

Antonia Hover

From: Veronica Washington
Sent: Wednesday, December 9, 2020 10:18 PM
To: Commissioner Correspondence
Subject: Docket No. 20200169
Attachments: Lake Yale Utilities LLC Docket No. 20200169-WS; Lake Yale Utilities Rate Increase Docket No. 20200169-WS; lake yale sewage; Lake Yale Utilities Rate Increase Docket No. 20200169-WS; DOCKET #20200169-WS; LAKE YALE; Lake lake rate increase; Lake Yale Utilities LLC; Lake Yale Utilities Water Rate Increase Issue; Docket # 20200169-WS

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

Antonia Hover

From: Heidi Borkovetz <bork5@yahoo.com>
Sent: Wednesday, December 9, 2020 6:46 PM
To: Office of Commissioner Polmann; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Fay; Office of Commissioner Brown; Braulio Baez
Cc: Records Clerk; christensen.patty@leg.state.fl.us
Subject: Lake Yale Utilities LLC Docket No. 20200169-WS

Richard L. Borkovetz
Heidi A. Borkovetz
37920 Monticello Street
Leesburg, FL 34788

Mailing Address:
P. O. Box 141
Sturgeon Bay, WI 54235

We are customers of Lake Yale Utilities. We strenuously object to the rate increases proposed by the Utilities Commissioner for the purchase of a lawn mower and trailer and usage fees.

- Since the grass is being cut and maintained currently, there is no need for a new lawn mower or trailer. Repair the equipment currently owned.
- If the Commission finds that the purchase of a new mower and trailer is necessary, the Commission should put a dollar limit on the expenditure. Prior to any purchase, at least 3 bids should be obtained with estimates for replacement of the lawn mower and trailer. Only the lowest bid should be accepted within the amount capped.
- If a mower and trailer have already been purchased, proof of purchase including amount paid should be provided to the customers. If the amount paid is excessive and unreasonable, the owner should be liable for the expense and that cost should not be passed onto the customer.
- There is nothing that prevents this equipment from being used for personal use or another business owned by the manager/member/LLC. Therefore, the equipment should be kept on the premises at Lake Yale in our locked compound in a locked shed with the equipment being used solely by Lake Yale Utilities and its staff. The key should be retained by Lake Yale Utilities to prevent misuse.

Any reputable business owner knows that you need to operate within your budget and that you do not make equipment purchases without the funds to do so! Repair the equipment you own and when you have funds to make a purchase, do it then. Poor management of Lake Yale Utilities is obvious.

The water charges should be used to offset the waste charges. A fee increase of 40% for water usage when it is generating income is excessive and unnecessary. A fee increase of 100% for waste usage is UNNECESSARY and EXCESSIVE. Most of the residents of Lake Yale Estates are retired and on fixed incomes. We are planning retirement in the next year. We cannot afford the proposed rate increases. This will jeopardize the financial wellbeing of all of Lake Yale Estates' residents. If it is absolutely necessary for a fee increase, a minimal, staged increase projected over years is more reasonable. It would most likely be found that Lake Yale Utilities could break even with a minimal fee increase and better management.

WE OBJECT TO THE PROPOSED RATE INCREASES AND PURCHASE OF LAWN MOWER AND TRAILER. WE REQUEST THAT YOU RECONSIDER AND ELIMINATE OR REDUCE THE PROPOSED FEE INCREASES.

Thank you.

Richard L. Borkovetz

Heidi A. Borkovetz

Antonia Hover

From: Jennings Neeld <neeld3@gmail.com>
Sent: Wednesday, December 9, 2020 5:04 PM
To: Office of Chairman Clark; Office of Commissioner Graham; Office of Commissioner Brown; Office of Commissioner Polmann; Office of Commissioner Fay
Subject: Lake Yale Utilities Rate Increase Docket No. 20200169-WS
Attachments: Lake Yale Utilities Rate Increase - Neeld Letter.docx

Please see the attached letter from a resident of Sandpiper Manor regarding the proposed rate increase for Lake Yale Utilities

Jennings & Robin Neeld

Jennings & Robin Neeld
111 Lake Shore Circle
Leesburg, Florida 34788

December 7, 2020

Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Commissioners,

This letter is in response to the rate increase requested by Lake Yale Utilities, LLC, Docket No. 20200169-WS. I am a resident at Sandpiper Manor Mobile Home Park.

We are against the increase proposed in staff-assisted rate case in Lake County for Lake Yale Utilities. The main reason we are against the increase is the water quality in our home.

In September 2017 we installed a Culligan water softener and filtration system at a cost of \$3,296.00 because of the quality of the water in our community. We also have a water filter in our refrigerator, which we replace 3 to 4 times a year. Even so, there times we still get a whiff of the odor and taste of rotten eggs if we were to drink the water out of the refrigerator or tap.

A few times we have been involved in the annual water study in the community. However, even though the test come within the acceptable guidelines, we continue to purchase bottled water for drinking.

The additional cost for bottled water, with the two of us in our home at \$4.38 per case, can be quite costly. With each of us drinking bottled water each day, a case may only last four to five days, which would make the cost \$22 to \$26 each month. Therefore, in my mind we already have an increased water bill because of the quality of water.

The other reason we are not in favor of the rate increase is the rate decisions involve considerations of equity as well as efficiency. We have many low-income households, especially widows and widowers who are on fixed incomes. Should the commission approve such an astronomically high rate increase, many residents of our community may face affordability problems.

Please strongly consider these reasons for denying the proposed increased in the staff-assisted rate case in Lake County.

Sincerely,
Jennings & Robin Neeld

Antonia Hover

From: Barbara TeCrony <norvelbar@gmail.com>
Sent: Wednesday, December 9, 2020 3:28 PM
To: Office of Commissioner Fay
Subject: lake yale sewage

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.

A GREATER PROBLEM for us living HERE IS THE UNBEARABLE LOUD NOISE FROM THE SEWER PUMP ALL DAY EVERY DAY AND THE SMELL AND UNKEPT PROPERTY.

The pumps need to have enough insulating barrier built around them to stop the noise! When it is the middle of the night and the noise wakes you up it becomes a mental health issue. Once the noise has woken you up it becomes a physical health issue also, because sleep has ended. You turn on the TV or music to try and shut out the noise, nothing really shuts off that pump noise. I feel I should have stayed in the city, the sirens are not as loud or constant as this sewer pump.

It is time for Lake Yale Utilities to step up and remedy their problem without raising prices..

Thank You

Barbara TeCrony

11901 Metcalf Way

Antonia Hover

From: Jennings Neeld <neeld3@gmail.com>
Sent: Wednesday, December 9, 2020 5:01 PM
To: Office of Chairman Clark; Office of Commissioner Graham; Office of Commissioner Brown; Office of Commissioner Polmann; Office of Commissioner Fay
Cc: Bill Cartwright; Cindy Coe; Jim Dallas; Joe Ingraham; John Carter; Tom Miller; Sherry Stake
Subject: Lake Yale Utilities Rate Increase Docket No. 20200169-WS
Attachments: Lake Yale Utilities Rate Increase.docx

Please see the attached letter regarding the proposed rate increase for Lake Yale Utilities from the Sandpiper Manor Co-op Board.

Thank you,
Jennings Neeld
President
Sandpiper Manor Co-op Board



Phone: (352) 357-6923

Fax: (352) 357-9555

Jennings Neeld – President
Cindy Coe – Secretary
Tome Miller – Member
William Cartwright - Member

Jim Dallas – Vice President
Joe Ingraham – Treasurer
John Carter – Member

December 9, 2020

Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Commissioners,

This letter by Sandpiper Manor Co-op Board is in response to the rate increase requested by Lake Yale Utilities, LLC, Docket No. 20200169-WS.

Sandpiper Manor is a 55+ community, with both year-round as well as season residents, with the majority being year-round. Furthermore, the majority of residents are on fixed income (Social Security) and the proposed increase as written will be more than many will be able to afford.

The proposed increases, *for residential water* will call for an increased rate from about 40% to nearly 90%, based on water usage; 3,000 gallons (39.8%), 6,000 gallons (66%) and 8,000 gallons (87.2%).

The proposed increases, *for residential sewer* will call for an increased rate from about 100% to nearly 128%, based on water usage; 3,000 gallons (99.9%), 6,000 gallons (128%) and 8,000 gallons (90%).

For a combined total, in the proposed increases, *for residential water and sewer* will call for an increased rate from about 73% to nearly 101%, based on water usage; 3,000 gallons (72.5%), 6,000 gallons (100.8%) and 8,000 gallons (88.8%).

Please see the following example:

Description	Usage	Old Rate	New Rate	Old Amount	New Amount	Difference	% Increase
Water Rate	5,000	\$1.89	\$3.89	\$ 9.45	\$19.45	\$10.00	105.8%
>5,000	367	\$1.89	\$5.63	\$ 0.69	\$ 2.14	\$ 1.45	208.5%
Base Household meter charge				\$10.35	\$10.73	\$ 0.38	3.7%
Base Sewer Charge				\$10.86	\$13.90	\$ 3.04	28.0%
Sewer Charge (10,000 gal cap)		\$2.77	\$8.14	\$14.87	\$43.69	\$28.62	193.9%
GRAND TOTAL				\$46.22	\$89.91	\$43.69	94.5%

Likewise, even though the water is tested annually, because of the water quality being so bad, many of the residents within the Sandpiper Manor community drink bottle water versus tap water. Thus, the need to spend additional funds to purchase drinking water, (\$12.00 to \$24.00 per month).

Since the time that Lake Yale Utilities took over the operation for the water and sewer system, in 2017, for our community, the service which we were used to the past has continued to deteriorate. Prior to utility company being taken over, requests for service and/or assistance was quite responsive. However, since the takeover, the responsiveness has left much to be desired.

The fence surrounding the water tank and water building on Sandpiper Manor property was collapsing and had become a safety hazard. The post in the ground had rotted; the fence itself was falling over and had to be propped up in places.

In early 2019, because of the safety hazard, the Sandpiper Manor Co-op Board began discussions with Mr. Smallridge of Lake Yale Utilities for the removal and replacement of the fence. The response from Mr. Smallridge was the undertaking of such a project could take up to year as he would have to apply bfor to the utility commission at the state for permission to spend the money to replace the fence.

As this was identified as a safety hazard, it was the responsibility of the board to rectify the issue, in order for it not to be a liability within the community. Mr. Smallridge did not appear to be concerned with the urgency with which we needed to resolve the issue. The Board offered to immediately replace the fence and asked Mr. Smallridge to split the cost as it did protect the water tank and water company's building.

It should be noted that water tank and water building are at the entrance to our community. It is directly behind our Sandpiper Manor sign thus they are both very visible to everyone who enters our community. The water building itself was also in disrepair.

In places around the building the soffit was falling down and needed to be put back up. Furthermore, the building itself needed to be painted as it was an eye sore. This too was discussed with Mr. Smallridge at the same time as we discussed the fence.

In July 2019, when the board had not heard back from Mr. Smallridge, regarding the fence, the safety hazard was taken care of in order for it to not liability. The cost to replace the fence was \$3,656. When the board notified Mr. Smallridge he became angry that we had replaced the fence on our own and tried to intimidate the board member.

And just like the fence, the board had to take measures in its own hands to ensure the building was brought up to an acceptable standard. The soffits were repaired before the painting could occur. The board purchased the paint and hired a painter to complete the necessary work. The painter prepped and painted the building the same color as the clubhouse and maintenance building to assure consistency within the community. This was an additional cost to community of \$742.

In November 2019 Lake Yale Utilities was notified regarding a leak before two meters near the clubhouse in front of 1414 Azalea Drive. On numerous occasions the utilities office was notified of the leak with no response. However, on December 7, 2020, someone from the utility company arrived and has begun to repair the leak. Would you even consider this responsive service? I think not.

On several occasions Lake Yale Utilities have been notified regarding the pump cycling over and over, much more than it should. The residents who live next door to and across the street from the water building have made numerous calls to Lake Yale Utilities to report the pump noise. Each were told that is normal and it should cycle off within a few minutes. However, that is not the case. Each resident has stated that the pump motor has cycled for up to 24 hours. In each case and each incident, no one has been seen visiting the water building to check out the issue. This is not something we as a community would expect as a non-response from the utilities for such an abnormality.

In addition, the board has issues with the staff analysis. The staff analysis addressed staffing the facility. Since the take over in 2017, there has not been anyone staffed locally. It wasn't until recently (the last six months) that we have seen someone working at the water building in Sandpiper.

The staff analysis states that the community is a "seasonal community." This is incorrect. At least 42% of the residents in Sandpiper Manor are year-round Florida residents.

One other reason we are not in favor of the rate increase is the rate decisions involve considerations of equity as well as efficiency. We have many low-income households in our community, especially widows and widowers who are on fixed incomes. Should the commission approve such an astronomically high rate increase, many residents of our community may face affordability problems.

And lastly, two other things that need to be noted:

1. Those residents who are seasonal, continue to receive a water bill each month of approximately \$22.50, even without any water usage.
2. The vacant lots in our community, and we ten, are billed \$21.21 each month and there is certainly not any water consumed on those lots as the meter is locked.

We understand the Staff Assisted Rate Case, however, we strongly believe that the staff analysis should have done a better job at scrutinizing the performance of Lake Yale Utilities. It has been frustrating to deal with an unresponsive provider and poor water quality, which then necessitates the residents to purchase bottled water for drinking.

Additionally, in so far as the data which was provided to the Commission regarding expenses, staffing, and the capital purchases we have no means by which to validate or even verify the numbers presented. We can say that we have not seen the equipment in question nor have we seen the staff in a regular basis.

And lastly, I fully believe that residents of Sandpiper will address the Commission on the appointed date and time because we want to assure that our concerns are fully and fairly addressed.

Sincerely,
Jennings Neeld
Sandpiper Manor Co-op
Board President

Antonia Hover

From: rainy59in@aol.com
Sent: Wednesday, December 9, 2020 2:43 PM
To: clerk@pcs.state.fl.us
Cc: 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: DOCKET #20200169-WS

This email is in regards to the rate increase requested by Lake Yale Utilities, LLC.

I am a customer of Lake Yale Utilities and wish to speak up in protest about the proposed rate increase. I feel that Lake Yale Utilities should be held accountable for our poor water and sewage system.

Since Mr. Smallridge and LYU, LLC took over in 2017, there has been a distinct decline in the service and maintenance in our water and sewage system.

When we bought our place on Sussex Hill Way in 2012, we never noticed the sound or the smell as we do now. The sound coming from behind our home sounds like a diesel truck running at full throttle nonstop and the smell on certain days is very unpleasant and the standing sewer water certainly can't be healthy in addition to being a breeding ground for mosquitoes.

It seems very unfair and might I say greedy to impose an extremely high rate increase for sub-par service and maintenance. It seems the only time anything gets done is when forced by DEP after many complaints and then at the bare minimum.

Our Community is very concerned that this lack of care will adversely affect our property values as well as our enjoyment of our retirement home.

We ask that you please take all the above into consideration when evaluating any increase and proceed fairly.

Sincerely,
Darrell Abston
Renee Coomes.

Antonia Hover

From: Barbara TeCrony <norvelbar@gmail.com>
Sent: Wednesday, December 9, 2020 2:10 PM
To: Office of Commissioner Fay
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 Tecrony

11901 Metcalf Way

Antonia Hover

From: Sam Vandaveer <sdvan44@yahoo.com>
Sent: Wednesday, December 9, 2020 1:54 PM
To: Office of Commissioner Fay
Subject: Lake lake 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 11:57 AM
To: Office of Commissioner Fay
Subject: Docket # 20200169-WS

December 9, 2020

Reference Docket #20200169-WS

Mr. Commissioner Fay,

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!