

**Brian Schultz**

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**From:** Cristina Slaton  
**Sent:** Thursday, December 10, 2020 9:00 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket Correspondence 20200169  
**Attachments:** lake yale utilites; LAKE YALE UTILITES; Lake Yale Utilities LLC Docket No. 20200169-WS; Lake Yale Utilities Rate Increase Docket No. 20200169-WS; Lake Yale Utilities Rate Increase Docket No. 20200169-WS; lake yale sewage; DOCKET #20200169-WS; LAKE YALE UTILITIES; Lake Yale utilizes rate increase; Lake Yale Utilities rate increase

Good morning,

Please place the attached emails in CORRESPONDENCE-Consumers & Representatives in docket 20200169.

Thank you,

**Cristina Slaton**  
**Executive Assistant to Commissioner Polmann**  
**PH: (850) 413-6018**  
**FX: (850) 413-6019**  
**[cslaton@psc.state.fl.us](mailto:cslaton@psc.state.fl.us)**

## Brian Schultz

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**From:** Holly <hollydiederich@gmail.com>  
**Sent:** Thursday, December 10, 2020 7:23 AM  
**To:** Office of Commissioner Polmann  
**Subject:** lake yale utilites

Dec 10, 2020

To whom it may concern:

This is in regards to the rate increase requested by Lake Yale Utilites LLC, Docket No. 20200169-WS.

I am a resident of Lake Yale utilities and as such I need to speak up against this increase and ask that Lake Yale Utilites LLC. Be held accountable for our poor water and waste system.

Since taking over in 2017, Mr. Smallridge and LYU, LLC. Have done nothing to maintain or improve our water or waste system. He has been belligerent, threatening and unresponsive.

We have had to fight for 3 years to get an adequate fence around the waste treatment plant, what we have now still does not muffle the sound nor the smell. Especially during the summer months, the smell and noise from the treatment area are overwhelming, directly impacting our quality of life. What little has been done, has been with much resistance and not until the DEP stepped in and required the minimum. The retention ponds are a health issue, as it is a cesspool of breeding mosquitoes.

The majority of residents purchase drinking water, as the quality of LYU water questionable. I haven't seen any analysis of such, but do wonder, given the increase of cancer and other health issues within the community.

This is a community of good honest people, the majority 80-85% here as full time residents, who have worked all their lives for a bit of heaven in the sun. I am concerned that this increase, and given the quality of service, will grossly affect the value of our investment in our homes and community.

Please, consider us when you address this issue. We understand that costs go up, and could accept a modest increase. But the request for 40% increase in water, and 95% increase in waste is ridiculous.

Thank you  
Bill and Marie Ennis  
11912 Stanwood Way  
Leesburg Fl 34788  
352-589-6694

## Brian Schultz

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**From:** Holly <hollydiederich@gmail.com>  
**Sent:** Thursday, December 10, 2020 7:13 AM  
**To:** Office of Commissioner Polmann  
**Subject:** LAKE YALE UTILITES

Dec 8, 2020

To whom it may concern:

This is in regards to the rate increase requested by Lake Yale Utilites LLC, Docket No. 20200169-WS.

I am a resident of Lake Yale utilities and as such I need to speak up against this increase and ask that Lake Yale Utilites LLC. Be held accountable for our poor water and waste system.

Since taking over in 2017, Mr. Smallridge and LYU, LLC. Have done nothing to maintain or improve our water or waste system. He has been belligerent, threatening and unresponsive.

We have had to fight for 3 years to get an adequate fence around the waste treatment plant, what we have now still does not muffle the sound nor the smell. Especially during the summer months, the smell and noise from the treatment area are overwhelming, directly impacting our quality of life. What little has been done, has been with much resistance and not until the DEP stepped in and required the minimum. The retention ponds are a health issue, as it is a cesspool of breeding mosquitoes.

Let's talk about the water! The majority of residents purchase drinking water, as the quality of LYU water is awful. It can either reek of chlorine one day, the next it just smells funky. Water pressure is inconsistent, sometimes so poor that it won't pop up our sprinklers or allow us to take a shower.

Until just recently, we have seen no staffing for the water or waste treatment. Since we have seen someone, on a partially routine basis for about a month, nothing has improved. So not too sure what he is doing.

This is a community of good honest people, the majority 80-85% here as full time residents, who have worked all their lives for a bit of heaven in the sun. I am concerned that this increase, and given the quality of service, will grossly affect the value of our investment in our homes and community.

Please, consider us when you address this issue. We understand that costs go up, and could accept a modest increase. But the request for 40% increase in water, and 95% increase in waste is ridiculous.

Thank you

Margaret Anne Barger  
11918 Stanwood Way  
Leesburg Fl 34788  
352-483-0939

## Brian Schultz

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**From:** Heidi Borkovetz <bork5@yahoo.com>  
**Sent:** Wednesday, December 09, 2020 6:46 PM  
**To:** Office of Commissioner Polmann; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Fay; Office of Commissioner Brown; Braulio Baez  
**Cc:** Records Clerk; christensen.patty@leg.state.fl.us  
**Subject:** Lake Yale Utilities LLC Docket No. 20200169-WS

Richard L. Borkovetz  
Heidi A. Borkovetz  
37920 Monticello Street  
Leesburg, FL 34788

Mailing Address:  
P. O. Box 141  
Sturgeon Bay, WI 54235

We are customers of Lake Yale Utilities. We strenuously object to the rate increases proposed by the Utilities Commissioner for the purchase of a lawn mower and trailer and usage fees.

- Since the grass is being cut and maintained currently, there is no need for a new lawn mower or trailer. Repair the equipment currently owned.
- If the Commission finds that the purchase of a new mower and trailer is necessary, the Commission should put a dollar limit on the expenditure. Prior to any purchase, at least 3 bids should be obtained with estimates for replacement of the lawn mower and trailer. Only the lowest bid should be accepted within the amount capped.
- If a mower and trailer have already been purchased, proof of purchase including amount paid should be provided to the customers. If the amount paid is excessive and unreasonable, the owner should be liable for the expense and that cost should not be passed onto the customer.
- There is nothing that prevents this equipment from being used for personal use or another business owned by the manager/member/LLC. Therefore, the equipment should be kept on the premises at Lake Yale in our locked compound in a locked shed with the equipment being used solely by Lake Yale Utilities and its staff. The key should be retained by Lake Yale Utilities to prevent misuse.

Any reputable business owner knows that you need to operate within your budget and that you do not make equipment purchases without the funds to do so! Repair the equipment you own and when you have funds to make a purchase, do it then. Poor management of Lake Yale Utilities is obvious.

The water charges should be used to offset the waste charges. A fee increase of 40% for water usage when it is generating income is excessive and unnecessary. A fee increase of 100% for waste usage is UNNECESSARY and EXCESSIVE. Most of the residents of Lake Yale Estates are retired and on fixed incomes. We are planning retirement in the next year. We cannot afford the proposed rate increases. This will jeopardize the financial wellbeing of all of Lake Yale Estates' residents. If it is absolutely necessary for a fee increase, a minimal, staged increase projected over years is more reasonable. It would most likely be found that Lake Yale Utilities could break even with a minimal fee increase and better management.

WE OBJECT TO THE PROPOSED RATE INCREASES AND PURCHASE OF LAWN MOWER AND TRAILER. WE REQUEST THAT YOU RECONSIDER AND ELIMINATE OR REDUCE THE PROPOSED FEE INCREASES.

Thank you.

Richard L. Borkovetz

Heidi A. Borkovetz

**Brian Schultz**

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**From:** Jennings Neeld <neeld3@gmail.com>  
**Sent:** Wednesday, December 09, 2020 5:04 PM  
**To:** Office of Chairman Clark; Office of Commissioner Graham; Office of Commissioner Brown; Office of Commissioner Polmann; Office of Commissioner Fay  
**Subject:** Lake Yale Utilities Rate Increase Docket No. 20200169-WS  
**Attachments:** Lake Yale Utilities Rate Increase - Neeld Letter.docx

Please see the attached letter from a resident of Sandpiper Manor regarding the proposed rate increase for Lake Yale Utilities

Jennings & Robin Neeld

## Brian Schultz

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**From:** Jennings Neeld <neeld3@gmail.com>  
**Sent:** Wednesday, December 09, 2020 5:01 PM  
**To:** Office of Chairman Clark; Office of Commissioner Graham; Office of Commissioner Brown; Office of Commissioner Polmann; Office of Commissioner Fay  
**Cc:** Bill Cartwright; Cindy Coe; Jim Dallas; Joe Ingraham; John Carter; Tom Miller; Sherry Stake  
**Subject:** Lake Yale Utilities Rate Increase Docket No. 20200169-WS  
**Attachments:** Lake Yale Utilities Rate Increase.docx

Please see the attached letter regarding the proposed rate increase for Lake Yale Utilities from the Sandpiper Manor Co-op Board.

Thank you,  
Jennings Neeld  
President  
Sandpiper Manor Co-op Board

**Brian Schultz**

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**From:** Barbara TeCrone <norvelbar@gmail.com>  
**Sent:** Wednesday, December 09, 2020 3:26 PM  
**To:** Office of Commissioner Polmann  
**Subject:** lake yale sewage

Dec. 9, 2020

To the Florida Public Service Commission

R/E Docket No. 20200169-WS

As a resident of Lake Yale Estates, I am writing to speak out against the magnitude of the proposed rate increase.

A GREATER PROBLEM for us living HERE IS THE UNBEARABLE LOUD NOISE FROM THE SEWER PUMP ALL DAY EVERY DAY AND THE SMELL AND UNKEPT PROPERTY.

The pumps need to have enough insulating barrier built around them to stop the noise! When it is the middle of the night and the noise wakes you up it becomes a mental health issue. Once the noise has woken you up it becomes a physical health issue also, because sleep has ended. You turn on the TV or music to try and shut out the noise, nothing really shuts off that pump noise. I feel I should have stayed in the city, the sirens are not as loud or constant as this sewer pump.

It is time for Lake Yale Utilities to step up and remedy their problem without raising prices..

Thank You

Barbara TeCrone

11901 Metcalf Way

## Brian Schultz

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**From:** rainy59in@aol.com  
**Sent:** Wednesday, December 09, 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.

**Brian Schultz**

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**From:** Barbara TeCrone <norvelbar@gmail.com>  
**Sent:** Wednesday, December 09, 2020 2:04 PM  
**To:** Office of Commissioner Polmann  
**Subject:** LAKE YALE UTILITIES

Dec. 9, 2020

R/E DOCKET NO. 20200169-WS

To the Florida Public Service Commission

As a resident of Lake Yale Estates, I am writing to speak out against the magnitude of the proposed rate increase for our community.

A far GREATER PROBLEM for us living on Metcalf Way or Sussex Hill and others even farther from the sewage plant is the constant low pitch pump noise. There are times that we wonder “why are my nerves on edge”. Then we realize the constant drumming of the pumps is the cause.

The pumps need to be isolated, altered, updated, replaced, or enough insulating barrier built around them to stop the noise! This is a mental health issue equal to or greater than the physical health issue of the ODOR all have complained about.

The residents of Lake Yale Estates are retired people just wanting to live a stress free life. We have “PAID OUR DUES” in our younger years! Now it is time for Lake Yale Utilities to step up and remedy this problem.

Thank You

Norvel & Barbara Tecrone

11901 Metcalf Way



**Brian Schultz**

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**From:** Sam Vandaveer <sdvan44@yahoo.com>  
**Sent:** Wednesday, December 09, 2020 2:01 PM  
**To:** Office of Commissioner Polmann  
**Subject:** Lake Yale utilizes 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

## Brian Schultz

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**From:** Sam Vandaveer <sdvan44@yahoo.com>  
**Sent:** Wednesday, December 09, 2020 1:53 PM  
**To:** Commissioner.brown@psc.fl.us  
**Cc:** Office of Commissioner Polmann  
**Subject:** Lake Yale Utilities 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