

Hong Wang

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**From:** Hannah Barker  
**Sent:** Monday, December 07, 2020 9:48 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket Correspondence  
**Attachments:** Lake Yale Utilities; Lake Yale Utilities; Lake Yale Utilites

Good morning,

Please place the attached email in Docket No. 20200169.

**Hannah E. Barker**  
Executive Assistant to Chairman Clark  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399  
(850) 413-6004

Hong Wang

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**From:** ORINA HICKS <hicks619@comcast.net>  
**Sent:** Sunday, December 06, 2020 2:25 PM  
**To:** Office of Chairman Clark  
**Cc:** Office of Commissioner Fay  
**Subject:** Lake Yale Utilities  
**Attachments:** Bob and Orina Hicks water.docx

Bob and Orina Hicks  
11937 Metcalf Way  
Lake YALE Condominium  
12/06/20

Dear Commissioner

The rate increase that Lake Yale Utilities want, would have a great impact on our household's also it would mean another increase on us with our community to. We live across the street and have to put up with the sewage smell when the wind is blowing it is awful. We been ask so many time by guests what that smell. But the noise level from the pumps at night was awful my husband who is 82 and sick and the noise would wake us up at night. The noise from the pumps no one should have to put up with that and lose sleep. But it never got fix till the DEP said something. The water is not good enough to drink so we use a filter plus buy our drinking water. This company has paid no attention from the time they bought it till now and they want a large increase for something they should have done from the being.

Sincerely, Mr. MRS. Hicks

Recipient Name

12/06/20

Page 2

Hong Wang

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**From:** Sharon Moran <skipb52@yahoo.com>  
**Sent:** Sunday, December 06, 2020 1:29 PM  
**To:** Office of Chairman Clark  
**Subject:** Lake Yale Utilities  
**Attachments:** Letter to Public Service Commission 12-3-2020 (3).pdf

Please find attached my letter concerning the requested rate increase by Lake Yale Utilities. I do not approve of this requested increase.

Richard Acton  
11936 Stanwood Way  
Leesburg, FL 34788



Lake Yale Estates Condominium  
Board of Directors

President - Sandra Cole  
Vice-President – Brian Patterson  
Treasurer – Richard Cox  
Secretary - Judy Pray  
Member-at-Large - Larry Nourse

38141 Maywood Bay Drive  
Leesburg, FL 34788  
Tel: 352-589-9214  
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December 3, 2020

To: Florida Public Service Commission

In Re: Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC. In Docket No. 20200169-WS.

Lake Yale Estates Condominium Association received the Public Service Commission's staff assisted rate case analysis dated November 20, 2020. We are vehemently opposed to the proposal and request the commission take the following into consideration.

The rate analysis staff did not take into consideration the quality of service Lake Yale Utilities has provided to their customers. We have had numerous problems dealing with the company since the system was purchased by Lake Yale Utilities in 2017.

Fencing: Initially the community was promised that new vinyl fencing would replace the old wooden fencing around the waste treatment plant. This is important to us in two ways. The first is that, the waste treatment plant is located in the center of our storage compound and the esthetics of the area are important. The second is that, the waste treatment plant is located close to our residents. The wooden fence or the promised vinyl fence is important as a noise barrier. In our discussions regarding the fence with Mr. Smallridge, he threatened

to lock us out of the compound claiming it was his property. This required us to obtain legal counsel.

When the company was purchased by Mr. Smallridge, the wooden fence was a safety hazard and did not provide security for the water or waste treatment plant. Mr. Smallridge was impossible to work with regarding this concern. After we were threatened, bullied and realized he was not going to keep the promise of a new fence, we sent our concerns to the DEP. It was another two years of working with the DEP until a secure chain link fence was placed around the waste treatment plant.

In addition to the fencing issue, since the system was purchase by Lake Yale Utilities in 2017, we have worked through the DEP to address the following related issues.

Noise level: DEP finally required baffles or mufflers on the pumps. This was completed only after insistence from the DEP, not as a customer service or preventive, quality measure from the company.

Sewage Smell: There has been a continuous sewage smell problem from the waste treatment plant. Again, nothing was done as a regular matter of business to address customer concerns by the company. The sewage smell problem was only addressed after the DEP stepped in, and still continues today during the summer season.

Retention Pond maintenance: As stated before, the waste treatment plant is in close proximity of many residents. The retention ponds have not been maintained since the company was purchased. In contrast, the previous owner kept the ponds well-groomed and brush free. It has been an ongoing fight to keep the trees and brush from the ponds. Again, it was only after the DEP stepped in that any action was taken by the company. Again, the company has only made a minimal effort and the banks have not been maintained for four years.

A bigger concern with the retention ponds has been the standing sewage water in the ponds. The ponds have not been maintained to allow for adequate drainage. Also, the runoff water should be altered between the three ponds. The ponds have not been rotated, hence the standing water. This is a serious health

hazard to the community and mosquito breeding ground. No action has been taken, in years, by the company to fix this standing water issue. The mosquitos in the community have been horrible.

We also have issues with the staff analysis. The staff analysis addressed staffing of the facility. Until the last month, we have not seen any staffing for the water or waste treatment plant. We have not had anyone to work with for 4 years.

The staff analysis also states that the DEP has received no complaints since 2015. This is erroneous. The community has been in constant contact with the DEP for the past four years. In fact, the company received a fine from the DEP in 2020 for the above issues. We will send to you examples of the numerous emails and communications we have had with the DEP staff. The communications with the DEP will be sent as soon as we can compile them. Again, Lake Yale Utilities is so difficult to deal with that all of our concerns were directed to the DEP, not directly to the company.

The staff analysis states we are a seasonal community. This is incorrect. 80% of the LYE Condominium are Florida residents.

We understand the Staff Assisted Rate Case method, but; feel strongly that the analysis should not have been submitted without better vetting of the company's performance.

It has been very frustrating for the LYE community to deal with a provider that has absolutely no interest in providing decent drinking water and safe services. And it says something about Lake Yale Utilities that we have to go through a third party to get any issues addressed.

We also question the data that was provided to the Commission regarding expenses, staffing and capital purchases. Of course, we do not have the means to verify the validity of the numbers, but do believe numbers can be adjusted in various ways. Given the honesty we have experienced in dealing with the company regarding the issues discussed above, in our opinion the numbers are questionable. Until this month, we have not seen any consistent staffing by the utility company, lawn tractors, or maintenance activities at the facilities.



Projecting a 40% water rate increase and a 100% waste treatment increase is ridiculous, especially given the level of service and the quality of the water we receive. The icing on the cake is the water is nasty and you cannot drink it! Most of the LYE residents purchase water for drinking! The financial impact on the residents and homeowners will be two-fold, their individual bills will substantially increase and the community assessments may have to be adjusted to meet the financial demands of the rate increases on the community budget.

Lake Yale Estates Condominium Association will address the Commission on the appointed date. However, we want to make the Commission aware of the issues before the meeting so our concerns will be fully considered.

Please do not hesitate contacting us for further information or discussion.

Sandy Cole, Lake Yale Estates Condominium Board President

Hong Wang

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**From:** Holly <hollydiederich@gmail.com>  
**Sent:** Sunday, December 06, 2020 8:44 AM  
**To:** Office of Chairman Clark  
**Subject:** Lake Yale Utilites

Dec 6, 2020

To whom it may concern:

This is in regards to the proposed rate increase for the water and waste treatment at Lake Yale Estates. By Lake Yale Utilities LLC. Docket # 20200169-WS.

I have had family residing here since 1989 and myself buying here 3 years ago. The water quality has deteriorated dramatically since Lake Yale Utilities have taken over in 2017. I have had to purchase water, since it is not fit to drink. It has an odor, from chlorine to "stale" from 1 day to another. Water pressure is inconsistent. Now, I don't know if there is any correlation to the increase of cancer in the community, but it may be an avenue to explore.

And as for the waste facility!! Oh my! It took the longest time, and numerous complaints to get them to fix the fencing around the treatment plant. It was promised to us by Smallridge, when it changed hands that we would have a nice secure wood or vinyl fence to block the noise, smell and looks and add security, Instead, after 3 yrs of complaints, legal battlement, and threats by Smallridge, we finally have a 3 ft chain link with some sort of mesh. This does nothing for the noise or security from the waste treatment.

The retention ponds, are usually weedy, wet, smelly, and a mosquito breeding pit. I don't know the workings of the systems, I will leave that to the ones that do. I just know that I am downhill about, 3 blocks and sometimes the smell is horrible.

I bought into this community because I knew it was a good place with good people. About 80-85% are full time Florida residents. I never would have thought that we as a community would have to battle for safe and affordable water and waste.

Please, I implore you to take into consideration the people that this will affect. That, and our past history of dealings with Lake Yale Utilities. Please don't let him take advantage of us again. I understand the need for a rate increase, but seriously! 40% and 95%. Ridiculous!!

Holly Diederich  
37907 Maywood Bay Dr  
Leesburg FL 34788  
2609277118