

Brian Schultz

From: Veronica Washington
Sent: Wednesday, December 09, 2020 10:09 AM
To: Commissioner Correspondence
Subject: Docket No. 20200169
Attachments: Lake Yale Utilities Price Increase; Water Increase; Docket No. 20200169-WS; "Docket No. 20200169-WS, Lake Yale Utilities, LLC"

Please place the attached emails in Docket No. 20200169

Thanks

Veronica D. Washington

Executive Assistant to Commissioner Andrew Fay
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850)413-6036
vwashing@psc.state.fl.us

Brian Schultz

From: Penny Reinert <rpreinert@gmail.com>
Sent: Tuesday, December 08, 2020 9:17 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 Price Increase
Attachments: Lake Yale Letter re poor water quality 12 2 2020.docx

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

Commissioner.polmann@psc.state.fl.us

Commissioner.graham@psc.state.fl.us

Commissioner.clark@psc.state.fl.us

Commissioner.fay@psc.state.fl.us

Commissioner.brown@psc.state.fl.us

bbaez@psc.state.fl.us

Christensen.patty@leg.state.fl.us

Brian Schultz

From: wendy williquette <wwilliq@hotmail.com>
Sent: Tuesday, December 08, 2020 5:34 PM
To: Records Clerk; Office of Commissioner Polmann; Office of Commissioner Graham; Office of Chairman Clark; Office of Chairman Clark; Office of Commissioner Fay; Commisioner.Brown@psc.state.fl.us; Braulio Baez; Christensen.patty@leg.state.fl.us; Scott; wendy williquette
Subject: Water Increase

Dec 8, 2020

To Whom it May Concern:

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 had family residing here for a few years and myself buying here 1year ago. The water quality has deteriorated dramatically since Lake Yale Utilities have taken over in 2017. I have had to purchase water, since it is not fit to drink. It has an odor, from chlorine to "stale" from 1 day to another. Water pressure is inconsistent. Now, I don't know if there is any correlation to the increase of cancer in the community, but it may be an avenue to explore.

And as for the waste facility, 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.

The retention ponds, are usually weedy, wet, smelly, and a mosquito breeding pit. I don't know the workings of the systems, I will leave that to the ones that do.

I bought into this community because I knew it was a good place with good people. About 80-85% are full time Florida residents. I never would have thought that we as a community would have to battle for safe and affordable water and waste.

Please, I implore 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%. Ridiculous!!

Thank you for your concern in this matter.

Scott and Wendy Williquette
11622 Martell Ct

Leesburg, FL 34788

Sent from my iPad

Brian Schultz

From: Cheryl Oakley <cheryloakley48@gmail.com>
Sent: Tuesday, December 08, 2020 4:21 PM
To: ICommissiomer.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
Attachments: ATT00001.txt

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

Brian Schultz

From: Norma Sager <norma023@aol.com>
Sent: Tuesday, December 08, 2020 3:07 PM
To: Office of Commissioner Fay
Subject: "Docket No. 20200169-WS, Lake Yale Utilities, LLC"

Commissioner Andrew Fay:

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