

Brian Schultz

From: Brian Schultz on behalf of Records Clerk
Sent: Tuesday, December 15, 2020 2:22 PM
To: 'Davis, Phyllis'
Cc: Consumer Contact
Subject: FW: 20200169-WS Correspondence
Attachments: Correspondence - from 7 Consumers.pdf

Good Afternoon,

We will be placing the comments in consumer correspondence in Docket No. 20200169-WS and forwarding the comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Brian Schultz

Commission Deputy Clerk II
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850.413.6770

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Davis, Phyllis <DAVIS.PHYLLIS@leg.state.fl.us>
Sent: Tuesday, December 15, 2020 9:01 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: 20200169-WS Correspondence

Please place the attached emails in Docket No. 20200169-WS

Thank you.

Phyllis W. Philip-Guide
Office of Public Counsel
(850)-488-9330
Davis.phyllis@leg.state.fl.us

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

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name Mitchel and JoAnne CAUDILL

Address 11928 SALINA WAY LEESBURG FL 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.

2 1/2 years ago CUSTOMER COMMENTS

We wanted to purchase a home on Sunrise Hill. However, due to the horrific smell and noise we decided not to. The smell and noise from the "utilities area" has not changed or improved since then. Their attempt to repair the enclosure was sad. The wood fencing that was taken down was left laying on the ground for weeks. The retention ponds are not maintained, inviting numerous types of creatures. If they can't maintain their area, how can we trust they maintain the water. When we first moved in, they were telling us for using the sprinkler system. We turned off the system when we moved in. They were telling us based on the prior owners usage. We do NOT drink the water and

STRONGLY OPPOSE the rate increase.

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 increase in Lake County

For Lake Yale Utilities, LLC

Document number 20200169-WS

Dear Sir/Madam

Under section 1 of the Rate Case Review, the justification is firstly to recover the costs of purchasing a lawn mower and accompanying trailer. This cannot be justified.

The grass surrounding the wells, sewer plant and retention ponds are cared for by Lake Yale Estates. We pay for the grass to be cut. The only areas that Lake Yale Utilities are therefore responsible for are the sewer plant inside the fence area and the actual retention ponds themselves. A lawnmower cannot be used in these locations. The tool for the job is a weedwacker. That is assuming of course that regular maintenance is undertaken by the owner.

By proceeding to purchase a lawn mower and trailer provides a clear example that Mr. Smallridge has no concept as to what is required to provide good facilities for the community.

Ever since Mr. Smallridge purchased the water and sewer treatment facilities from the previous owners he has clearly demonstrated that he has been unable to provide an acceptable quality of service to the community.

The water is of poor quality, low pressure, smells and a substantial number of residents cannot drink it. They are forced to purchase bottled water.

The next item to address is the sewer plant. This is without doubt disgraceful. When purchased there was a wooden fence around the facility. It was subsequently damaged in high winds etc but no work was undertaken to secure the facility. Fence sections were blown down and anyone could walk straight into the sewer plant itself. After years, when the wooden fence was eventually replaced with a wire one the wood was left in a pile on community land for the

best part of a year. Snakes and other rodents were able to use it as a breeding ground. This was a danger to the community. Safety issues.

The retention ponds have been a disgrace. One was allowed to fill up to a depth of a few feet from the runoff from the sewer treatment. The water mark clearly indicates the volume of runoff that was allowed to accumulate. It remained in that condition for months/years. It was green and a breeding ground for mosquitoes. The smell has been dreadful. The other two retention ponds had trees and bushes growing in them.. When Mr. Smallwood eventually got round to clearing the ponds the vegetation was dumped on community land to rot for many months.**This has been without question a health hazard for the community.**

Palm Shores is a neighboring community. Its water and sewer treatment are provided by US Water. This is an efficient operation and their sewer plant does minimal smell. If US Water can operate efficiently then why not Lake Yale Facilities?

As a community the difficulties that have been experienced were reported to the county and to the state on numerous occasions.. It has been one continuous battle. One would have thought that with the volume of complaints the governing bodies would appreciate that a serious issue existed, investigated and monitored the situation.

Lake Yale Facilities has been permitted to continue to operate in business without regard to the Health, Safety and Welfare of the community

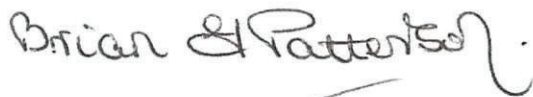
Apparently following one complaint, Mr. Smallridge was fined \$10,000!.

Why has this situation been allowed to continue?

Now is an appropriate time for Mr. Smallridge to have his license revoked.

There is no point in the proper authorities advising that henceforth they would clearly monitor the operation. They have not done so in the past and will most certainly not do so in the future. If Mr. Smallridge would happen to be permitted to continue in business it would only be a matter of time before the situation would deteriorate. .He simply does not care to provide safe, secure facilities and satisfactory products. His motivation is money. .The residents are forced to put up with his appalling quality of service.

Is the State prepared to knowingly and willfully let the residents of Lake Yale Estates be subjected to their Health, Safety and Welfare continuing to be placed at risk? Please refer back to Mr. Smallridge's justification for an increase in charges. He does not even know that a lawnmower is of no use in the community. If he does not even appreciate this simple fact then how can he be expected to deliver a quality of service?



Brian G Patterson

Board Director Lake Yale Estates.

Home address: 11639 Martell Court, Leesburg, Florida. 34788

Email: patterson_brian@hotmail.com

Cell phone: 352 205 2510

Davis, Phyllis

From: Christensen, Patty
Sent: Thursday, December 10, 2020 10:10 AM
To: Davis, Phyllis
Subject: FW: LAKE YALE UTILITES

[Please file in the docket.](#)

From: Holly <hollydiederich@gmail.com>
Sent: Thursday, December 10, 2020 7:16 AM
To: Christensen, Patty <CHRISTENSEN.PATTY@leg.state.fl.us>
Subject: LAKE YALE UTILITES

Dec 8, 2020

To whom it may concern:

This is in regards to the rate increase requested by Lake Yale Utilites LLC, Docket No. 20200169-WS.

I am a resident of Lake Yale utilities and as such I need to speak up against this increase and ask that Lake Yale Utilites LLC. Be held accountable for our poor water and waste system.

Since taking over in 2017, Mr. Smallridge and LYU, LLC. Have done nothing to maintain or improve our water or waste system. He has been belligerent, threatening and unresponsive.

We have had to fight for 3 years to get an adequate fence around the waste treatment plant, what we have now still does not muffle the sound nor the smell. Especially during the summer months, the smell and noise from the treatment area are overwhelming, directly impacting our quality of life. What little has been done, has been with much resistance and not until the DEP stepped in and required the minimum. The retention ponds are a health issue, as it is a cesspool of breeding mosquitoes.

Let's talk about the water! The majority of residents purchase drinking water, as the quality of LYU water is awful. It can either reek of chlorine one day, the next it just smells funky. Water pressure is inconsistent, sometimes so poor that it won't pop up our sprinklers or allow us to take a shower.

Until just recently, we have seen no staffing for the water or waste treatment. Since we have seen someone, on a partially routine basis for about a month, nothing has improved. So not too sure what he is doing.

This is a community of good honest people, the majority 80-85% here as full time residents, who have worked all their lives for a bit of heaven in the sun. I am concerned that this increase, and given the quality of service, will grossly affect the value of our investment in our homes and community.

Please, consider us when you address this issue. We understand that costs go up, and could accept a modest increase. But the request for 40% increase in water, and 95% increase in waste is ridiculous.

Thank you
Margaret Anne Barger
11918 Stanwood Way
Leesburg Fl 34788
352-483-0939





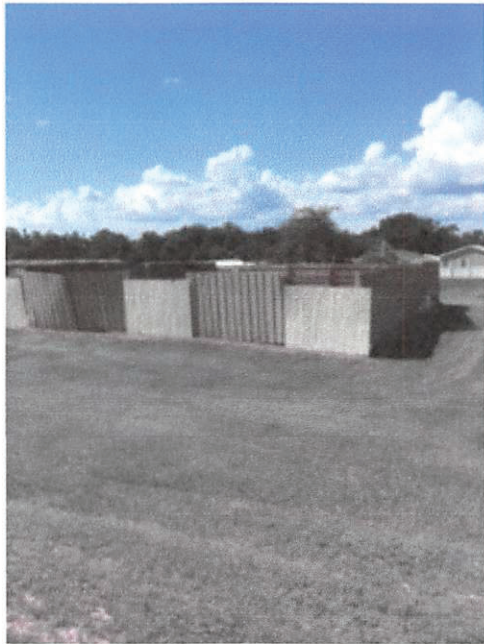














Phone: (352) 357-6923

Fax: (352) 357-9555

Jennings Neeld – President
Cindy Coe – Secretary
Tome Miller – Member
William Cartwright - Member

Jim Dallas – Vice President
Joe Ingraham – Treasurer
John Carter – Member

December 9, 2020

Office of the Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Dear Commissioners,

This letter by Sandpiper Manor Co-op Board is in response to the rate increase requested by Lake Yale Utilities, LLC, Docket No. 20200169-WS.

Sandpiper Manor is a 55+ community, with both year-round as well as season residents, with the majority being year-round. Furthermore, the majority of residents are on fixed income (Social Security) and the proposed increase as written will be more than many will be able to afford.

The proposed increases, *for residential water* will call for an increased rate from about 40% to nearly 90%, based on water usage; 3,000 gallons (39.8%), 6,000 gallons (66%) and 8,000 gallons (87.2%).

The proposed increases, *for residential sewer* will call for an increased rate from about 100% to nearly 128%, based on water usage; 3,000 gallons (99.9%), 6,000 gallons (128%) and 8,000 gallons (90%).

For a combined total, in the proposed increases, *for residential water and sewer* will call for an increased rate from about 73% to nearly 101%, based on water usage; 3,000 gallons (72.5%), 6,000 gallons (100.8%) and 8,000 gallons (88.8%).

Please see the following example:

Description	Usage	Old Rate	New Rate	Old Amount	New Amount	Difference	% Increase
Water Rate	5,000	\$1.89	\$3.89	\$ 9.45	\$19.45	\$10.00	105.8%
>5,000	367	\$1.89	\$5.63	\$ 0.69	\$ 2.14	\$ 1.45	208.5%
Base Household meter charge				\$10.35	\$10.73	\$ 0.38	3.7%
Base Sewer Charge				\$10.86	\$13.90	\$ 3.04	28.0%
Sewer Charge (10,000 gal cap)		\$2.77	\$8.14	\$14.87	\$43.69	\$28.62	193.9%
GRAND TOTAL				\$46.22	\$89.91	\$43.69	94.5%

Likewise, even though the water is tested annually, because of the water quality being so bad, many of the residents within the Sandpiper Manor community drink bottle water versus tap water. Thus, the need to spend additional funds to purchase drinking water, (\$12.00 to \$24.00 per month).

Since the time that Lake Yale Utilities took over the operation for the water and sewer system, in 2017, for our community, the service which we were used to the past has continued to deteriorate. Prior to utility company being taken over, requests for service and/or assistance was quite responsive. However, since the takeover, the responsiveness has left much to be desired.

The fence surrounding the water tank and water building on Sandpiper Manor property was collapsing and had become a safety hazard. The post in the ground had rotted; the fence itself was falling over and had to be propped up in places.

In early 2019, because of the safety hazard, the Sandpiper Manor Co-op Board began discussions with Mr. Smallridge of Lake Yale Utilities for the removal and replacement of the fence. The response from Mr. Smallridge was the undertaking of such a project could take up to year as he would have to apply bfor to the utility commission at the state for permission to spend the money to replace the fence.

As this was identified as a safety hazard, it was the responsibility of the board to rectify the issue, in order for it not to be a liability within the community. Mr. Smallridge did not appear to be concerned with the urgency with which we needed to resolve the issue. The Board offered to immediately replace the fence and asked Mr. Smallridge to split the cost as it did protect the water tank and water company's building.

It should be noted that water tank and water building are at the entrance to our community. It is directly behind our Sandpiper Manor sign thus they are both very visible to everyone who enters our community. The water building itself was also in disrepair.

In places around the building the soffit was falling down and needed to be put back up. Furthermore, the building itself needed to be painted as it was an eye sore. This too was discussed with Mr. Smallridge at the same time as we discussed the fence.

In July 2019, when the board had not heard back from Mr. Smallridge, regarding the fence, the safety hazard was taken care of in order for it to not liability. The cost to replace the fence was \$3,656. When the board notified Mr. Smallridge he became angry that we had replaced the fence on our own and tried to intimidate the board member.

And just like the fence, the board had to take measures in its own hands to ensure the building was brought up to an acceptable standard. The soffits were repaired before the painting could occur. The board purchased the paint and hired a painter to complete the necessary work. The painter prepped and painted the building the same color as the clubhouse and maintenance building to assure consistency within the community. This was an additional cost to community of \$742.

In November 2019 Lake Yale Utilities was notified regarding a leak before two meters near the clubhouse in front of 1414 Azalea Drive. On numerous occasions the utilities office was notified of the leak with no response. However, on December 7 2020, someone from the utility company arrived and has begun to repair the leak. Would you even consider this responsive service? I think not.

On several occasions Lake Yale Utilities have been notified regarding the pump cycling over and over, much more than it should. The residents who live next door to and across the street from the water building have made numerous calls to Lake Yale Utilities to report the pump noise. Each were told that is normal and it should cycle off within a few minutes. However, that is not the case. Each resident has stated that the pump motor has cycled for up to 24 hours. In each case and each incident, no one has been seen visiting the water building to check out the issue. This is not something we as a community would expect as a non-response from the utilities for such an abnormality.

In addition, the board has issues with the staff analysis. The staff analysis addressed staffing the facility. Since the take over in 2017, there has not been anyone staffed locally. It wasn't until recently (the last six months) that we have seen someone working at the water building in Sandpiper.

The staff analysis states that the community is a "seasonal community." This is incorrect. At least 42% of the residents in Sandpiper Manor are year-round Florida residents.

One other reason we are not in favor of the rate increase is the rate decisions involve considerations of equity as well as efficiency. We have many low-income households in our community, especially widows and widowers who are on fixed incomes. Should the commission approve such an astronomically high rate increase, many residents of our community may face affordability problems.

And lastly, two other things that need to be noted:

1. Those residents who are seasonal, continue to receive a water bill each month of approximately \$22.50, even without any water usage.
2. The vacant lots in our community, and we ten, are billed \$21.21 each month and there is certainly not any water consumed on those lots as the meter is locked.

We understand the Staff Assisted Rate Case, however, we strongly believe that the staff analysis should have done a better job at scrutinizing the performance of Lake Yale Utilities. It has been frustrating to deal with an unresponsive provider and poor water quality, which then necessitates the residents to purchase bottled water for drinking.

Additionally, in so far as the data which was provided to the Commission regarding expenses, staffing, and the capital purchases we have no means by which to validate or even verify the numbers presented. We can say that we have not seen the equipment in question nor have we seen the staff in a regular basis.

And lastly, I fully believe that residents of Sandpiper will address the Commission on the appointed date and time because we want to assure that our concerns are fully and fairly addressed.

Sincerely,
Jennings Neeld
Sandpiper Manor Co-op
Board President

Davis, Phyllis

From: Christensen, Patty
Sent: Wednesday, December 09, 2020 2:18 PM
To: Davis, Phyllis
Subject: FW: LAKE YALE UTILITIES

[Please file in the docket.](#)

From: Barbara TeCroney <norvelbar@gmail.com>
Sent: Wednesday, December 9, 2020 2:15 PM
To: Christensen, Patty <CHRISTENSEN.PATTY@leg.state.fl.us>
Subject: LAKE YALE UTILITIES

Dec. 9, 2020

To the Florida Public Service Commission

R/E Docket No. 20200169-WS

As a resident of Lake Yale Estates, I am writing to speak out against the magnitude of the proposed rate increase for our community.

A far GREATER PROBLEM for us living on Metcalf Way or Sussex Hill and others even farther from the sewage plant is the constant low pitch pump noise. There are times that we wonder “why are my nerves on edge”. Then we realize the constant drumming of the pumps is the cause.

The pumps need to be isolated, altered, updated, replaced, or enough insulating barrier built around them to stop the noise! This is a mental health issue equal to or greater than the physical health issue of the ODOR all have complained about.

The residents of Lake Yale Estates are retired people just wanting to live a stress free life. We have "PAID OUR DUES" in our younger years! Now it is time for Lake Yale Utilities to step up and remedy this problem.

Thank You

Norvel & Barbara Tecrone

11901 Metcalf Way

Davis, Phyllis

From: Christensen, Patty
Sent: Tuesday, December 08, 2020 3:19 PM
To: Davis, Phyllis
Subject: FW: "Docket No. 20200169-WS, Lake Yale Utilities, LLC"

[Please submit to the docket file.](#)

From: Norma Sager <norma023@aol.com>
Sent: Tuesday, December 8, 2020 3:15 PM
To: Christensen, Patty <CHRISTENSEN.PATTY@leg.state.fl.us>
Subject: "Docket No. 20200169-WS, Lake Yale Utilities, LLC"

Public Safety Counsel Patty Christensen:

This is in regards to the proposed rate increase for the water and waste treatment at Lake Yale Estates. By Lake Yale Utilities LLC. Docket # 20200169-WS.

I have been living here since 1997. The quality of the water has deteriorated so much since Lake Yale Utilities have taken over in 2017. I have had to purchase a "Brita" water system, since the water now is not fit to drink. It has a chlorine odor which at times is sickening. Also, the water pressure is very inconsistent.

I've sat here and wondered if there is any correlation to the increase of cancer in the community, might be something we may want to investigate.

Should I even mention the waste facility!! Just unbelievable! It took the longest time, and numerous complaints to get them to fix the fencing around the treatment plant. It was promised to us by Smallridge, when it changed hands that we would have a nice secure wood or vinyl fence to block the noise, smell and looks and add security, Instead, after 3 yrs of complaints, legal battlement, and threats by Smallridge, we finally have a 3 ft chain link with some sort of mesh. This does nothing for the noise or security from the waste treatment.

As far as the retention ponds go they are usually weedy, wet, smelly, and a mosquito breeding pit. I live on Sussex Hill Way, about 3 blocks from them, and sometimes the smell is nasty. I've been living in this community 23 years.. it's a great place to live..would I have ever thought that we as a community would have to battle for safe and affordable water and waste.

Please, I beg you to take into consideration the people that this will affect. That, and our past history of dealings with Lake Yale Utilities. Please don't let him take advantage of us again. I understand the need for a rate increase, but seriously! 40% and 95%. This is outrageous!!

Norma Sager

11816 Sussex Hill Way

Leesburg FL 34788

352-589-1586

Norma023@aol.com

Sent from my iPad