

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Friday, December 11, 2020 1:52 PM
To: 'Arlene Schrock'
Cc: Consumer Contact
Subject: RE: 20200169-ws

Good Afternoon, Ms. Schrock.

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

From: Arlene Schrock <arleneschrock@gmail.com>
Sent: Friday, December 11, 2020 10:49 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: 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