

**Jacob Veauhn**

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**From:** Jacob Veauhn on behalf of Records Clerk  
**Sent:** Monday, December 14, 2020 4:18 PM  
**To:** 'Sharon'  
**Cc:** Consumer Contact  
**Subject:** RE: rate increase at Lake Yale Estates

Good Morning, Dennis and Sharon Gould

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 Veauhn**

Commission Deputy Clerk I  
Florida Public Service Commission  
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**From:** Sharon <sbgould37@comcast.net>  
**Sent:** Monday, December 14, 2020 10:56 AM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** rate increase at Lake Yale Estates

Dear Commissioner,

I would like to address the application for a rate increase to Lake Yale Estates.

We have lived here for 15 years and until Lake Yale Utilities took over we had very few problems and none of them serious.

Lake Yale Utilities has not provided the new vinyl fence as promised for the waste treatment plant nor taken care of the waste retention ponds that sometimes have standing waste water in them. The quality of the drinking water is also in question since it has a questionable taste. We use filters on our drinking water and for the ice cube maker to eliminate bad taste.

Our LYE board has worked hard to get these and other problems corrected with Lake Yale Utilities without much success.

The rate increases are beyond reason if everything was taken care of as it should be, which it is not.

Please consider our viewpoint.

Sincerely, Dennis and Sharon Gould