

Hong Wang

From: Angie Calhoun
Sent: Monday, December 14, 2020 4:54 PM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20200169
Attachments: NEW FAX 352 357 9555 , 3 page(s); NEW FAX 352 357 9555 , 1 page(s)

Customer correspondence for docket 20200169.

Angela Calhoun

From: Diane Hood <DHOOD@PSC.STATE.FL.US>
Sent: Monday, December 14, 2020 4:27 PM
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>
Subject: To CLK Docket 20200169

Antonia Hover

From: PSC Fax Server <fax@psc.state.fl.us>
Sent: Monday, December 14, 2020 9:10 AM
To: Consumer Contact
Subject: NEW FAX: 352 357 9555 , 3 page(s)
Attachments: FAX.2020-12-14 09_08_06.tif

You Have Received a Fax!

Inbound Fax Details

Sent To	8504136362
Number of Pages	3
Sender CSID	352 357 9555
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Total Seconds	109

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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

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

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name LESLIE D. LOFFBERG

Address 218 N. LAKE SHORE DRIVE
LEESBURG, FLORIDA
34788

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 FEEL YOUR PROPOSED RATES TOO HIGH. IT WAS APPROXIMATELY 96% INCREASE -
I FEEL SOMEWHERE BETWEEN 0% AND 25% WOULD BE MORE REASONABLE. IT ALSO WOULD BE MORE AFFORDABLE TO A MAN LIVING ON A FIXED INCOME.
NOTE: DURING MY WORKING CAREER THE BIGGEST SINGLE INCREASE I EVER RECEIVED WAS 10% IN SALARY.
YOU ARE ASKING FOR AROUND 100% INCREASE ? NO WAY!
Respectfully Submitted,
<i>Leslie D. Loffberg</i>

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.

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

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name J. Dallas

Address 509 Cardinal Pt

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CUSTOMER COMMENTS

Poor water quality we have to buy bottled water to drink.

Service is not where it should be we had an emergency in the park (water spraying in a customer's home) called for help, got an answering service still no call back that was in Aug.

We are on a fixed income and a large increase in cost of water would be hard. We already have to spend money on bottled water I think that is an increase all by its self. Thank you for your consideration

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Antonia Hover

From: PSC Fax Server <fax@psc.state.fl.us>
Sent: Monday, December 14, 2020 11:54 AM
To: Consumer Contact
Subject: NEW FAX: 352 357 9555 , 1 page(s)
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Inbound Fax Details

Sent To	8504136362
Number of Pages	1
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Total Seconds	51

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

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name TOM & JANE MILLER

Address 403 OAK DR, LEESBURG FL 34788
SANDPIPER MHP

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CUSTOMER COMMENTS

Dear Commissioners,

The preliminary 100% to 128% rate increases I received in your correspondence dated November 20, 2020 are exorbitant and well above what the average customer served by Lake Yale Utilities (LYU) in Sandpiper MHP deserves and can afford. The service provided by LYU since it took over has not improved.

I have installed a drinking water filter because of the poor water quality.

Three neighbors around my residence and myself have experienced air in our water lines last December 2019 and again this November 2020. It was enough air pressure to cause the tank lid to violently dislodge when the toilet was flushed. Quite an unexpected surprise when you're in the process of zipping up. Luckily there are no injuries to report at this time.

The LYU facilities located at the entrance to Sandpiper were in disrepair and a safety hazard for a long time. Since it was going to take a while before LYU would do any work the park paid to have the fence replaced and the building repaired and painted at the parks expense. (Approximately \$4400)

The water pressure has been lowered since LYU took over. Not sure why but hope it improves.

I understand a rate increase may be needed but the increases proposed are **exorbitant**.

PS: I agree with the letter sent to you on December 9,2020 by the Sandpiper Board.

Thanks for your attention to this correspondence,

Tom & Jane Miller

403 Lake Dr Sandpiper MHP