

Brian Schultz

From: Hannah Barker
Sent: Monday, December 14, 2020 9:55 AM
To: Commissioner Correspondence
Subject: Docket Correspondence
Attachments: Lake Yale Utilities rate hike for Sandpiper Mobile home manner; Lake Yale Utilities Docket #20200169-WS; Regarding Docket No. 20200169-WS; Docket # 20200169-WS; Lake Yale Utilities, LLC Rate Increase; Rate increase requested by Lake Yale Utilities LLC, Docket No. 20200169-WS.; Docket #20200169-WS; Lake Yale Estates Proposed Water and sewer Increase Docket No 20200169-WS

Good morning,

Please place the attached emails in Docket No. 20200169.

Hannah E. Barker

Executive Assistant to Chairman Clark
Florida Public Service Commission
[2540 Shumard Oak Blvd.](#)
[Tallahassee, FL 32399](#)
(850) 413-6004

Brian Schultz

From: Georgina Emanuel <geemanuel5797@gmail.com>
Sent: Saturday, December 12, 2020 9:46 AM
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 hike for Sandpiper Mobile home manner
Attachments: Sandpiper - Lake Yale Utilities rate hike.jpeg

We here at Sandpiper Mobile home manner are on a fixed income we cannot afford such a drastic increase in any of our bills. The one that Lake Yale has proposed is an outrageous amount for any of our bills to increase. Adding to that our service is not good at all here, when we have a problem it takes a long time before we get any response from Lake Yale Utilities & it takes many calls from us to get a response to get it fixed. Also the water pressure is very bad for most of the park.

Sincerely Georgina

Brian Schultz

From: Lake YaleEstates <clubhouse1ye@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.

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

Brian Schultz

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

Brian Schultz

From: Arlene Schrock <arleneschrock@gmail.com>
Sent: Friday, December 11, 2020 10:51 AM
To: Office of Chairman Clark
Subject: Docket # 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

Brian Schultz

From: Cathy Burch <burch927@gmail.com>
Sent: Thursday, December 10, 2020 1:10 PM
To: comissioner.Polmann@psc.state.fl.us; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Brown; Braulio Baez; Christensen.patty@leg.state.fl.us; Records Clerk
Cc: Sandy Cole; Lake YaleEstates
Subject: Lake Yale Utilities, LLC Rate Increase

Reference: Docket #20200169-WS

As a resident of Lake Yale Estates, I am vehemently against this proposed rate increase for the following reasons:

Water Quality. The water is not drinkable; it tastes and smells horrible. Most residents purchase bottled water or have installed whole-house water filters.

Water Pressure.Very inconsistent. Often times it is so low that sprinklers do not function, and showering or bathing is almost impossible.

Sewage Smell. There is a continuous sewage smell from the treatment facility. This problem has been ignored by Mr. Smallridge.

Retention Ponds. Retention ponds have not been maintained by Lake Yale Utilities; these ponds should be kept mowed and free of brush and weeds. Very minimal effort has been made to do this. There is standing sewage water in these ponds! This is a health threat to the community and an ideal mosquito breeding habitat.

Fence. When Mr. Smallridge purchased the utility company, the community was promised a new vinyl/wooden fence around the treatment facility. Proper fencing is not only important from a safety standpoint, but as a noise barrier and for esthetics. When Mr. Smallridge was questioned as to why the fencing had not been installed, he threatened to lock the residents out of the compound. After working with the DEP for 2 years, a chainlink fence was installed.

Staff Analysis. Until 1 month ago, there as been no staffing presence at Lake Yale Estates.

The proposed 40% increase for water and 95% increase for water treatment is unacceptable, especially given the quality of the services that are provided! Lake Yale Utilities has given no indication that they are interest in providing quality drinking water or safe services to our community.

Thank you for you attention to these issues.

Mary Catherine Burch
37901 Maywood Bay Drive
Leesburg, FL. 34788

Brian Schultz

From: Shelby Bortone <shelbybortone@gmail.com>
Sent: Thursday, December 10, 2020 12:04 PM
To: Sheila Weiland; Sandy Cole; Lake Yale; Office of Commissioner Brown; Office of Chairman Clark; Office of Commissioner Polmann; Office of Commissioner Graham; commissioner.fay@psc.state.fl.us; Braulio Baez; Christensen.patty@leg.state.fl.us
Subject: Rate increase requested by Lake Yale Utilities LLC, Docket No. 20200169-WS.

Date: 10 December 2020

TO: Florida Public Service Commission

Re: Rate increase requested by Lake Yale Utilities LLC, Docket No. 20200169-WS.

I am a resident of Lake Yale Estates and as such I need to speak in respect to the rate increase and ask that Lake Yale Utilities LLC. Be held accountable for our poor water and waste system. As well as the poor communication and concern this company has for its residents.

I have personally found Mr. Smallridge and LYU, LLC. have done nothing to maintain or improve our water or waste system. He has been belligerent, and very unresponsive. I was trying to get water turned on to my new mobile home last year and when I called to have it turned on he was on vacation for a week and left no one authorized to sign the "order" to turn it on in his absence. Then when he returned, he took another week to sign it! My sister and I called and called and got no or little response. This man and his company delayed the completion of my home by two weeks. Causing much undo stress, hardship and added expense.

Our community has 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 can be overwhelming, who wants to live by that? Quite frankly what 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 nothing more than a place to breed mosquitoes.

The majority of residents purchase drinking water, as the quality of our water is not what it should be. Often times I turn the water on, and it is very cloudy with bubbles, would you drink this? Water pressure is inconsistent, sometimes so poor it is almost impossible to water the lawn or take a shower.

Just a few days ago I got a text 2 minutes...yes 2 minutes before they were going to shut off the water for repair. Nice of them to give us warning. Then shortly after that we got a boil water notice. We are still under a boil water notice...so when does this end with this company and why would they ever think they are entitled to an increase!

Their claim that we are a part time community just is not true. On my street alone “Marvell Way”, we have 11 homes, and one is for sale, one the owner died, (he was full time), one is part time, and all of the others are full time residents. Besides, why would it matter if we were all part time, does that mean we are not entitled to clean water with reasonable pressure!!

Please, consider us when you address this issue. We are all mostly on fixed income and do not have the means to accept such an increase in our monthly expenses. Accepting a modest increase is not an issue, however, the request for 40% increase in water, and 95% increase in waste is quite ridiculous.

Thank you for your consideration of this matter

Kind Regards,

Sheila Weiland

11559Marvell Way

Leesburg, FL 34788

352-638-3696

Brian Schultz

From: Cindy Coe <jccoe00@gmail.com>
Sent: Thursday, December 10, 2020 12:04 PM
To: Office of Chairman Clark; Office of Commissioner Graham; Office of Commissioner Brown; Office of Commissioner Polmann; Office of Commissioner Fay; Records Clerk
Subject: Docket #20200169-WS
Attachments: Docket #20200169-WS.pdf

Please find the attached comment regarding the raising of our water rates.

James & Cindy Coe
712 Flamingo Dr.
Leesburg, FL

Brian Schultz

From: Shelby Bortone <shelbybortone@gmail.com>
Sent: Thursday, December 10, 2020 11:29 AM
To: Sandy Cole; Lake Yale; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Brown; Braulio Baez; Christensen.patty@leg.state.fl.us; Office of Commissioner Polmann
Subject: Lake Yale Estates Proposed Water and sewer Increase Docket No 20200169-WS
Attachments: letter to water commission dec 2020.docx

Please find attached a letter I wish to share with all of you prior to the hearing for increase.

Thank you for your consideration in this matter,
Shelby Bortone
Steve Shaluta