

Antonia Hover

From: Betty Leland on behalf of Office of Commissioner Graham
Sent: Wednesday, December 9, 2020 10:28 AM
To: Commissioner Correspondence
Subject: FW: Lake Yale Utilities Price Increase
Attachments: Lake Yale Letter re poor water quality 12 2 2020.docx

Good Morning:

Please place this email in Docket #20200169.

Thanks.

*Betty Leland, Executive Assistant to
Commissioner Art Graham
Florida Public Service Commission
bleland@psc.state.fl.us
(850) 413-6024*

From: Penny Reinert [mailto:rpreinert@gmail.com]
Sent: Tuesday, December 08, 2020 9:17 PM
To: Records Clerk; Office of Commissioner Polmann; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Fay; Office of Commissioner Brown; Braulio Baez; christensen.patty@leg.state.fl.us
Subject: Lake Yale Utilities Price Increase

Dear Sir or Madam:

Attached please see our letter disputing the proposed fee increase from Lake Yale Utilities for Lake Yale Estates.

Rich Reinert
Penny Reinert

December 8, 2020

RE: Lake Yale Utilities Price Increase
Docket # 20200169-WS

To Whom it May Concern:

We have lived in Lake Yale Estates for a year and a half and it has come to our attention that there will be a price increase. According to our November bill, we will see an increase of 22.8%. This is lower than most customers because we use less water than most customers. If our usage goes up, we would be looking at a 72% or more increase according to his estimates. Secondly, we don't use a lot of water because we buy water to drink and cook with elsewhere, because the water here tastes rancid and smells like sulfur. Since we've moved here, I've developed a skin irritation because the water is so hard. Never have I had such a problem. I've also noticed since my wife and I have lived here, maintenance and upkeep has been poor at best, so bad in fact, that the infestation of mosquitoes has been unbearable. I don't know how the residents that surround the compound put up with not only the mosquitoes, but the terrible odor that is omitted by the facility. It's only been in the past month that it has been maintained and these issues have been addressed because he knew he was going to hit us with a price increase.

Before I see any price increase, I feel we should see some consistency in the maintenance and a more respectable quality of water services before we have to pay for water that we don't want to use but are forced to.

Respectfully,

Rich Reinert

Penny Reinert

Cc: Clerk@psc.state.fl.us

Commissioner.polmann@psc.state.fl.us

Commissioner.graham@psc.state.fl.us

Commissioner.clark@psc.state.fl.us

Commissioner.fay@psc.state.fl.us

Commissioner.brown@psc.state.fl.us

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Christensen.patty@leg.state.fl.us