

Jacob Veughn

From: Jacob Veughn **On Behalf Of** Records Clerk
Sent: Thursday, December 10, 2020 12:20 PM
To: 'Holly' <hollydiederich@gmail.com>
Cc: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: RE: Lake yale Utilites

Good Morning, Margaret Anne Barger

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 <hollydiederich@gmail.com>
Sent: Thursday, December 10, 2020 7:12 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Lake yale Utilites

Dec 10 2020

To whom it may concern:

This is in regards to the rate increase requested by Lake Yale Utilites LLC, Docket No. 20200169-WS.

I am a resident of Lake Yale utilities and as such I need to speak up against this increase and ask that Lake Yale Utilites LLC. Be held accountable for our poor water and waste system.

Since taking over in 2017, Mr. Smallridge and LYU, LLC. Have done nothing to maintain or improve our water or waste system. He has been belligerent, threatening and unresponsive.

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 are overwhelming, directly impacting our quality of life. What little 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 a cesspool of breeding mosquitoes.

Let's talk about the water! The majority of residents purchase drinking water, as the quality of LYU water is awful. It can either reek of chlorine one day, the next it just smells funky. Water pressure is inconsistent, sometimes so poor that it won't pop up our sprinklers or allow us to take a shower.

Until just recently, we have seen no staffing for the water or waste treatment. Since we have seen someone, on a partially routine basis for about a month, nothing has improved. So not too sure what he is doing.

This is a community of good honest people, the majority 80-85% here as full time residents, who have worked all their lives for a bit of heaven in the sun. I am concerned that this increase, and given the quality of service, will grossly affect the value of our investment in our homes and community.

Please, consider us when you address this issue. We understand that costs go up, and could accept a modest increase. But the request for 40% increase in water, and 95% increase in waste is ridiculous.

Thank you

Margaret Anne Barger

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