

Antonia Hover


From: Hannah Barker
Sent: Tuesday, December 8, 2020 4:52 PM
To: Commissioner Correspondence
Subject: Docket Correspondence
Attachments: Docket No. 20200169-WS; "Docket No. 20200169-WS, Lake Yale Utilities, LLC"

Good afternoon,

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

 Cheryl Oakley <cheryloakley48@gmail.com>

Docket No. 20200169-WS

To | Commissioner.Polmann@psc.state.fl.us; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Fay; ...

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88 bytes

December 7, 2020

To: Florida Public Service Commission

From: John and Cheryl Oakley

Re: Application for staff-assisted rate case in Lake County, and request for interim rate increase by Lake Yale Utilities, LLC. Docket No. 20200169-WS.

We are residents of Lake Yale Estates and recently received the Public Service Commission's staff assisted rate analysis referenced above. Please find our comments and concerns below.

Since 2017, when Lake Yale Utilities purchased the water/sewer facility, we have experienced a host of problems, including inadequate fencing, noise level, sewage smell, standing sewage in the retention ponds and maintenance of the retention ponds. When the Board of Lake Yale Estates approached Mr. Smallridge to resolve these problems, he was both dismissive and rude. His lack of action required us to retain legal counsel and file complaints with the DEP.

The staff analysis states there have been no complaints. We know that is not true. Our Board has been in communication with the DEP over the last four years regarding unresolved problems. Our water quality is questionable and our customer service is non-existent. Until very recently, there has been no consistent staff, mowing or maintenance at this facility. The area around the water treatment facility houses our stored vehicles, recycling bins and maintenance building. Residents are in the area daily and would certainly see any staff, mowers or maintenance being done by Lake Yale Utilities. Our home is located next to the compound. We smell sewage, see weeds and, until recently, the decrepid wooden fencing.

The staff analysis states this is a seasonal community. That is not true. We are Florida residents, as are the vast majority of our community residents. We are all seniors, living in modest homes, with modest incomes. A 40% increase in water and almost 100% increase in sewage treatment would have an untoward financial impact on us individually and on the community.

We plan to attend the virtual meeting on December 16 to express our concerns regarding this.

Thank you for your consideration in this matter,

John and Cheryl Oakley
37906 Monticello Street
Leesburg, Florida 34788

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Sent from my iPad

Antonia Hover

From: Norma Sager <norma023@aol.com>
Sent: Tuesday, December 8, 2020 3:05 PM
To: Office of Chairman Clark
Subject: "Docket No. 20200169-WS, Lake Yale Utilities, LLC"

Commissioner Gary Clark:

This is in regards to the proposed rate increase for the water and waste treatment at Lake Yale Estates. By Lake Yale Utilities LLC. Docket # 20200169-WS.

I have been living here since 1997. The quality of the water has deteriorated so much since Lake Yale Utilities have taken over in 2017. I have had to purchase a "Brita" water system, since the water now is not fit to drink. It has a chlorine odor which at times is sickening. Also, the water pressure is very inconsistent.

I've sat here and wondered if there is any correlation to the increase of cancer in the community, might be something we may want to investigate.

Should I even mention the waste facility!! Just unbelievable! It took the longest time, and numerous complaints to get them to fix the fencing around the treatment plant. It was promised to us by Smallridge, when it changed hands that we would have a nice secure wood or vinyl fence to block the noise, smell and looks and add security, Instead, after 3 yrs of complaints, legal battlement, and threats by Smallridge, we finally have a 3 ft chain link with some sort of mesh. This does nothing for the noise or security from the waste treatment.

As far as the retention ponds go they are usually weedy, wet, smelly, and a mosquito breeding pit. I live on Sussex Hill Way, about 3 blocks from them, and sometimes the smell is nasty. I've been living in this community 23 years.. it's a great place to live..would I have ever thought that we as a community would have to battle for safe and affordable water and waste.

Please, I beg you to take into consideration the people that this will affect. That, and our past history of dealings with Lake Yale Utilities. Please don't let him take advantage of us again. I understand the need for a rate increase, but seriously! 40% and 95%. This is outrageous!!

Norma Sager
11816 Sussex Hill Way
Leesburg FL 34788
352-589-1586
Norma023@aol.com

Sent from my iPad