccounted for at least the last 7 years (2007-2014). We would prefer that this be reconciled before increasing the rates for us homeowners of HCU MHP. We are sure that the majority of the HCU residents would be willing to pay a fair increase if the lost or wasted water has been resolved. As for the sewage rates, in order to maintain a fair distribution, a flow meter would have to be installed at each mobile which could be very expensive. Being part-time residents, (absent 6-7 months per year) we do not have any sewage exiting our residence. We only have water usage during this time for the lawn sprinklers. It is in our best interest that the water loss be investigated before increasing our rates. There is a very high percentage of water being used that is not metered or being paid for. It appears we are expected to pay for this loss via a rate increase. This does not seem fair!!

Fold and tape -- see back for address
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435 Lake Hardy Dr.
Winter Haven
Florida USA
33881

TAMPA FL 335
SAINT PETERSBURG FL
18 FEB 2014 PM 1 L

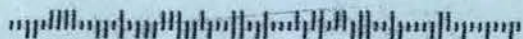
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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name KENNETH METKE

Address 613 LAKE HENRY DR
WINTER HAVEN FL.

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

① WHY MUST WE PAY FOR WASTEWATER WHEN WE ARE HERE FOR ONLY 6 MONS PER YEAR??

② WHY IS THE WATER COMPANY REPORTING MILLIONS OF UNACCOUNTED WATER LOSS NOT LOOKING OR FINDING LOST WATER USAGE.

③ WE HOME OWNERS SHOULD NOT NEED TO PAY FOR UNACCOUNTED WATER LOSS.

④ YOUR COMPANY WANTS TO PENALIZE USE SNOWBIRDS

Fold and tape -- see back for address

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K. METKE
613 WK HENRY DR
WINTER HAVEN FL
33881

PAID
13



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14 FEB 20 AM 9:50

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Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Agnes Sanders
Address 581 Lake Mary Dr
Winter Haven FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I realize that companies should be paid for their services. But, I do not think we should be billed for losses they cannot account for. They need to fix their problems before they ask for rate increases.

Fold and tape -- see back for address

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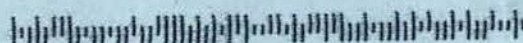
Agnes Sanders
581 Lake Henry Dr.
Winter Haven FL 33881

TAMPA FL 335
SAINT PETERSBURG FL
13 FEB 2014 PM 6 L

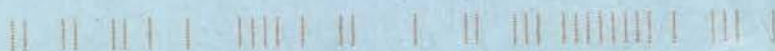


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Tallahassee, FL 32399-0850

32399085099



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14 FEB 19 AM 9:04

COMMISSION
CLERK

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Bruce MacPherson
Address 261 ALPINE DR
WINTER HAVEN FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I attended the meeting of Wed Feb 6, and have weighed both sides of the water issue at hand. What is very evident to me is the fact that before SV Utilities even attempts to extract more money from the consumer, they need to get their own house in order.

The questions needing answers are:

- ① Was there no business plan since 2007?
- ② How does SV Utilities justify, their intended, up to 3 times the cost of today's services for less water 5000gal vs 8000 gal.
- ③ Who is to be held accountable for the missing 21,000,000 gallons of water, which they admit to, and cannot reasonably explain.

Please keep in mind that many of us are in fact fixed income seniors. Thankyou

B. MacPherson

Fold and tape -- see back for address

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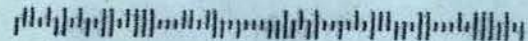
Bruce MacPherson
261 Alpine Dr.
Winter Haven FL
33881

TAMPA FL 335
SAINT PETERSBURG FL
13 FEB 2014 PM 3:17



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Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399085099



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14 FEB 18 AM 9:01

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name _____



Mr David Buss
536 Lake Henry Dr
Winter Haven, FL 33881

Address _____

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Bought our mobile at Hidden Cove West in "1986"
& according to the Prospectus "Water & Sewage
is provided by the mobile home park & is
included in the rental of the lot"

What good is the Prospectus

Fold and tape --- see back for address

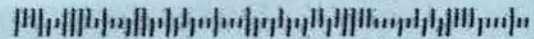
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TAMPA FL 335
SAINT PETERSBURG FL
15 FEB 2014 PM 2 L



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CLERK

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Christopher Roy
Address 605 Lake Henry Dr.
Winter Haven FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I believe the possible proposed rates to be punitive. Conservation is important but rate increases like these go far beyond conservation awareness. At present for up to 8000 gallons we pay 15.71.

Under Proposed Rates

3000 gallons	= \$24.85	158% increase
5000 gallons	= \$29.47	187% increase
8000 gallons	= \$43.25	275% increase.

Perhaps the costs to provide water and sewage have increased over the years and a rate increase is warranted but 275% far exceeds any appropriate inflation adjustment.

fold and tape -- see back for address

Thanks. C.R.

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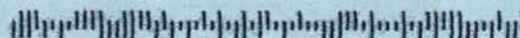
605 Lake Henry Dr.
Winter Haven
33881

TAMPA FL 335
SAINT PETERSBURG FL
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COMMISSION
CLERK

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Application for increase in water rates in Polk County by
S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name BRUNO KLIMAVICIUS

Address 714 LAKE HENRY CT.
WINTER HAVEN, FL. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

To whom it may concern,

I understand that S.V. Utilities, Ltd. is requesting a water rate hike. I find it very hard to even consider this rate hike when S.V. Utilities can't account for over 2,000,000 gal. of Water. I think at this point it would be to the best of there interest to find out where this water is going.

The following would have to be answered before I would support any increase.

- 1) find out where the missing water is going. By finding the missing water they may not need to increase the rate.
- 2) update there equipment to better track the water being used.
- 3) How will they prove to me that the amount of water I used is an accurate number. A prime example was 1 year ago I received a bill for over \$3.00 for water I used above my allocated 8,000 gal. when I was up north. My water was shut off. I had the person that watches my house check the meter and he said the dial was not even moving. I believe S.V. Utilities has bigger issue to solve before making any request for rate hike.
- 4) The State of Florida should **NOT** allow them any increase till they solve the **ISSUES THEY HAVE.**

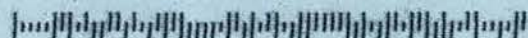
BRUNO KLIMAVICIUS
114 LAKE HENRY CT.
WINTER HAVEN, FL.
33881

TAMPA FL 335
SAINT PETERSBURG FL
15 FEB 2014 PM 2 L



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Tallahassee, FL 32399-0850

32399085099



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COMMISSION
CLERK

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I understand that the cost of providing safe drinking water and the treating of sewage rises from time to time. I also understand that we all need to conserve more water. After attending the Feb. 5th meeting in Winter Haven by the Florida Public Service Commission, I have some concerns. Since at least 2007, S.V. Utilities is unable to account for 25 to 30 million gallons of water pumped per year. I believe there has been some serious negligence on their part. I am also very concerned that neither Polk County nor the State of Florida has demanded that S.V. Utilities better manage their possibly leaking system or demand an investigation of their water management by an outside independent agency.

S.V. Utilities' lack of concern with this lost water should not be rewarded by making their customers pay more money. Once this issue is resolved, I will be more than happy to pay my fair share. Possibly, an increase of this amount could be put into place over a 2 or 3 year time frame. Upgrading to electronic billing and payments may also save money and be much more efficient.

Sincerely,
Greg & Diane Hachey



Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Mr. & Mrs. Greg Hachey,
604 Lake Henry Drive,
Address Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Fold and tape - - see back for address

Any e-mail 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 e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

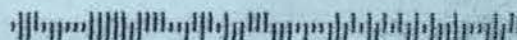
Mr. & Mrs. Greg Hachey,
604 Lake Henry Drive,
Winter Haven, FL 33881

TAMPA FL 335
SAINT PETERSBURG FL
15 FEB 2014 PM 1 L



Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399085099



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14 FEB 18 AM 9:02

COMMISSION
CLERK

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S.V. UTILITIES LTD
RATE INCREASE

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14 FEB 18 AM 9:00

COMMISSION
CLERK

All companies are entitled to, and should be able to make a profit. How much and how fair this amount should be, and how they arrive at a figure is the concerns of the people who will pay it.

It has been noted that SVU have millions of gallons of water unaccounted for, and this has been going on for many years. Will the customers be paying for this? Will the company be fixing this problem? Will the Commission be recommending that this be fixed, and again will we the customers be paying this cost in our rate increase? In this day and age, why has this company not been ordered to fix this problem?

To my knowledge the 700 plus customers that SVU supply the water to, have never received a statement indicating how much water we use each month, quarterly or yearly. Therefore are we paying for what we actually receive, or what they guess we use. If this was how our electric bills were sent out, I think there would be some unhappy people. This I think should be addressed first.

All the units in our park have meters. If you check your meter randomly, you will find an inch or two of sand, or a pile of leaves on them. When we are talking about this subject in groups, we all comment about this situation. How do they read the meters and do they really read them? I have received bills for overuse of water on five occasions. Every one of these bills has been in the summer when I am not here. When I called SVU and asked why, they say I probably have a leak. I have someone looking after my place when I am not here, and have never had a leak. I have never had a bill for overuse of water when I have been here. That has been twelve years. I have heard from many of my friends and they also receive bills when they are not here. They are told the same thing when they call. This does not make sense to us. Now SVU want an increase, and they are going to use the same people, and the same method to read the meters as they have in the past. I can not say what is going on, but it seems someone is a stranger to the truth, here.

If you check on there accounting system, you will see a system that was used when we had hand cranked adding machines. They use a system where you give them post dated checks, and they file them in a box, to be brought out at the beginning of each month for cashing. SVU indicated there administration cost is going up. We will be paying for this expense. They should improve there system, which will lower there cost, thus lower the amount of increase they want. Let's start paying online.

When we are not here for six months of the year, should we pay for sewage?

When all expenses are accounted for by SVU, what percent of profit do they expect? Do they need all the increase at one time? Can the increase happen over a period of years?

Ron & Vicki Josey
472 Lake Henry Circle
Winter Haven Fl

863 293 8333
ronjosey@gmail.com

Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name _____

Address _____

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

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CONSUMER COMMENTS

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February 12, 2014

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14 FEB 18 AM 9:00

COMMISSION
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Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-

RE: S.V.Utilities, Ltd.
Docket No. 130211-WS

Consumer Comments:

Swiss Village is a senior citizen park with about 60% of the residents being seasonal and only staying from 3 – 6 months a year. Yet we are paying \$15.71 a month for the full 12 months of the year for water and wastewater usage.

We do run the sprinklers for the lawns during the summer months. But absolutely no waste-water is being used at all during that time that we are away..

I feel it is unfair and it would be an added hardship to us seniors to triple the rates for something we do not even use for that large an amount of time during the year.

Since 1996 when we purchased here in the park our prospectus allowed us 8,000 gallons of water a month for the amount of \$15.71.

They only read the meters every 3 months and we were allowed 24,000 gallons per quarter. In all that time the only way we were ever given a report of our usage was if we used over the 24,000 gallons in the quarter and they sent us a bill for the overage.

Charles & Mary Huizinga
202 Edelweiss Dr.
Winter Haven, Fl 33881
863-291-6484

Charles J Huizinga
Mary Huizinga

.....

Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name WALTER O'GARA
Address 432 LAKE HENRY DRIVE
WINTER HAVEN FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

S.V. UTILITIES HAS BEEN UNABLE TO ACCOUNT FOR 32% OF THE WATER THEY PUMP, THEY HAVE HAD THIS PROBLEM FOR MANY YEARS AS SHOW BY THE ANNUAL REPORTS THEY FILE. THIS NOT ONLY ADDS TO THEIR COSTS BUT ALSO IS A WASTE OF THIS PRECIOUS COMMONITE. I HAVE NEVER SEEN THEM DO ANY FLUSHING OF THEIR SYSTEM. ANY RATE INCREASE TO BE CONSIDERED SHOULD BE MINIMAL. ~~THE~~ THE COMPANY DOES NOT CARE ABOUT THE WATER THEY ARE LOOSEING WHY SHOULD THE BE REWARDED WITH A BIG INCREASE

Fold and tape -- see back for address

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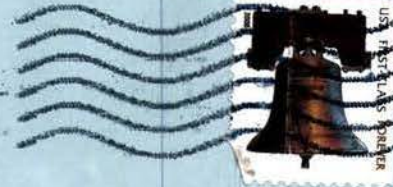


Walter and Christine O'Gara

432 Lake Henry Drive
Winter Haven, FL 33881

TAMPA FL 335
SAINT PETERSBURG FL

12 FEB 2014 PM 2 L
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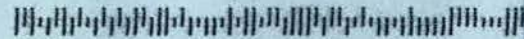


14 FEB 14 AM 9:53

COMMISSION
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Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399085099



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Tape

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name NANCY TURNER

Address 495 LAKE HENRY CIRCLE

WINTER HAVEN FL. (HIDDEN COTE WEST)

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

BROKEN WATER MAINS, UNDER GROUND LINES LEAKING
THAT'S WHERE THE 22 MILLION GALLONS OF WATER
IS SO WHY SHOULD WE PAY FOR THAT.
THE LINES HAVE NOT BEEN TESTED FOR LEAKS
NOR HAVE THEY BEEN FLUSHED. WATER ~~SHOULD~~
SHOULD TASTE BETTER. WE ARE ALL ALSO ON A
FIXED INCOMES. SO PLEASE KEEP THAT IN
MIND WHEN YOU REVIEW THIS PROBLEM.

THANK YOU

Fold and tape -- see back for address

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Ms. Nancy Turner
495 Lake Henry Cir.
Winter Haven, FL 33881-9576

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SAINT
121

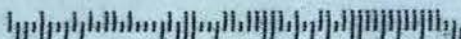


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Tallahassee, FL 32399-0850

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14 FEB 14 AM 9:54

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FL 335
BURG FL
PN6 L



Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name FRANK SEARS
Address 665 LAKE HENRY LAKE

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
I do not want to see an increase in the water. I think we're paying enough now. Only here 5 1/2 months

Fold and tape -- see back for address

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Frank & Betty Sears
Hidden Cove West
665 Lake Henry Lane
Winter Haven FL 33881



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Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name

John E. Kelly

Address

*429 Lake Henry Ave
Winter Haven, FL 33881*

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

*32% of water is missing = To
22,800,00 gallons -
who is paying for it?*

Fold and tape -- see back for address

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John E. Kelly
479 Leche Henry Circle
Winter Haven, FL 33881

TAMPA FL 335
SAINT PETERSBURG FL
12 FEB 2014 PM 5 L



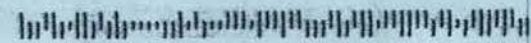
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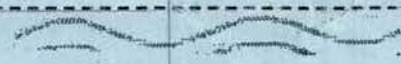


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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Daisy Paluch

Address 445 Dolphin Drive
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I am a resident of Hidden Cove West and have resided here as a snowbird for ten years. In the time of my residence there has been many issues with the water and the treatment of the water. I am in agreement that there should be improvements and understand the need for an increase to accomplish those tasks.

However, for the following reasons I disagree with the upcoming increase requested by SV Utilities, Ltd.:

First, the quality of our water has not been addressed, no improvements have been made to the piping in the park and the water quality has not been projected to change.

Secondly, waste water should be measured twofold, that is one for sewage, and also the sprinkler water that has been put into the ground. We only have one meter in each resident and no mention of adding a second. Also, the original meters are in use and no mention of updating these meters or piping (which will happen sometime in the future) have been addressed.

Understandably the rates should be addressed but one would expect some improvements to the system for the increase. Where I reside in the north the cost of water is much less than what is projected for the mobile located in HCW. Thus, it is anticipated that cost increases will affect my continued residence in the CRF community.

At
or
Fi
su
the media.

Daisy Paluch

Darby Paluch
445 Dolphin Dr.
Winter Haven, FL
33881

TAMPA FL 335
SAINT PETERSBURG FL
12 FEB 2014 PM 5 L



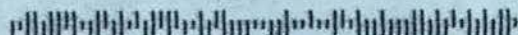
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Tallahassee, FL 32399-0850

32399085099



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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Nancy Noble

Address 420 Pelican Dr

Winter Haven, FL, 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

My big concern is the loss of 22 million
of gallons of water, and now you want
to put the charge on seniors with fixed
income - If a rate increase was to go into
effect, people would stop watering lawns,
and wash their vehicles, which ~~and~~
would make our sinks indispensable.
You need to find the loss of 22 million
gallons of water!!

Fold and tape - - see back for address

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Mrs. Nancy Noble
420 Pelican Dr
Winter Haven, FL 33881



TAMPA FL 336
SAINT PETERSBURG FL
11 FEB 2014 PM 31

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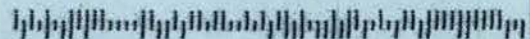
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32399085099



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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Veronica Denio

Address 522 Lake Henry Drive
Winter Haven FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I would like you to make S.V. Utilities account for the water that they are pumping versus the water that they are billing for. Where is 22 million gallons of water going?

I would like them to start sending us a statement of our water use, to be able to know that they can handle the administration of that, before they start sending us bills.

I understand that they haven't had a rate increase in a long time and probably deserve something.

I would like them to work on their sewage plant. The smell is often very offensive. Maybe with a rate increase, they could fix that.

Fold and tape - see back for address
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Ms. Veronica Denio
522 Lake Henry Dr.
Winter Haven, FL 33881

TAMPA FL 336
SAINT PETERSBURG FL
11 FEB 2014 PM 3 L

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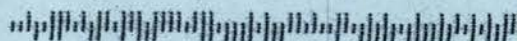
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Tallahassee, FL 32399-0850

32399085099



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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name GRAHAM & KAYANN SADEMAKER

Address 434 LAKE HENRY DR.

WINTER HAVEN

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
IT HAS WOULD BE INTERESTING TO KNOW WHY THERE HAS BEEN NOTHING DONE TO FIND WHERE MILLIONS OF GALLONS OF WATER HAVE GONE AND NOW HOMEOWNERS IN H.G.W. HAVE TO PAY FOR IT.
ALSO THE SEWERAGE CHARGE WAS TO BE INCLUDED IN OUR MONTHLY WATER AND RENT BILL, AND NOW YOU WANT TO CHARGE US EXTRA FOR SEWERAGE USE.
SNOWBIRDS ARE GONE FROM HERE FOR 6 OR 7 MONTHS AND ALL THAT IS BEING USED IS THE SPRINKLER SYSTEM, NOW YOU WANT TO CHARGE FOR SEWERAGE ALSO, WHEN NO GROUND WATER IS GOING DOWN THE SEWER PIPES FOR THESE MONTHS
= NOT A HAPPY HOME OWNER

Fold and tape -- see back for address

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434 LAKE HENRY DR.
WINTER HAVEN
33881

TAMPA FL 335
SAINT PETERSBURG FL
11 FEB 2014 PM 5:00
RECEIVED FSC

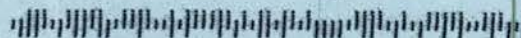


14 FEB 13 AM 9:54

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Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399085099



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McGarrahan
406 Egret Dr.
Winter Haven, FL
- 33881-

TAMPA FL 335
SAINT PETERS
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11 FEB 2014 PM 71

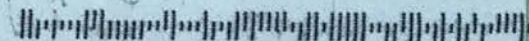
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Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399085099



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Handwritten text, likely a return address or recipient information, written in reverse (mirrored) on the back of the envelope. It appears to say "Winter Haven, FL 33881" and "McGarrahan".

Tape

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Phillip Noreen Drummond
Address 560 Lake Henry Dr
Winter Haven Fl. 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

What has happen to the Lost Water. over 22 million gal. How come the State of Florida has not require an investigation on the loss.

Fold and tape - - see back for address

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Philip & Noreen Drummond
560 Lake Henry Dr.
Winter Haven, FL 33881

TAMPA FL 335
SAINT PETERSBURG FL

11 FEB 2014 PM 11

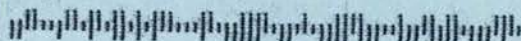
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14 FEB 13 AM 9:53

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Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

32399085099



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Tape

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Ray Patterson

Address 656 Lake Herry Ln.
Winter Haven FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I am concern about unaccounted water in
Hidden Cove West finding the missing water
first. Hope you set a fair water rate

Thank you

Fold and tape -- see back for address

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PATTERSON

656 Lake Henry Lane

WINTER HAVEN FL 33881

TAMPA FL 335
SAINT PETERSBURG FL
10 FEB 2014 PM 2:11

14 FEB 13 AM 9:53

COMMISSION
CLERK



Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by
S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Nancy Beagle
Address HIDDEN COVE WEST
490 Lake Henry Cir- Winter Haven,
FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
Concerned
with SV Utilities inability to account
for 22 million gallon of water in 2013.
If residents are to pay for every
gallon of water used, I fear they will
discontinue irrigating their lawns &
power washing their homes both of
which will contribute to the deterior-
ation of our community.
Our current system of a flat fee for
8,000 gals per month allows for these water
uses without going over the 8,000 gals.

Fold and tape -- see back for address

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Ms. Nancy Beagle
490 Lake Henry Cir.
Winter Haven, FL 33881



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14 FEB 12 AM 9:40

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Application for increase in water rates in Polk County by
S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Dee Medrano

Address 534 Lake Henry Dr
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Where is the lost water - 22 million gallons
Test the water lines for leaks
Why should we pay for unaccounted water
*Also on a fixed income from SS *

All the meters are not the same.

We are also required per park rules to water our lawns - and people won't do it if you raise the rates and increase our costs!

Fold and tape - - see back for address

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534 LAKE HENRY DR
Winter Haven
FL 33881

SAINT PETERSBURG FL

10 FEB 2014 PM 10 L

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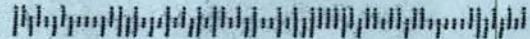
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COMMISSION
CLERK



Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by
S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Elaine Patterson

Address 656 Lake Henry Ln.
Winter Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.
Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Thank you for your continued work. I am sharing concern about the amount of unaccounted water in Hidden Cove West Retirement Community. Records indicate unaccounted water usage of over 22 million units, or 32%, per year, for the last several years. My hope is to have accountability for all water used as conservation, not just of water, is important to me

Thank you

Fold and tape - - see back for address

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Patterson
656 Lakethenry Lane
Winter Haven, FL 33881

TAMPA FL 335
SAINT PETERSBURG FL
10 FEB 2014 PM 4 L

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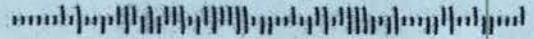
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Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by
S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name ROBERT E. WOLFF

Address 404 EGGERT DR.

HIDDEN COVE WEST
WINTER HAVEN, FL, 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

BEING A SENIOR CITIZEN WITH A
FIXED INCOME, SOCIAL SECURITY ONLY
MY WIFE & I CANNOT ENDORSE ANY
RATE INCREASE.

ESPECIALLY SINCE S.V. UTILITIES
CANNOT LOCATE WHERE SOME
22 MILLION GALLONS WENT. ITS BAD
ENOUGH TO HAVE TO PAY WHAT WE
DO NOW. WHY DOESNT THE
FLORIDA PUBLIC SERVICE COMMISSION
DEMAND S.V. UTILITIES TO LOCATE
THE MISSING WATER

Fold and tape - - see back for address

Any e-mail 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 e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

★ Mr. Robert Wolff ★
404 Egret Dr.
Winter Haven, FL 33881

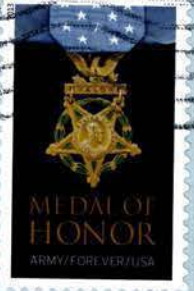
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SAINT PETERSBURG FL

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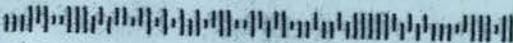
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Tallahassee, FL 32399-0850



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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name DORIS J MOATES

Address 607 LAKE Henry DR
WINTER HAVEN, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
PLEASE DO NOT RAISE THE WATER
RATES. IT IS VERY UNFAIR, BECAUSE
OF ALL THE WATER THAT IS NOT
COUNTED FOR SOMEWHERE THERE ARE
LEAKS AND LOST WATER WE SHOULD
NOT HAVE TO PAY FOR THIS.
PLEASE RE CO THINK THIS WATER RAISE
FOR US PEOPLE ON A FIXED INCOME
THANK YOU -

Fold and tape -- see back for address

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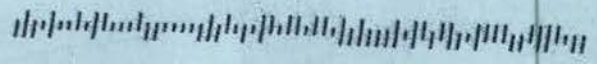
607 LAKE Henry Dr
WINTER HAVEN
FL-33881

SEALSBURG FL
10 FEB 2014 PM 4 L



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SAINT CATHARINE

Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Corrine Dyseant
Address 416 Lake Henry circle
Winter Haven, Fl 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I live in Hidden Cove west and I am concerned that they are losing so much water. They need to get the leaks fixed for starters. With people on fixed incomes afraid people won't get their lawns watered and not sprinkle their lawns. The park would not look like it does today. I think if they found the loss of water they would fix a lot of the problems and not expect the people to pay for their problems. They are probably losing more ^{water} than we realize.

Fold and tape -- see back for address

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Courten Hysert
416 Lake Drey Circle
Winter Haven, FL 33881

TAMPA FL 336
SAINT PETER FL 337
10 FEB 2012

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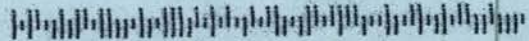
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Tallahassee, FL 32399-0850



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William & Susan Stanley
651 Lake Henry Drive
Winter Haven, FL 33881

TAMPA FL 335
SAINT PETERSBURG FL
10 FEB 2014 PM 5 L

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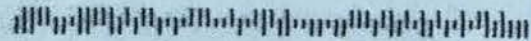
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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name

Lynda Desautels

Address

1576 Lake Henry Ln
Winder Haven, FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

To whom it may concern:

I would like to inquire as to where the 22 million gallons of water that is lost is, and why no one has ever looked for it since 2007 and probably before.

It seems to me that the State of Florida is not doing their job and passing the loss on to retirees.

I'm more than willing to pay my fair share, but don't want to pay for someone not doing their job, and would appreciate if it could be interest in stages instead of 106% at once.

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576 Lake Henry Dr
Winter Haven, FL
33881

PETERSBURG FL
14 FEB 2014 PM 4 L

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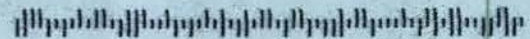
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Florida Public Service Commission
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Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Linda Couture

Address 659 Lake Herry Lane
Winter Haven FL-33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
Can't afford an increase!

Fold and tape -- see back for address

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Linda Couture
659 Lake Henry Lane
Winter Haven, FL 33881

TAMPA FL 333
SAINT PETERSBURG FL

10 FEB 2014 PM 4 L

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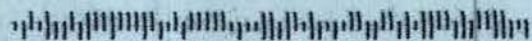
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Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Handwritten: J. Abri J. Couture

32399085099



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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name NAN M NEWSOM

Address 467 Lake Henry Circ. Hidden Cove West
Winter Haven, Fl 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

- It seems difficult for residents of Polk County, Fla., both snowbirds and year round, to see how S.V. Utilities can justify asking for an increase in customer water rates when they have such poorly managed their business and operations. The loss of 22 million gallons of water, which they can't explain is deplorable, and leaves residents unable to justify an increase without S.V. Utilities explaining the above loss which has occurred over several years.
- The water systems are evidently in need of extensive repair and without this there will be continued unexplained losses. Poor, non-maintained systems will result in continual water losses.
- Many residents are on fixed income such that

Fold and tape -- see back for address

(continued)

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Nan N. N. Newsom
467 Lake Henry Cir.
Winter Haven, FL 33881-9565

TAMPA FL 335
SAINT PETERSBURG FL

10 FEB 2014 PM 6 L
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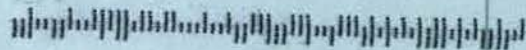


14 FEB 12 AM 9:38

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Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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the rate increase would be hard for them to manage.

- With the rate increase many six month residents will turn off their yard sprinkler systems for the summer which could cause lawns to die causing decrease in property value

- Bottom Line is: Force the S. V. Utilities to fix the problem of water loss due to poor management and leave the rates ~~as~~ as they currently are.

Thanks

Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

RECEIVED - PSC
14 FEB 10 AM 10:01
COMMISSION
CLERK

Name

LINDA JORDAN & Bud Jordan

Address

551 LK Henry DRIVE
Winter Haven Fla 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Concerns we have relating to water rate increase

1 - What is being done to locate 82 mil gallons of unaccounted for water?

2. Are water lines being maintained to eliminate leaks?

3. We are residents for 4 months. Do not mind paying FAIR Share but of it to pay for other peoples waste and incompetence.

Please reconsider rate increase as it stands.

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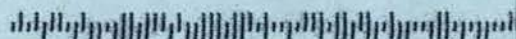
Jordan
551 LK Henry Dr.
Winter Haven
33881

TAMPA FL 335
SAINT PETERSBURG FL
08 FEB 2014 PM 2 1



Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

RECEIVED-FPSC
14 FEB 10 AM 10:01
COMMISSION
CLERK

Name Wincell Spence & Lynne Edser

Address 469 Lake Henry Circle
Winter Haven, FL 33881
(Hidden Cove West)

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

We strongly believe that, prior to the approval of any rate increase, SV Utilities must be held accountable for the annual unaccountable loss of 22M gallons of water as indicated in their own annual report. They have had since 2007 to resolve the problem but have made no effort to do so. Only now, in response to your concerns, have they indicated that will seek state assistance in locating the leaks. In addition we feel that substantial financial savings could result if SV Utilities streamlined its operation by ~~just~~ introducing 21st century electronic billing technologies. Also, while it is difficult for snowbirds such as ourselves to argue hardship, there ~~is~~ are a significant number of

Florida residents living in the park who rely on Social Security payments as their sole income. A 194% increase in water/sewer will impose a significant stressor. As suggested in the meeting, all residents should be provided with a consumption history to assist in future budgeting decisions. THANK YOU.

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469 Lake Henry Circle
Winter Haven, FL
33881

TAMPA FL 335
SAINT PETERSBURG FL
08 FEB 2014 PM 41



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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

RECEIVED-FPSC

14 FEB 10 AM 10:02

COMMISSION
CLERK

Name Maurice & Dolores Runnall

Address 441 Dolphin Dr
Winter Haven FL 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

We object to the proposed rate increases by sv utilities to cover increasing operating costs. It has been brought to our attention that the utilities company has had a yearly loss of 22 million gallons in the mobile parks serviced. If this loss can be recouped there would be NO need for rate increases. Checking for leaks and repairing them seems the most logical way to proceed. To ask us to pay for this loss is unfounded.

Implimenting This rate increase will lead to decreased lawn watering (dead lawns resulting) + decreased power washing of mobile + roofs. Both of these lead to a shabber appearance of the park.

Fold and tape -- see back for address

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Mrs. Dolores P. Runnalls
441 Dolphin Dr.
Winter Haven, FL 33881-9020

TAMPA FL 335
GHOST PETERSBURG FL
07 FEB 2014 PM 3:1



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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

Name Donald K. McConaghy
Address 407 Egrets Drive
Winter Haven FL 33881

COMMISSION
CLERK

14 FEB 10 AM 10:04

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Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Having worked 30 years in a water utility I find hard to understand how a utility can allow 22 million gallons of water to go unaccounted for over such a long time. Where is their maintenance program? Do they ever do regular checks on hydrants? Why is it that they shut off water service in our park to do repairs in another park? Do they know how to test water lines? Why should we pay more because of their lack of due diligence? We believe in water conservation but do not feel the suggested rates are justified.

Fold and tape -- see back for address

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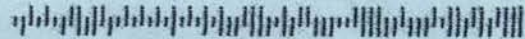
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WINTER HAVEN FL
33891

TAMPA
SAINT PETERSBURG FL
07 FEB 2014 PM 1 L



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Application for increase in water rates in Polk County by

S.V. Utilities, Ltd.

DOCKET NO. 130211-WS

RECEIVED-FPSC
14 FEB 10 AM 10:05
COMMISSION
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Name Constance Olson

Address 327 Geneva Dr

Swiss Village - Winter Haven fl 33881

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Dear Sir The proposed increase
cost S.V. Utilities LTD have
Requested is more Than Any
electric, water or waste useage
I have ever seen. Who increases
The cost 100% with out have
proof of great expense being
incur by The Company. The fact
~~that~~ They can not Account for
20 millon gals of water is a disgrace.
I would Request you look deeply into
There books and only Allow a
5% increase if one is Needed
Thankyou for your Service

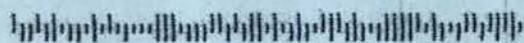
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32399085099



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48 Alpine Drive
Swiss Village
Winter Haven, FL 33881
5 February 2014

Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No: 130211 – WS, S.V. Utilities, Ltd.

Dear Sir,

I have reviewed the proposed water increases submitted to the Florida PSC by S. V. Utilities, Inc. At the current time and date this rate increase is improper and MUST be denied.

- To the best of my knowledge the present water meter at noted address has been in service since 1986.
 - I have NO knowledge of the accuracy of this meter, testing or maintenance of this meter
 - I have NEVER seen any consumption figures from S.V. Utilities, Ltd. from this meter.
 - I have NEVER been billed for water consumption thru this meter.

From my perspective this meter does NOT exist. Of recently, I noted an employee of Swiss Village did open meter box and remove soil materials to uncover the face of the meter. I have no first or second hand knowledge of any meters having been replaced in the Swiss Village Community. I must believe my consumption, IF DETERMINED from an accurate monthly reading of the meter is below the current thresholds established in 1986 for a charge for water usage.

- If a rate increase is to be instituted, the following steps MUST be undertaken to protect the homeowner
 - A MINIMUM of 12 past monthly consumptions records be provided to ALL effected parties.
 - Industry approved testing be undertaken to all meters to prove accuracy of affected parties.
 - An industry approved maintenance/ replacement program be established and completed prior to a rate increase.
 - A monthly, quarterly and yearly consumption report be provided to each affected party.

Past practice of S.V. Village, Ltd has obviously been EXTREMELY lacking to seek stated rate increase. To the best of my knowledge I have NEVER received a Monthly, Quarterly, or Yearly report of consumption. I will say, I have received a copy of water quality as required by Florida statutes. As a seasonal resident I MUST have past reports to adjust my style of life to best utilize the provided water at the lowest cost. I feel a written STANDARD OPERATING PROCEDURE (SOP) must be in place to address issues concerning water leakage, before and after the meter. Currently, most residents water lawns twice a week to maintain grass, shrubbery and greenery in the best interest of the village. The proposed rate increase WILL affect the visual appearance of the village due to cost associated with lawn, shrubbery and greenery watering.

- Swiss Village is an adult retirement community

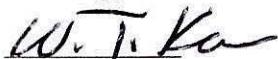
As a retirement community, I believe a very large percentage of our residents are on a FIXED income. The proposed increase will have an extreme impact on our residents. Social Security, Retirement Systems and Investment Income has FAILED to keep pace with the economic conditions experienced by the retired in general. Add to this, the heavy burden of health care and Health Insurance, we are hard pressed to accept a rate increase. Swiss Village is a community of owned homes on rented property. We are obligated to a yearly lot rent increase as defined by the past year economic conditions and tax increases. To the best of my knowledge, only once since 1986 have we not seen a yearly increase of Five to Ten Dollars per month. In my case this amounts to a Two Hundred Eighty Dollar (\$280.00) monthly increase since 1986.

- The Infrastructure and Amenities of Swiss Village are on the decline.
 - Storm water collection points and drainage systems are in disrepair
 - Grey water and sewage collection has shown failure.
 - Sewage treatment facility is ageing
 - Roads within the village are receiving minimal repair and maintenance.
 - Recreational opportunities to be provided by the owner are in need of maintenance and / or replacement.

During moderate rain several collection points are plugged. This can ultimately cause unseen soil removal until roads or sidewalks collapse. We have seen one storm water drain collapse and another under observation. I have second hand knowledge of one home having been flooded twice with sewage due to a plugged or inadequate sized line. The sewage treatment plant on site serves Swiss Village and several adjacent villages. It is no longer state of the art! The road system within the village has seen minimal maintenance and repairs since 1986. Spot patching and a single oil coating has been the extent of repair and maintenance. Recreational opportunities. As an example, the "Hot Tubs" of the village are under county order to be repaired or replaced or taken out of service. My point, it appears Swiss Village, Inc. has failed to properly manage the operating income provided from lot rent and associated increases to maintain our village. We cannot afford additional fees if Swiss Village, Inc. is not prepared to re-invest to maintain its asset.

In closing, I STRONGLY request S.V. Utilities, Ltd. be denied any rate increases until Management undertakes corrective action to noted issues. Swiss Village has been a very nice Village to approximately Three Hundred Sixty families. This investment MUST be maintained properly with financial constraint.

Sincerely,



W. T. Koss



Drive
Swiss Village
Winter Haven, FL 33881
5 February 2014

Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No: 130211 – WS, S.V. Utilities, Ltd.

Dear Sir,

I have reviewed the proposed water increases submitted to the Florida PSC by S. V. Utilities, Inc. At the current time and date this rate increase is improper and MUST be denied.

- To the best of my knowledge the present water meter at noted address has been in service since 1986.
 - I have NO knowledge of the accuracy of this meter, testing or maintenance of this meter
 - I have NEVER seen any consumption figures from S.V. Utilities, Ltd. from this meter.
 - I have NEVER been billed for water consumption thru this meter.

From my perspective this meter does NOT exist. Of recently, I noted an employee of Swiss Village did open meter box and remove soil materials to uncover the face of the meter. I have no first or second hand knowledge of any meters having been replaced in the Swiss Village Community. I must believe my consumption, IF DETERMINED from an accurate monthly reading of the meter is below the current thresholds established in 1986 for a charge for water usage.

- If a rate increase is to be instituted, the following steps MUST be undertaken to protect the homeowner
 - A MINIMUM of 12 past monthly consumptions records be provided to ALL effected parties.
 - Industry approved testing be undertaken to all meters to prove accuracy of affected parties.
 - An industry approved maintenance/ replacement program be established and completed prior to a rate increase.
 - A monthly, quarterly and yearly consumption report be provided to each affected party.

Past practice of S.V. Village, Ltd has obviously been EXTREMELY lacking to seek stated rate increase. To the best of my knowledge I have NEVER received a Monthly, Quarterly, or Yearly report of consumption. I will say, I have received a copy of water quality as required by Florida statues. As a seasonal resident I MUST have past reports to adjust my style of life to best utilize the provided water at the lowest cost. I feel a written STANDARD OPERATING PROCEEDURE (SOP) must be in place to address issues concerning water leakage, before and after the meter. Currently, most residents water lawns twice a week to maintain grass, shrubbery and greenery in the best interest of the village. The proposed rate increase WILL affect the visual appearance of the village due to cost associated with lawn, shrubbery and greenery watering.

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Sincerely,

Richard A. Reese
Gerri Reese
Richard Busche
Linda Busche
Thomas W. Busch