

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Wednesday, December 9, 2020 12:50 PM
To: 'pat tanner'
Cc: Consumer Contact
Subject: RE:

Good Afternoon, Pat Tanner.

We will be placing your comments below in consumer correspondence in Docket Number 20200169, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you!

Toni Hover
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

From: pat tanner <tannerstap@att.net>
Sent: Wednesday, December 9, 2020 10:41 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject:

Dec 9, 2020

To whom it may concern:

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

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, hat 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 that 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 the residents purchase drinking water, as the quality of LYU water is awful. It can either reek of chlorine one day, the next 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 a month, nothing has improved. So not sure what h 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, 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
Pat Tanner

Lauri Piper
11916 Salina Way