

Antonia Hover

From: Betty Leland
Sent: Wednesday, December 9, 2020 3:36 PM
To: Commissioner Correspondence
Subject: Lake Yale Utilities
Attachments: lake yale sewage; DOCKET #20200169-WS; LAKE YALE UTILITIES; Lake Yale utilities rate increase

Good Afternoon:

Please place this email in Docket #20200169.

Thanks.

*Betty Leland, Executive Assistant to
Commissioner Art Graham
Florida Public Service Commission
bleland@psc.state.fl.us
(850) 413-6024*

Antonia Hover

From: Barbara TeCrone <norvelbar@gmail.com>
Sent: Wednesday, December 9, 2020 3:27 PM
To: Office of Commissioner Graham
Subject: lake yale sewage

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.

A GREATER PROBLEM for us living HERE IS THE UNBEARABLE LOUD NOISE FROM THE SEWER PUMP ALL DAY EVERY DAY AND THE SMELL AND UNKEPT PROPERTY.

The pumps need to have enough insulating barrier built around them to stop the noise! When it is the middle of the night and the noise wakes you up it becomes a mental health issue. Once the noise has woken you up it becomes a physical health issue also, because sleep has ended. You turn on the TV or music to try and shut out the noise, nothing really shuts off that pump noise. I feel I should have stayed in the city, the sirens are not as loud or constant as this sewer pump.

It is time for Lake Yale Utilities to step up and remedy their problem without raising prices..

Thank You

Barbara TeCrone

11901 Metcalf Way

Antonia Hover

From: rainy59in@aol.com
Sent: Wednesday, December 9, 2020 2:43 PM
To: clerk@pcs.state.fl.us
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

This email is in regards to the rate increase requested by Lake Yale Utilities, LLC.

I am a customer of Lake Yale Utilities and wish to speak up in protest about the proposed rate increase. I feel that Lake Yale Utilities should be held accountable for our poor water and sewage system.

Since Mr. Smallridge and LYU, LLC took over in 2017, there has been a distinct decline in the service and maintenance in our water and sewage system.

When we bought our place on Sussex Hill Way in 2012, we never noticed the sound or the smell as we do now. The sound coming from behind our home sounds like a diesel truck running at full throttle nonstop and the smell on certain days is very unpleasant and the standing sewer water certainly can't be healthy in addition to being a breeding ground for mosquitoes.

It seems very unfair and might I say greedy to impose an extremely high rate increase for sub-par service and maintenance. It seems the only time anything gets done is when forced by DEP after many complaints and then at the bare minimum.

Our Community is very concerned that this lack of care will adversely affect our property values as well as our enjoyment of our retirement home.

We ask that you please take all the above into consideration when evaluating any increase and proceed fairly.

Sincerely,
Darrell Abston
Renee Coomes.

Antonia Hover

From: Barbara TeCrone <norvelbar@gmail.com>
Sent: Wednesday, December 9, 2020 2:08 PM
To: Office of Commissioner Graham
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

Antonia Hover

From: Sam Vandaveer <sdvan44@yahoo.com>
Sent: Wednesday, December 9, 2020 1:57 PM
To: Office of Commissioner Graham
Subject: Lake Yale utilities rate increase

Docket No. 20200169-WS

To whom it may concern:

The requested rate increase by Lake Yale Utilities is way out of line. All the residents of sandpiper are required to be over 55, so most all that reside here are on fixed incomes and cannot afford such a rate increase. Most on social security get a very limited rate increase yearly, this year I believe to be around 1.2 %, and that is not every year. I believe most are not against a rate increase, but at the rate increase of this magnitude is not fair or expected, there has been many instances of service request and problems that go unanswered for months or if they get ahold of someone at lake yale utilities they are told to see if anyone else is having the same problem then they will come out, not very good business practices. The quality of water is not the best, many residents purchase bottle water for drinking or install filters and softeners to help with this so it is an added expense to their already limited fixed income.

Sincerely

Sam Vandaveer 704 flamingo dr leesburg fl. 34788

Roger Lee 706 flamingo dr leesburg fl. 34788