

Antonia Hover

From: Angie Calhoun
Sent: Tuesday, December 22, 2020 11:08 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20200169
Attachments: NEW FAX 352 357 9555 , 1 page(s); NEW FAX 352 357 9555 , 1 page(s); NEW FAX 352 357 9555 , 1 page(s); NEW FAX 352 357 9555 , 1 page(s)

Customer correspondence for 20200169.

Angela Calhoun

From: Diane Hood <DHOOD@PSC.STATE.FL.US>
Sent: Monday, December 21, 2020 3:26 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: Tuesday, December 15, 2020 1:37 PM
To: Consumer Contact
Subject: NEW FAX: 352 357 9555 , 1 page(s)
Attachments: FAX.2020-12-15 13_36_04.tif

You Have Received a Fax!

Inbound Fax Details

Sent To	8504136362
Number of Pages	1
Sender CSID	352 357 9555
Sender CallerID	
Total Seconds	56

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

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name Jeffrey & Georgina Emanuel

Address 1203 Oak St. 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.

CUSTOMER COMMENTS

To whom this may concern: We live in Sandpiper park and are on a fixed income, that is tight enough now as it is to raise our prices would be devastating to most of the residents here. We buy bottled water because the water here has a bad taste to it. We don't have good water pressure & when needed the service is as bad as the water pressure, taste & smell is. We get bad service when there is a problem (takes weeks to get things fixed when needed). We also agree with ~~that~~ other people in the park that a big rate hike will be bad for all of us here in Sandpiper. We also believe the letter that was sent by the Sandpiper Precedent is how the residents of Sandpiper feel.

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Antonia Hover

From: PSC Fax Server <fax@psc.state.fl.us>
Sent: Thursday, December 17, 2020 12:08 PM
To: Consumer Contact
Subject: NEW FAX: 352 357 9555 , 1 page(s)
Attachments: FAX.2020-12-17 12_07_30.tif

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Inbound Fax Details

Sent To	8504136362
Number of Pages	1
Sender CSID	352 357 9555
Sender CallerID	
Total Seconds	44

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

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name Jane Miller

Address 403 Oak Dr Leesburg, FL
34788

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CUSTOMER COMMENTS

I am concerned about the huge rate increase that is being proposed. Our water quality has been poor; many times the water has a chlorine smell. Water pressure is also a concern.

Jane Miller

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Antonia Hover

From: PSC Fax Server <fax@psc.state.fl.us>
Sent: Thursday, December 17, 2020 11:35 AM
To: Consumer Contact
Subject: NEW FAX: 352 357 9555 , 1 page(s)
Attachments: FAX.2020-12-17 11_34_30.tif

You Have Received a Fax!

Inbound Fax Details

Sent To	8504136362
Number of Pages	1
Sender CSID	352 357 9555
Sender CallerID	
Total Seconds	55

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Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name JOHN + GLORIA CARTER

Address 510 CARDINAL, 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.

CUSTOMER COMMENTS

WE CERTAINLY DO NOT BELIEVE A RATE INCREASE TO OUR WATER BILLS ARE APPROPRIATE GIVEN THE MANY POOR QUALITIES OF THE WATER.

1. WE WILL NOT DRINK THE WATER DUE TO BAD TASTE AND MUST BUY WATER OR FILTER IT.

2. THE WATER HAS A VERY BAD SMELL MANY TIMES.

3. RECENT "BOIL WATER" ISSUES CERTAINLY DO NOT JUSTIFY AN INCREASE BUT WOULD SUGGEST A DECREASE IF ANYTHING.

Gloria Carter
12/16/20

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Antonia Hover

From: PSC Fax Server <fax@psc.state.fl.us>
Sent: Thursday, December 17, 2020 1:42 PM
To: Consumer Contact
Subject: NEW FAX: 352 357 9555 , 1 page(s)
Attachments: FAX.2020-12-17 13_41_02.tif

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Inbound Fax Details

Sent To	8504136362
Number of Pages	1
Sender CSID	352 357 9555
Sender CallerID	
Total Seconds	48

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

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name Kenneth & Janet Dewitt

Address 414 Oak Avenue
Sandpiper Mobile Manor

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CUSTOMER COMMENTS

No improvements have been made. We had to pay \$100 to have a sheet off. Can't drink the water unless we filter it. We're all on a fixed income & can't afford any raises for water

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Antonia Hover

From: PSC Fax Server <fax@psc.state.fl.us>
Sent: Monday, December 21, 2020 11:12 AM
To: Consumer Contact
Subject: NEW FAX: 352 357 9555 , 1 page(s)
Attachments: FAX.2020-12-21 11_11_24.tif

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Inbound Fax Details

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Total Seconds	48

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

Lake Yale Utilities, LLC

DOCKET NO. 20200169-WS

Name Carol Dallas

Address 509 Cardinal Leesburg, Fl.

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CUSTOMER COMMENTS

I live in a 55 plus community. I live on a fixed income. The water is not very good. We buy bottle water to drink, make coffee and to cook with. Spend about \$40.00 a month on bottle water. Add that to my water bill. I spend about \$70.00 A month for water now. There's times when you take a shower you feel like you are at the pool. You can really smell the chlorine. There was a water leak at someones house and they were not home, they called to have the water shut off. No one came out. One of the guys found the shut off valve for the house and turned it off. very poor service. I just can't afford a big increase in my water bill. A lot of people leave in the summer and pay \$22.50 A month for no service.

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