

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Thursday, December 10, 2020 1:18 PM
To: 'Cathy Burch'
Cc: Consumer Contact
Subject: RE: Lake Yale Utilities, LLC Rate Increase

Good Afternoon, Ms. Burch.

We will be placing your comments below in consumer correspondence in Docket Number 20200169, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

-----Original Message-----

From: Cathy Burch <burch927@gmail.com>
Sent: Thursday, December 10, 2020 1:10 PM
To: comissioner.Polmann@psc.state.fl.us; Office of Commissioner Graham <Commissioner.Graham@PSC.STATE.FL.US>; Office of Chairman Clark <Commissioner.Clark@psc.state.fl.us>; Office of Commissioner Brown <Commissioner.Brown@psc.state.fl.us>; Braulio Baez <BBaez@PSC.STATE.FL.US>; Christensen.patty@leg.state.fl.us; Records Clerk <CLERK@PSC.STATE.FL.US>
Cc: Sandy Cole <scoleye@gmail.com>; Lake YaleEstates <clubhouse@yale.com>
Subject: Lake Yale Utilities, LLC Rate Increase

Reference: Docket #20200169-WS

As a resident of Lake Yale Estates, I am vehemently against this proposed rate increase for the following reasons:

Water Quality. The water is not drinkable; it tastes and smells horrible. Most residents purchase bottled water or have installed whole-house water filters.

Water Pressure.Very inconsistent. Often times it is so low that sprinklers do not function, and showering or bathing is almost impossible.

Sewage Smell. There is a continuous sewage smell from the treatment facility. This problem has been ignored by Mr. Smallridge.

Retention Ponds. Retention ponds have not been maintained by Lake Yale Utilities; these ponds should be kept mowed and free of brush and weeds. Very minimal effort has been made to do this. There is standing sewage water in these ponds! This is a health threat to the community and an ideal mosquito breeding habitat.

Fence. When Mr. Smallridge purchased the utility company, the community was promised a new vinyl/wooden fence around the treatment facility. Proper fencing is not only important from a safety standpoint, but as a noise barrier and for esthetics. When Mr. Smallridge was questioned as to why the fencing had not been installed, he threatened to lock the residents out of the compound. After working with the DEP for 2 years, a chainlink fence was installed.

Staff Analysis. Until 1 month ago, there as been no staffing presence at Lake Yale Estates.

The proposed 40% increase for water and 95% increase for water treatment is unacceptable, especially given the quality of the services that are provided! Lake Yale Utilities has given no indication that they are interest in providing quality drinking water or safe services to our community.

Thank you for you attention to these issues.

Mary Catherine Burch
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Leesburg, FL. 34788