

Antonia Hover

From: Cristina Slaton
Sent: Wednesday, December 9, 2020 1:00 PM
To: Commissioner Correspondence
Subject: Docket Correspondence 20200169
Attachments: Lake Yale Utilities LLC; Lake Yale Utilities Water Rate Increase Issue; Docket # 20200169-WS; Lake Yale Utilities Price Increase; "Docket No. 20200169-WS, Lake Yale Utilities, LLC"; Water Increase

Good morning,

Please place the attached emails in CORRESPONDENCE-Consumers & Representatives in docket 20200169.

Thank you,

Cristina Slaton
Executive Assistant to Commissioner Polmann
PH: (850) 413-6018
FX: (850) 413-6019
cslaton@psc.state.fl.us

Antonia Hover

From: Leslie Korte <korteleslie@yahoo.com>
Sent: Wednesday, December 9, 2020 12:36 PM
To: Office of Commissioner Polmann
Cc: Office of Commissioner Graham
Subject: Lake Yale Utilities LLC

Dear Commissioners,

This is in reference to Docket No 20200169-WS.

We are residents of Lake Yale Estates and we feel the rate increase is much to high. Considering how difficult it has been to get any response and repairs done to our water or waste system.

The smell coming from this system is down right awful. The water is cloudy and smells bad.

We have retired here from Michigan and love it here, but if the time should ever arise that we needed to sell we feel with the quality of water and the smell it would be very difficult to find a buyer.

We understand businesses need to make a profit, but the increase they are seeking will be a hardship on many of us and our water will still be bad.

Thankyou for your time
Mike and Leslie Korte

Antonia Hover

From: Joyce Barnes <barnesjk73@gmail.com>
Sent: Wednesday, December 9, 2020 12:23 PM
To: 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; Records Clerk
Subject: Lake Yale Utilities Water Rate Increase Issue

To Whom It May Concern:

I live in Lake Yale Estates full time and feel the proposed rate increase by Lake Yale Utilities is not merited and is absurd. Their poor quality of service and lack of cooperation with our community has been deplorable. We have had issues with the fencing around the water treatment plant, excessive noise, sewage smells and no maintenance of the retention pond. Water from the tap is not drinkable without a filter. The proposed increase would be a tremendous impact on me and the other homeowners. Therefore, I vehemently oppose such a drastic increase.

Sincerely,

Joyce Barnes



Virus-free. www.avast.com

Antonia Hover

From: Art <artandsherry_2@yahoo.com>
Sent: Wednesday, December 9, 2020 11:56 AM
To: Office of Commissioner Polmann
Subject: Docket # 20200169-WS

December 9, 2020

Reference Docket #20200169-WS

Mr. Commissioner Polmann,

As a resident of Sandpiper 55+ Community I totally disagree with the purposed water rate increase. I totally agree with the comments made by the Sandpiper Shareholders Board. The service we have had in the past is at best not responsive in a timely manner or not responded to at all. The expense of the fence surrounding the building belonging to the water company along with the painting and maintenance upkeep to "their" building was up to the community. That's WRONG! The water quality is not good and most use bottled water or have to filter their own to make it drinkable. Also, in a 55+ community just about everyone here is on a fixed income and any rate increase will take a toll on us all but some substantially more than others. In times such as this where 2020 has been a hardship on everyone this rate increase comes as a final blow to most of us. I feel that the FL PSC should take all this into consideration and not approve any rate increase at this time. Lake Yale Water Co. should better manage their business like so many other business have had to and not act like "they are the only water resource" in town which they are. Thank you for taking a hard stand on this request and voting "NO" when the time comes.

Thank you for your time and attention,

The Swains

Blind fools of fate

Slaves of circumstance

Life is a fiddler &

We all must dance!

Antonia Hover

From: Penny Reinert <rpreinert@gmail.com>
Sent: Tuesday, December 8, 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

Antonia Hover

From: Norma Sager <norma023@aol.com>
Sent: Tuesday, December 8, 2020 3:01 PM
To: Office of Commissioner Polmann
Subject: "Docket No. 20200169-WS, Lake Yale Utilities, LLC"

Commissioner Polemann:

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

Antonia Hover

From: wendy williquette <wwilliq@hotmail.com>
Sent: Tuesday, December 8, 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; Commissioner.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 1 year 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