

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, December 9, 2020 3:21 PM
To: Consumer Correspondence
Cc: Shonna McCray
Subject: Docket No. 20200169-WS
Attachments: FW Lake Yale rate increase; Consumer Inquiry - Lake Yale Utilities, LLC

See attached customer correspondence and FPSC reply for Docket No. 20200169-WS

Antonia Hover

From: Shonna McCray
Sent: Wednesday, December 9, 2020 2:32 PM
To: Ellen Plendl
Subject: FW: Lake Yale rate increase

Hello Ellen,

Please handle.

Thanks

From: Bev DeMello <BDeMello@PSC.STATE.FL.US>
Sent: Wednesday, December 09, 2020 2:10 PM
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>; Shonna McCray <SMcCray@PSC.STATE.FL.US>
Cc: Rhonda Hicks <RHicks@PSC.STATE.FL.US>; Cindy Muir <CMuir@PSC.STATE.FL.US>
Subject: FW: Lake Yale rate increase

Forwarding for handling.

Thanks,

Bev

From: Sam Vandaveer <sdvan44@yahoo.com>
Sent: Wednesday, December 09, 2020 2:08 PM
To: PSC Media <PSCMedia@psc.state.fl.us>
Subject: Lake Yale rate increase

Lake Yale utilities, LLC

DOCKET NO. 20200169

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: Shonna McCray
Sent: Wednesday, December 9, 2020 3:20 PM
To: 'sdvan44@yahoo.com'
Subject: Consumer Inquiry - Lake Yale Utilities, LLC

Mr. Sam Vandaveer
sdvan44@yahoo.com

RE: FPSC Inquiry 1356669C

Dear Mr. Vandaveer:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Lake Yale Utilities, LLC.

You expressed a concern about Lake Yale Utilities' application for a staff-assisted rate case in Lake County, and request for an interim rate increase. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 20200169-WS.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Florida Public Service Commission