

Antonia Hover

From: Angie Calhoun
Sent: Friday, December 11, 2020 3:39 PM
To: Consumer Correspondence
Subject: FW: To CLK Docket 2020169
Attachments: NEW FAX 352 357 9555 , 6 page(s); NEW FAX 1 920 743 2041 , 1 page(s)

Consumer correspondence for docket 2020169.

Angela

From: Diane Hood <DHOOD@PSC.STATE.FL.US>
Sent: Friday, December 11, 2020 3:05 PM
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>
Subject: To CLK Docket 2020169

Antonia Hover

From: PSC Fax Server <fax@psc.state.fl.us>
Sent: Thursday, December 10, 2020 11:20 AM
To: Consumer Contact
Subject: NEW FAX: 352 357 9555 , 6 page(s)
Attachments: FAX.2020-12-10 11_16_42.tif

You Have Received a Fax!

Inbound Fax Details

Sent To	8504136362
Number of Pages	6
Sender CSID	352 357 9555
Sender CallerID	
Total Seconds	185

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

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name Debra Fields

Address 304 Magnolia Dr. Sandpiper

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 agree with Sandpiper Board
Do YOUR WORK We Pay for
Also back in Nov. I called because had
air in lines. Was told had to go see if
neighbors where having a problem. If
they didn't they wouldn't come out.
Turns out it was their employee messed
up.

Why do I pay a triple water bill once
a year July 2019 pd a 75⁰⁰ one & Dec 2020
paid a 69⁰⁰ one all other months it runs
between \$28 & \$33. We don't even drink the water

Also water pressure sucks,
Never had a water company like you before,

your
joke

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

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name DAVID Dewitt

Address 406 OAK DRIVE

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CUSTOMER COMMENTS

I Agree with The information provided by The BOARD of Directors of The SANDPIPER mobile Home PARK Corp.

We have had very POOR WATER Pressure for MANY years As wate Just RUNS out of faucets & showers without ANY force.

Wate Quality is very POOR As eVen with filter on faucets The Taste is not PLeasant

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

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name GEORGE & HILDA LEVY

Address 1001 SUNSET DR LEESBURG FL
34788

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CUSTOMER COMMENTS
<u>WE ARE ON A FIX INCOME</u>
<u>WE AGREE WITH THE</u>
<u>SAND PIPER BOARD OF DIRECTORS</u>
<u>NO TO INCREASE OUR ^{WATER} RATES</u>
<u>H. Levy</u>

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

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name Chris + Denise Epping

Address 1405 Azalea Dr. Leesburg, FL, 34788

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CUSTOMER COMMENTS

Unable to Drink water, we have to buy Bottle water to Drink and for cooking, the water is Cloudy and sometime Smells, why Should we pay for water if we can't us it.

We also agree with Sandpiper Board on this issue

When calling none of the issues are addressed.

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Antonia Hover

From: PSC Fax Server <fax@psc.state.fl.us>
Sent: Wednesday, December 9, 2020 6:07 PM
To: Consumer Contact
Subject: NEW FAX: 1 920 743 2041 , 1 page(s)
Attachments: FAX.2020-12-09 18_06_02.tif

You Have Received a Fax!

Inbound Fax Details

Sent To	8504136362
Number of Pages	1
Sender CSID	1 920 743 2041
Sender CallerID	
Total Seconds	55

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

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name Richard & Heidi A. Burkovetz

Address 37920 Monticello St, Leesburg, FL 34788

Mailing Address: P O Box 141, Sturgeon Bay, WI 54235

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WE OBJECT TO THE PROPOSED RATE INCREASES AND PURCHASE OF LAWN MOWER AND TRAILER. WE REQUEST THAT YOU RECONSIDER AND ELIMINATE OR REDUCE THE PROPOSED FEE INCREASES.

- Since the grass is being cut and maintained currently, there is no need for a new lawn mower or trailer. Repair the equipment currently owned.
- If the Commission finds that the purchase of a new mower and trailer is necessary, the Commission should put a dollar limit on the expenditure. Prior to any purchase, at least 3 bids should be obtained with estimates for replacement of the lawn mower and trailer. Only the lowest bid should be accepted within the amount capped.
- If a mower and trailer have already been purchased, proof of purchase including amount paid should be provided to the customers. If the amount paid is excessive and unreasonable, the owner should be liable for the expense and that cost should not be passed onto the customer.
- There is nothing that prevents this equipment from being used for personal use or another business owned by the manager/member/LLC. Therefore, the equipment should be kept on the premises at Lake Yale in our locked compound in a locked shed with the equipment being used solely by Lake Yale Utilities and its staff. The key should be retained by Lake Yale Utilities to prevent misuse.

Any reputable business owner knows that you need to operate within your budget and that you do not make equipment purchases without the funds to do so! Repair the equipment you own and when you have funds to make a purchase, do it then. Poor management of Lake Yale Utilities is obvious. The water charges should be used to offset the waste charges. A fee increase of 40% for water usage when it is generating income is excessive and unnecessary. A fee increase of 100% for waste usage is UNNECESSARY and EXCESSIVE. Most of the residents of Lake Yale Estates are retired and on fixed incomes. We are planning retirement in the next year. We cannot afford the proposed rate increases. This will jeopardize the financial wellbeing of all of Lake Yale Estates' residents. If it is absolutely necessary for a fee increase, a minimal, staged increase projected over years is more reasonable. It would most likely be found that Lake Yale Utilities could break even with a minimal fee increase and better management.

FOLD & TAPE -- See back for address

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