

**Antonia Hover**

**From:** Betty Leland on behalf of Office of Commissioner Graham  
**Sent:** Tuesday, December 8, 2020 4:13 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: "Docket No. 20200169-WS, Lake Yale Utilities, LLC"

Good Afternoon:

Please place this email in Docket #20200169.

Thanks.

*Betty Leland, Executive Assistant to  
Commissioner Art Graham  
Florida Public Service Commission  
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**From:** Norma Sager [mailto:norma023@aol.com]  
**Sent:** Tuesday, December 08, 2020 3:03 PM  
**To:** Office of Commissioner Graham  
**Subject:** "Docket No. 20200169-WS, Lake Yale Utilities, LLC"

Commissioner Art Graham:

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 been living here since 1997. The quality of the water has deteriorated so much since Lake Yale Utilities have taken over in 2017. I have had to purchase a "Brita" water system, since the water now is not fit to drink. It has a chlorine odor which at times is sickening. Also, the water pressure is very inconsistent.

I've sat here and wondered if there is any correlation to the increase of cancer in the community, might be something we may want to investigate.

Should I even mention the waste facility!! Just unbelievable! 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.

As far as the retention ponds go they are usually weedy, wet, smelly, and a mosquito breeding pit. I live on Sussex Hill Way, about 3 blocks from them, and sometimes the smell is nasty.

I've been living in this community 23 years.. it's a great place to live..would I have ever thought that we as a community would have to battle for safe and affordable water and waste.

Please, I beg 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%. This is outrageous!!

Norma Sager

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Sent from my iPad