

**Antonia Hover**

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**From:** Betty Leland on behalf of Office of Commissioner Graham  
**Sent:** Friday, December 11, 2020 12:11 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Lake Yale Docket NO 20200169 -ws

Good Afternoon:

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](mailto:bleland@psc.state.fl.us)  
(850) 413-6024*

**From:** Arlene Schrock [mailto:arleneschrock@gmail.com]  
**Sent:** Friday, December 11, 2020 10:54 AM  
**To:** Office of Commissioner Graham  
**Subject:** Lake Yale Docket NO 20200169 -ws

Dear Commissioner,

I am writing in regards to:  
Lake Yale Utilities, LLC  
Docket NO. 20200169 - WS

We are unable to use our water for drinking due to the taste. Even our coffee and tea are made with filtered water.

Also, I have had issues twice this year with the meter readings and it is difficult to get a response from this company.

On July 2, 2020 I left two messages concerning my water statement. I got no response so I wrote a letter on July 3rd. I explained that the bill reading was higher than my meter was reading. I enclosed a check for irrigation and a partial payment of \$50.00 for the overcharged bill. I also asked someone to call me. No one ever called me.

On July 23rd, I saw Jackie Love in our neighborhood and asked him to go to my home and read the meter. He agreed that the bill was incorrect and I recorded the present reading.

On August 3rd I received another large statement. I spoke with Jane and Erica on August 4th. I paid them \$115.50.

Oct. 1st my bill was extremely low. My neighbor said that the reader did not look at my meter. I received a call that “the meter was read incorrectly last month and I will get “0” usage until the meter catches up.”

Other neighbors seem to have the grass grown over their meters indicating the meters are not being read.

I do understand inflation, but I do not feel that Lake Yale Utilities should be allowed to get the astronomical raise they are requesting.

Thank you for your service.

Arlene Schrock  
113 Lake Shore Circle  
Leesburg, FL 34788  
386-336-1807