

Jacob Veaghn

From: Veronica Washington
Sent: Friday, December 11, 2020 11:12 AM
To: Commissioner Correspondence
Subject: Docket No. 20200169
Attachments: Docket #20200169-WS; Lake Yale Docket NO 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

Jacob Veauhn

From: Arlene Schrock <arleneschrock@gmail.com>
Sent: Friday, December 11, 2020 10:56 AM
To: Office of Commissioner Fay
Subject: Lake Yale Docket NO 20200169 ws

Dear Commissioner,

I am writing in regards to:
Lake Yale Utilities, LLC
Docket NO. 20200169 - WS

We are unable to use our water for drinking due to the taste. Even our coffee and tea are made with filtered water.

Also, I have had issues twice this year with the meter readings and it is difficult to get a response from this company.

On July 2, 2020 I left two messages concerning my water statement. I got no response so I wrote a letter on July 3rd. I explained that the bill reading was higher than my meter was reading. I enclosed a check for irrigation and a partial payment of \$50.00 for the overcharged bill. I also asked someone to call me. No one ever called me.

On July 23rd, I saw Jackie Love in our neighborhood and asked him to go to my home and read the meter. He agreed that the bill was incorrect and I recorded the present reading.

On August 3rd I received another large statement. I spoke with Jane and Erica on August 4th. I paid them \$115.50.

Oct. 1st my bill was extremely low. My neighbor said that the reader did not look at my meter. I received a call that "the meter was read incorrectly last month and I will get "0" usage until the meter catches up."

Other neighbors seem to have the grass grown over their meters indicating the meters are not being read.

I do understand inflation, but I do not feel that Lake Yale Utilities should be allowed to get the astronomical raise they are requesting.

Thank you for your service.

Arlene Schrock
113 Lake Shore Circle
Leesburg, FL 34788
386-336-1807

Jacob Veauhn

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.