

**Jacob Veauhn**

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**From:** Jacob Veauhn on behalf of Records Clerk  
**Sent:** Wednesday, December 9, 2020 9:11 AM  
**To:** 'Penny Reinert'  
**Cc:** Consumer Contact  
**Subject:** RE: Lake Yale Utilities Price Increase

Good Morning, Rich Reinert and Penny Reinert

We will be placing your comments below in consumer correspondence in Docket No. 20200169 and forwarding your comments to the Office of Consumer Assistance and Outreach.

**Jacob Veauhn**

Commission Deputy Clerk I  
Florida Public Service Commission  
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Tallahassee, Florida 32399  
[Jacob.Veauhn@psc.state.fl.us](mailto:Jacob.Veauhn@psc.state.fl.us)  
850.413.6656

**From:** Penny Reinert <rpreinert@gmail.com>  
**Sent:** Tuesday, December 8, 2020 9:17 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>; Office of Commissioner Polmann <Commissioner.Polmann@psc.state.fl.us>; Office of Commissioner Graham <Commissioner.Graham@PSC.STATE.FL.US>; Office of Chairman Clark <Commissioner.Clark@psc.state.fl.us>; Office of Commissioner Fay <Commissioner.Fay@psc.state.fl.us>; Office of Commissioner Brown <Commissioner.Brown@psc.state.fl.us>; Braulio Baez <BBaez@PSC.STATE.FL.US>; christensen.patty@leg.state.fl.us  
**Subject:** Lake Yale Utilities Price Increase

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](mailto:Clerk@psc.state.fl.us)  
[Commissioner.polmann@psc.state.fl.us](mailto:Commissioner.polmann@psc.state.fl.us)  
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