

Antonia Hover

From: Hannah Barker
Sent: Wednesday, December 9, 2020 2:44 PM
To: Commissioner Correspondence
Subject: Docket Correspondence
Attachments: LAKE YALE; Lake Yale utilities rate increase; Lake Yale Utilities rate increase; Lake Yale Utilities LLC; Lake Yale Utilities Water Rate Increase Issue; Docket # 20200169-WS

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

Antonia Hover

From: Barbara TeCrone <norvelbar@gmail.com>
Sent: Wednesday, December 9, 2020 2:09 PM
To: Office of Chairman Clark
Subject: LAKE YALE

Dec. 9, 2020

To the Florida Public Service Commission

R/E Docket No. 20200169-WS

As a resident of Lake Yale Estates, I am writing to speak out against the magnitude of the proposed rate increase for our community.

A far GREATER PROBLEM for us living on Metcalf Way or Sussex Hill and others even farther from the sewage plant is the constant low pitch pump noise. There are times that we wonder “why are my nerves on edge”. Then we realize the constant drumming of the pumps is the cause.

The pumps need to be isolated, altered, updated, replaced, or enough insulating barrier built around them to stop the noise! This is a mental health issue equal to or greater than the physical health issue of the ODOR all have complained about.

The residents of Lake Yale Estates are retired people just wanting to live a stress free life. We have “PAID OUR DUES” in our younger years! Now it is time for Lake Yale Utilities to step up and remedy this problem.

Thank You

Norvel & Barbara Tecrone

11901 Metcalf Way

Antonia Hover

From: Sam Vandaveer <sdvan44@yahoo.com>
Sent: Wednesday, December 9, 2020 1:56 PM
To: Office of Chairman Clark
Subject: Lake Yale utilities rate increase

Docket No. 20200169-WS

To whom it may concern:

The requested rate increase by Lake Yale Utilities is way out of line. All the residents of sandpiper are required to be over 55, so most all that reside here are on fixed incomes and cannot afford such a rate increase. Most on social security get a very limited rate increase yearly, this year I believe to be around 1.2 %, and that is not every year. I believe most are not against a rate increase, but at the rate increase of this magnitude is not fair or expected, there has been many instances of service request and problems that go unanswered for months or if they get ahold of someone at lake yale utilities they are told to see if anyone else is having the same problem then they will come out, not very good business practices. The quality of water is not the best, many residents purchase bottle water for drinking or install filters and softeners to help with this so it is an added expense to their already limited fixed income.

Sincerely

Sam Vandaveer 704 flamingo dr leesburg fl. 34788

Roger Lee 706 flamingo dr leesburg fl. 34788

Antonia Hover

From: Sam Vandaveer <sdvan44@yahoo.com>
Sent: Wednesday, December 9, 2020 1:50 PM
To: Office of Chairman Clark
Cc: commissioner.graham@psc.fl.us
Subject: Lake Yale Utilities rate increase

Docket No. 20200169-WS

To whom it may concern:

The requested rate increase by Lake Yale Utilities is way out of line. All the residents of sandpiper are required to be over 55, so most all that reside here are on fixed incomes and cannot afford such a rate increase. Most on social security get a very limited rate increase yearly, this year I believe to be around 1.2 %, and that is not every year. I believe most are not against a rate increase, but at the rate increase of this magnitude is not fair or expected, there has been many instances of service request and problems that go unanswered for months or if they get ahold of someone at lake yale utilities they are told to see if anyone else is having the same problem then they will come out, not very good business practices. The quality of water is not the best, many residents purchase bottle water for drinking or install filters and softeners to help with this so it is an added expense to their already limited fixed income.

Sincerely

Sam Vandaveer 704 flamingo dr leesburg fl. 34788

Roger Lee 706 flamingo dr leesburg fl. 34788

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 11:50 AM
To: Office of Chairman Clark
Subject: Docket # 20200169-WS

December 9, 2020

Reference Docket #20200169-WS

Mr. Commissioner Clark,

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