

Brian Schultz

From: Office of Commissioner Fay
Sent: Tuesday, December 15, 2020 3:57 PM
To: Commissioner Correspondence
Subject: FW: Docket #20200169-WS
Attachments: PSC-pg 1.pdf; Psc-pg 2.pdf

Please place the attached in Docket No. 20200169

Thanks

Veronica D. Washington

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From: Cindy Willcox [mailto:wdcyndie@hotmail.com]
Sent: Tuesday, December 15, 2020 10:32 AM
To: Records Clerk
Cc: Office of Commissioner Polmann; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Fay; Office of Commissioner Brown; Braulio Baez; christensen.patty@leg.state.fl.us
Subject: Docket #20200169-WS

Florida Public Service Commission

Docket #20200169-WS

To: Florida Public Service Commission

December 10, 2020

As a concerned resident of Lake Yale Estates I am sending this response to all who should deny this increase request by Lake Yale Utilities. It's outrageous to say the least. He has shown no respect to our concerns since he acquired this utility in 2017. In August of 2017 we got a rate increase, which went into effect in November of that year, then we had a serious hurricane called Irma that came through and did some heavy damage to the facilities fence that surrounded and blocked the noise to some extent. Our board has tried numerous times to communicate with him and clean up the area to no avail, and was promised a solid vinyl fence to replace the wooden one that was destroyed...that and other complaints were ignored for quite some time, I have had to deal with Mr. Smallridge when he first acquired this facility, it took months before we could get him to a meeting in person to discuss the concerns of the residents or the compound itself, dealing with him was not pleasant. Instead of working out some kind of a solution, we received threats from him. Until we were forced to go to the people who are supposed to regulate his type of business, did we get any satisfaction which took quite some time and it wasn't until we went to the FDEP, PSC, St. Johns Water Management, to name just a few, to get him to address our concerns, finally Mr. Smallridge was hit with some fines to get it done and even then he procrastinated, yes he put up a chain link, not a vinyl, and built around the wooden fence that was knocked over, or just hanging, it was very Unsightly for quite some time until late this year did he start to clean that up so that the appearance to who will grant him this request looks good for them.

The ponds are not kept to regulation standards, as I understand it at these elevations of the ponds require a fence around them (by law) for safety concerns, and are not tilled like they should be, mowed once in a while if dry, but he will not keep this appearance/maintenance of these ponds on a regular schedule if he is granted this increase. Past experience has proven this to be true in the four years as his duty to maintain them adequately is lacking. These ponds are left with standing water in them for months on end with no adequate drainage, hence the tilling needs to be done. The sewage smell that comes from that area is horrendous and has been a concern with residents surrounding that area for quite some time.

The noise is another concern which has been from the beginning when he put up the chain link fence, I live on the second entrance to Lake Yale Estates, and I can hear them at night at times, so imagine the poor residents who about the area!

The water pressure is another issue, we have never received "boil water" notices since he acquired this facility and I can tell you that it does go below 18lbs on numerous occasions, and the "blow off valves" have never been opened once a month as should be by law. Does he have records of doing so? Drinking this water is not an option, it may be tested and say it is, but as a resident, it is not. It is usually cloudy and has a slight odor to it. Bottled water is preferred by most residents I can assure you.

Mr. Smallridge, Lake Yale Utilities, should not be granted this huge increase, a 40% increase to water and 95 to 100% increase in wastewater it cannot be justified. This would put upon every resident a terrible hardship to all who have to use this facility with all that has occurred in this year of 2020, it

would be detrimental to all. I have no ill will towards Mr. Smallridge, I hope that you hear the residents of Lake Yale Estates and the other two parks that are involved with this rate increase and deny this request and I request that you look further into the way this Utility company runs his business and treats its customers and the kind of information he is supplying the departments who can grant him this increase

Thank you

A handwritten signature in blue ink that reads "Cynthia Willcox". The signature is written in a cursive style with a large initial "C".

Cynthia Willcox