

Antonia Hover

From: Jennifer Brownfield
Sent: Wednesday, December 9, 2020 3:32 PM
To: Commissioner Correspondence
Subject: Docket 20200169-WS
Attachments: Docket # 20200169-WS; Lake Yale Utilities Water Rate Increase Issue; Lake Yale Utilities LLC; Lake Yale rate increase; DOCKET #20200169-WS; Lake Yale Utilities Price Increase

Good afternoon,

Please place the attached emails in Docket No. 20200169-WS.

Regards,

Jennifer Brownfield
Executive Assistant to Commissioner Julie I. Brown
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6030

Antonia Hover

From: Art <artandsherry_2@yahoo.com>
Sent: Wednesday, December 9, 2020 11:54 AM
To: Office of Commissioner Brown
Subject: Docket # 20200169-WS

December 9, 2020

Reference Docket #20200169-WS

Mr. Commissioner Brown,

As a resident of Sandpiper 55+ Community I totally disagree with the purposed water rate increase. I totally agree with the comments made by the Sandpiper Shareholders Board. The service we have had in the past is at best not responsive in a timely manner or not responded to at all. The expense of the fence surrounding the building belonging to the water company along with the painting and maintenance upkeep to "their" building was up to the community. That's WRONG! The water quality is not good and most use bottled water or have to filter their own to make it drinkable. Also, in a 55+ community just about everyone here is on a fixed income and any rate increase will take a toll on us all but some substantially more than others. In times such as this where 2020 has been a hardship on everyone this rate increase comes as a final blow to most of us. I feel that the FL PSC should take all this into consideration and not approve any rate increase at this time. Lake Yale Water Co. should better manage their business like so many other business have had to and not act like "they are the only water resource" in town which they are. Thank you for taking a hard stand on this request and voting "NO" when the time comes.

Thank you for your time and attention,

The Swains

Blind fools of fate

Slaves of circumstance

Life is a fiddler &

We all must dance!

Antonia Hover

From: Joyce Barnes <barnesjk73@gmail.com>
Sent: Wednesday, December 9, 2020 12:23 PM
To: 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; Records Clerk
Subject: Lake Yale Utilities Water Rate Increase Issue

To Whom It May Concern:

I live in Lake Yale Estates full time and feel the proposed rate increase by Lake Yale Utilities is not merited and is absurd. Their poor quality of service and lack of cooperation with our community has been deplorable. We have had issues with the fencing around the water treatment plant, excessive noise, sewage smells and no maintenance of the retention pond. Water from the tap is not drinkable without a filter. The proposed increase would be a tremendous impact on me and the other homeowners. Therefore, I vehemently oppose such a drastic increase.

Sincerely,

Joyce Barnes



Virus-free. www.avast.com

Antonia Hover

From: Leslie Korte <kortelestie@yahoo.com>
Sent: Wednesday, December 9, 2020 12:36 PM
To: Office of Commissioner Polmann
Cc: Office of Commissioner Graham
Subject: Lake Yale Utilities LLC

Dear Commissioners,

This is in reference to Docket No 20200169-WS.

We are residents of Lake Yale Estates and we feel the rate increase is much to high. Considering how difficult it has been to get any response and repairs done to our water or waste system.

The smell coming from this system is down right awful. The water is cloudy and smells bad.

We have retired here from Michigan and love it here, but if the time should ever arise that we needed to sell we feel with the quality of water and the smell it would be very difficult to find a buyer.

We understand businesses need to make a profit, but the increase they are seeking will be a hardship on many of us and our water will still be bad.

Thankyou for your time
Mike and Leslie Korte

Antonia Hover

From: Sam Vandaveer <sdvan44@yahoo.com>
Sent: Wednesday, December 9, 2020 1:59 PM
To: Office of Commissioner Brown
Cc: commissione.polmann@psc.state.fl.us
Subject: Lake Yale rate increase

Docket No. 20200169-WS

To whom it may concern:

The requested rate increase by Lake Yale Utilities is way out of line. All the residents of sandpiper are required to be over 55, so most all that reside here are on fixed incomes and cannot afford such a rate increase. Most on social security get a very limited rate increase yearly, this year I believe to be around 1.2 %, and that is not every year. I believe most are not against a rate increase, but at the rate increase of this magnitude is not fair or expected, there has been many instances of service request and problems that go unanswered for months or if they get ahold of someone at lake yale utilities they are told to see if anyone else is having the same problem then they will come out, not very good business practices. The quality of water is not the best, many residents purchase bottle water for drinking or install filters and softeners to help with this so it is an added expense to their already limited fixed income.

Sincerely

Sam Vandaveer 704 flamingo dr leesburg fl. 34788

Roger Lee 706 flamingo dr leesburg fl. 34788

Antonia Hover

From: rainy59in@aol.com
Sent: Wednesday, December 9, 2020 2:43 PM
To: clerk@pcs.state.fl.us
Cc: 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: DOCKET #20200169-WS

This email is in regards to the rate increase requested by Lake Yale Utilities, LLC.

I am a customer of Lake Yale Utilities and wish to speak up in protest about the proposed rate increase. I feel that Lake Yale Utilities should be held accountable for our poor water and sewage system.

Since Mr. Smallridge and LYU, LLC took over in 2017, there has been a distinct decline in the service and maintenance in our water and sewage system.

When we bought our place on Sussex Hill Way in 2012, we never noticed the sound or the smell as we do now. The sound coming from behind our home sounds like a diesel truck running at full throttle nonstop and the smell on certain days is very unpleasant and the standing sewer water certainly can't be healthy in addition to being a breeding ground for mosquitoes.

It seems very unfair and might I say greedy to impose an extremely high rate increase for sub-par service and maintenance. It seems the only time anything gets done is when forced by DEP after many complaints and then at the bare minimum.

Our Community is very concerned that this lack of care will adversely affect our property values as well as our enjoyment of our retirement home.

We ask that you please take all the above into consideration when evaluating any increase and proceed fairly.

Sincerely,
Darrell Abston
Renee Coomes.

Antonia Hover

From: Penny Reinert <rpreinert@gmail.com>
Sent: Tuesday, December 8, 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
Attachments: Lake Yale Letter re poor water quality 12 2 2020.docx

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.fav@psc.state.fl.us

Commissioner.brown@psc.state.fl.us

bbaez@psc.state.fl.us

Christensen.patty@leg.state.fl.us