

Antonia Hover

From: Jennifer Brownfield
Sent: Thursday, December 10, 2020 2:39 PM
To: Commissioner Correspondence
Subject: Docket No. 20200169-WS.
Attachments: Lake Yale Utilities, LLC Rate Increase; Rate increase requested by Lake Yale Utilities LLC, Docket No. 20200169-WS.; Docket #20200169-WS; Lake Yale Estates Proposed Water and sewer Increase Docket No 20200169-WS

Good afternoon,

Please place the attached emails in Docket No. 20200169-WS.

Regards,

Jennifer Brownfield
Executive Assistant to Commissioner Julie I. Brown
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6030

Antonia Hover

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; Office of Chairman Clark; Office of Commissioner Brown; Braulio Baez; Christensen.patty@leg.state.fl.us; Records Clerk
Cc: Sandy Cole; Lake YaleEstates
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
37901 Maywood Bay Drive
Leesburg, FL. 34788

Antonia Hover

From: Shelby Bortone <shelbybortone@gmail.com>
Sent: Thursday, December 10, 2020 12:04 PM
To: Sheila Weiland; Sandy Cole; Lake Yale; Office of Commissioner Brown; Office of Chairman Clark; Office of Commissioner Polmann; Office of Commissioner Graham; commissioner.fay@psc.state.fl.us; Braulio Baez; Christensen.patty@leg.state.fl.us
Subject: Rate increase requested by Lake Yale Utilities LLC, Docket No. 20200169-WS.

Date: 10 December 2020

TO: Florida Public Service Commission

Re: Rate increase requested by Lake Yale Utilities LLC, Docket No. 20200169-WS.

I am a resident of Lake Yale Estates and as such I need to speak in respect to the rate increase and ask that Lake Yale Utilities LLC. Be held accountable for our poor water and waste system. As well as the poor communication and concern this company has for its residents.

I have personally found Mr. Smallridge and LYU, LLC. have done nothing to maintain or improve our water or waste system. He has been belligerent, and very unresponsive. I was trying to get water turned on to my new mobile home last year and when I called to have it turned on he was on vacation for a week and left no one authorized to sign the "order" to turn it on in his absence. Then when he returned, he took another week to sign it! My sister and I called and called and got no or little response. This man and his company delayed the completion of my home by two weeks. Causing much undo stress, hardship and added expense.

Our community has had to fight for 3 years to get an adequate fence around the waste treatment plant, what we have now still does not muffle the sound nor the smell. Especially during the summer months, the smell and noise from the treatment area can be overwhelming, who wants to live by that? Quite frankly what has been done, has been with much resistance and not until the DEP stepped in and required the minimum. The retention ponds are a health issue, as it is nothing more than a place to breed mosquitoes.

The majority of residents purchase drinking water, as the quality of our water is not what it should be. Often times I turn the water on, and it is very cloudy with bubbles, would you drink this? Water pressure is inconsistent, sometimes so poor it is almost impossible to water the lawn or take a shower.

Just a few days ago I got a text 2 minutes...yes 2 minutes before they were going to shut off the water for repair. Nice of them to give us warning. Then shortly after that we got a boil water notice. We are still under a boil water notice...so when does this end with this company and why would they ever think they are entitled to an increase!

Their claim that we are a part time community just is not true. On my street alone "Marvell Way", we have 11 homes, and one is for sale, one the owner died, (he was full

time), one is part time, and all of the others are full time residents. Besides, why would it matter if we were all part time, does that mean we are not entitled to clean water with reasonable pressure!!

Please, consider us when you address this issue. We are all mostly on fixed income and do not have the means to accept such an increase in our monthly expenses. Accepting a modest increase is not an issue, however, the request for 40% increase in water, and 95% increase in waste is quite ridiculous.

Thank you for your consideration of this matter

Kind Regards,

Sheila Weiland

11559Marvell Way

Leesburg, FL 34788

352-638-3696

Antonia Hover

From: Cindy Coe <jccoe00@gmail.com>
Sent: Thursday, December 10, 2020 12:04 PM
To: Office of Chairman Clark; Office of Commissioner Graham; Office of Commissioner Brown; Office of Commissioner Polmann; Office of Commissioner Fay; Records Clerk
Subject: Docket #20200169-WS
Attachments: Docket #20200169-WS.pdf

Please find the attached comment regarding the raising of our water rates.

James & Cindy Coe
712 Flamingo Dr.
Leesburg, FL

Application for a staff-assisted rate case in Lake County by

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name James Coe

Address 712 Flamingo Dr Leesburg, FL
Sandpiper Mobile Home Park

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or fax it to 1-800-511-0809. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

I stand by the letter written and submitted by the Sandpiper Board

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Antonia Hover

From: Shelby Bortone <shelbybortone@gmail.com>
Sent: Thursday, December 10, 2020 11:29 AM
To: Sandy Cole; Lake Yale; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Brown; Braulio Baez; Christensen.patty@leg.state.fl.us; Office of Commissioner Polmann
Subject: Lake Yale Estates Proposed Water and sewer Increase Docket No 20200169-WS
Attachments: letter to water commission dec 2020.docx

Please find attached a letter I wish to share with all of you prior to the hearing for increase.

Thank you for your consideration in this matter,
Shelby Bortone
Steve Shaluta

Date: 10 December 2020

T0: Florida Public Service Commission

Re: Rate increase requested by Lake Yale Utilites LLC, Docket No. 20200169-WS.

I am a resident of Lake Yale Estates and as such I need to speak in respect to the rate increase and ask that Lake Yale Utilities LLC. Be held accountable for our poor water and waste system. As well as the poor communication and concern this company has for its residents.

I have personally found Mr. Smallridge and LYU, LLC. have done nothing to maintain or improve our water or waste system. He has been belligerent, and very unresponsive. My sister (Sheila Weiland) was trying to get her water turned on to her new Mobile home last year and he was on vacation for a week and left no one authorized to sign the order in his absence. Then when he returned, he took another week to sign it! I called and called and all I got was a runaround. This man and his company delayed the completion of her home by two weeks. Causing much undo stress, hardship and added expense.

We have had to fight for 3 years to get an adequate fence around the waste treatment plant, what we have now still does not muffle the sound nor the smell. Especially during the summer months, the smell and noise from the treatment area can be overwhelming, who wants to live by that? Quite frankly what has been done, has been with much resistance and not until the DEP stepped in and required the minimum. The retention ponds are a health issue, as it is nothing more than a place to breed mosquitoes.

The majority of residents purchase drinking water, as the quality of our water is not what it should be. Oftentimes I turn the water on, and it is cloudy, almost the color of milk...yuk, would you drink this? Water pressure is inconsistent, sometimes so poor it is almost impossible to water the lawn or take a shower.

Not only has our water service and quality of such not improved...just a few days ago I got a text 2 minutes...yes 2 minutes before they were going to shut off the water for repair. Nice of them to give us warning. Then shortly after that we got a boil water notice. We are still under a boil water notice...so when does this end with this company and why would they ever think they are entitled to an increase!

Their claim that we are a part time community just is not true. On my street alone Marvell Way, we have 11 homes, and one is for sale, one the owner died,

and he was full time, one is part time, and all of the others are full time residents. Besides, why would it matter if we were all part time, does that mean we are not intitled to clean water with reasonable pressure!!

Please, consider us when you address this issue. Accepting a modest increase is not an issue, however, the request for 40% increase in water, and 95% increase in waste is not only ridiculous but criminal.

Thank you for your consideration of this matter

Kind Regards,

Shelby Bortone

Steve Shaluta

11542 Marvell Way

Leesburg, FL 34788

304-546-6240

Shelby.bortone@gmail.com