

Antonia Hover

From: Cristina Slaton
Sent: Friday, December 11, 2020 4:15 PM
To: Commissioner Correspondence
Subject: Docket Correspondence 20200169
Attachments: Lake Yale Utilities Docket #20200169-WS; Regarding Docket No. 20200169-WS; Lake Yale Docket NO 20200169 -ws

Good afternoon,

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

Antonia Hover

From: Lake YaleEstates <clubhouselye@gmail.com>
Sent: Friday, December 11, 2020 1:25 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 Docket #20200169-WS
Attachments: Documents to PSC 12-11-2020 Sandy Cole request.pdf

Good afternoon,

Attached please find documents for your review for Lake Yale Estates as it pertains to Lake Yale Utilities Docket #20200169-WS.
Thank you.

--
Denise Dalton, CAM
Community Association Manager
Lake Yale Estates Condominium Association, Inc.
38141 Maywood Bay Dr.
Leesburg, FL 34788
Ph: 352-589-9214

Water Treatment

STONE & GERKEN, P.A.

ATTORNEYS AT LAW

4850 N. Highway 19A
Mount Dora, Florida 32757
(352) 357-0330
Main Office Fax (352) 357-2474
Lakeside Office Fax (352) 357-5445

LEWIS W. STONE
SCOTT A. GERKEN
KATRINA THOMAS STONE

KEVIN M. STONE
W. GRANT WATSON
CHRISTOPHER D. RYAN

October 19, 2018.

Michael A. Smallridge, President
Lake Yale Utilities, LLC
3336 Grand Boulevard, Suite 102
Holiday, Florida 34690

Re: **Lake Yale Estates Condominium Association, Inc.**
38141 Maywood Bay Drive, Leesburg, Florida 34788
Sewer Treatment

Dear Mr. Smallridge:

This law firm represents the Lake Yale Estates Condominium Association, Inc. (the "Association"). I recently met with my client regarding a land lease between the Association and Lake Yale Treatment Associates, Inc. ("LYTA"), regarding the operation of sewer treatment facilities located on certain real property owned by the Association (the "Association Property") and have been asked to contact you.

As noted above, the Association is a party to a land lease with LYTA whereby LYTA is permitted to locate and operate certain sewer treatment facilities on the Association Property. I understand that LYTA has assigned its rights under the land lease to your company, and that your company presently is operating the sewer treatment facilities on the Association Property.

Without regard to the propriety of the assignment, my client expressed significant concern to me regarding the current state of the fencing surrounding the sewer treatment facilities and the associated stabilization pond(s). I've been informed that the fencing was damaged during Hurricane Irma on or about September 10, 2017, and that the fencing has been in a state of disrepair since that time. Although the Association has contacted LYTA and you about repairing the damaged fence and was told the issue

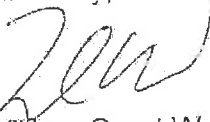
Michael A. Smallridge, President
October 19, 2018

would be addressed, no repairs have been made to the fencing as of the date of this letter. Obviously secure fencing around the sewer treatment facilities is necessary to limit the dangers inherent in the operation of the sewer treatment facilities, and the current fencing is inadequate for that purpose. I also understand that the stabilization ponds need to be cleaned and that this issue also has been brought to your attention in the past.

Finally, the land lease between the Association and LYTA requires prior consent of the Association before LYTA may assign the land lease in whole or in part or sublet any portion of the premises. Neither LYTA nor your company requested or received prior consent to LYTA's purported assignment of the land lease to your company, and this is another issue that needs to be resolved. My client's preferred solution probably would be to dispense with the land lease altogether and to enter into an easement agreement.

Please contact me within ten (10) days from the date of this letter so that we can work towards an amicable resolution of the issues addressed in this letter. Thank you for your time and attention, and I will look forward to hearing from you soon.

Sincerely,



William Grant Watson

FLORIDA UTILITY SERVICES 1, LLC

3336 GRAND BOULEVARD • SUITE 102 • HOLIDAY, FLORIDA 34690
352-302-7406 • MIKE@FUS1LLC.COM

December 23, 2017

Tim Klema
Lake Yale Condominium Association
38141 Maywood Bay Dr.
Leesburg, FL 34788

RE: Company response to complaint # 1264861-W

Dear Mr. Klema:

Thank you for the opportunity to meet with your Board of Directors and the members on Thursday.

As a recap of our meeting, I will be happy to publish a monthly newsletter that will be printed on the back of the monthly bills. Please tell your members if anyone would like to have the newsletter emailed to them, please call or email the utility office and give us your preferred email address. I will publish the first newsletter starting with the bills that come out in February.

I was able to check with the operator and all 3 wells are set within the operational pressure guidelines of 20 PSI. The concern would be if the water pressure is set to high it has the potential of causing damage to the older homes in your community. As I mentioned at the meeting, if someone is currently experiencing low water pressure, please ask them to call the utility office, with their address, and we will send our service technician out to investigate.

I will ask Danny to get me a count and size of the water meter box lids that need replaced and we will get them ordered and installed.

All fire Hydrants have been tested and painted.

After I left our meeting, I was able to go down to the sewer plant and take some measurements. We will repair the fence around the sewer plant. As of this writing, I am unable to give you an exact date but I anticipate completion within 30 days.

A copy of this letter is being sent to the Florida Public Service Commission staff under the above complaint number.

On behalf of the utility,


Mike Smallridge

From: Sandra Cole <scolelye@gmail.com>
Sent: Tuesday, November 3, 2020 7:54 AM
To: Gardner, Ashley <Ashley.Gardner@FloridaDEP.gov>; Useche, Viviana <Viviana.Useche@FloridaDEP.gov>
Subject: Lake Yale Treatment plant

Good morning Ashley and Viviana.

I am requesting that the DPE make another inspection to the Lake Yale Utilities.

1. The latest concern is that the leeching ponds are not emptying. The pond has had standing water for months now. This is a mosquito and health problem that the utility company should address. I don't pretend to know how the treatment plant works, but it is my understanding that the ponds should be staggered in usage and the base of the ponds should be constructed to leech the water. Only one pond is being used and the water does not leech.
2. The trees in the base of the ponds have been taken down but the banks have not been maintained and are overgrown with weeds.
3. The noise level has increased. Again, I don't know how to construct the baffles but I can tell you it is very noisy. The noise level had improved but seems to be at the previous level.

Please look at the plant and help us keep the plant at a safe level.

I did not attach pictures, I would be glad to do so, but I hope a site visit will be considered.

Thank you.

Sandy Cole, Lake Yale Estates Condominium Association

269-268-1246



Antonia Hover

From: Roland Lundin <ralundin@gmail.com>
Sent: Friday, December 11, 2020 12:17 PM
To: Christensen.patty@leg.state.fl.us; Commisioner.Brown@psc.state.fl.us; Office of Chairman Clark; Office of Commissioner Fay; Office of Commissioner Graham; Braulio Baez; Office of Commissioner Polmann; scolegilead@gmail.com
Subject: Regarding Docket No. 20200169-WS

I am writing to express my concern over the proposed rate increase of the Lake Yale Utility. Utilities are monopolies and therefore regulated. If the power company wants a rate increase of two cents, they have to justify them. LYU is proposing an increase in a much larger proportion than that. I really don't think the purchase of a lawnmower and the repair of a fence justifies a permanent rate increase of the size proposed, not even close. If anything, it displays the lack of planning on the part of LYU. I don't think the senior residents of LYE should be permanently assessed for such a temporary problem, except maybe the owner is looking to line his pockets on the SS checks of our 55+ community. At the worst, maybe a one time small assessment, but certainly not what is proposed. If minor maintenance would have been preformed overtime, these "major" problems wouldn't exist. Every business deserves to make a reasonable profit on their investment, but this is off the chart.

Sincerely,
Roland Lundin
38032 Monticello St, Leesburg, FL 34788

Antonia Hover

From: Arlene Schrock <arleneschrock@gmail.com>
Sent: Friday, December 11, 2020 10:55 AM
To: Office of Commissioner Polmann
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