

**Antonia Hover**

**From:** Betty Leland on behalf of Office of Commissioner Graham  
**Sent:** Tuesday, December 8, 2020 4:31 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Docket No. 20200169-WS  
**Attachments:** ATT00001.txt

Good Afternoon:

Please pace 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*

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**From:** Cheryl Oakley [mailto:cheryloakley48@gmail.com]  
**Sent:** Tuesday, December 08, 2020 4:21 PM  
**To:** lCommissioner.Polmann@psc.state.fl.us; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Fay; Office of Commissioner Brown; Braulio Baez; Christensen.patty@leg.state.fl.us; Lake Yale  
**Subject:** Docket No. 20200169-WS

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