

**Jacob Veughn**

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**From:** Jacob Veughn on behalf of Records Clerk  
**Sent:** Wednesday, December 9, 2020 8:56 AM  
**To:** 'Holly Diederich'  
**Cc:** Consumer Contact  
**Subject:** RE: Lake Yale Utilites

Good Morning, Holly Diederich

We will be placing your comments below in consumer correspondence in Docket No. 20200169 and forwarding your comments to the Office of Consumer Assistance and Outreach.

**Jacob Veughn**

Commission Deputy Clerk I  
Florida Public Service Commission  
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**From:** Holly Diederich <hollydiederich@gmail.com>  
**Sent:** Wednesday, December 9, 2020 8:20 AM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Lake Yale Utilites

Dec 6, 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 since 1989 and myself buying here 3 years 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!! Oh my! 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 just know that I am downhill about, 3 blocks and sometimes the smell is horrible.

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!!

Holly Diederich

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