

**Antonia Hover**

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**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Wednesday, December 9, 2020 5:09 PM  
**To:** 'neeld3@gmail.com'  
**Cc:** Consumer Contact  
**Subject:** FW: Lake Yale Utilities Rate Increase Docket No. 20200169-WS  
**Attachments:** Lake Yale Utilities Rate Increase - Neeld Letter.docx

Good Afternoon, Mr. & Mrs. Neeld.

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:** Jennings Neeld <neeld3@gmail.com>  
**Sent:** Wednesday, December 9, 2020 4:57 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Lake Yale Utilities Rate Increase Docket No. 20200169-WS

Please see the attached letter from a resident of Sandpiper Manor regarding the rate increase proposed by Lake Yale Utilities.

Thank You,  
Jennings & Robin Neeld

Jennings & Robin Neeld  
111 Lake Shore Circle  
Leesburg, Florida 34788

December 7, 2020

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

Dear Commissioners,

This letter is in response to the rate increase requested by Lake Yale Utilities, LLC, Docket No. 20200169-WS. I am a resident at Sandpiper Manor Mobile Home Park.

We are against the increase proposed in staff-assisted rate case in Lake County for Lake Yale Utilities. The main reason we are against the increase is the water quality in our home.

In September 2017 we installed a Culligan water softener and filtration system at a cost of \$3,296.00 because of the quality of the water in our community. We also have a water filter in our refrigerator, which we replace 3 to 4 times a year. Even so, there times we still get a whiff of the odor and taste of rotten eggs if we were to drink the water out of the refrigerator or tap.

A few times we have been involved in the annual water study in the community. However, even though the test come within the acceptable guidelines, we continue to purchase bottled water for drinking.

The additional cost for bottled water, with the two of us in our home at \$4.38 per case, can be quite costly. With each of us drinking bottled water each day, a case may only last four to five days, which would make the cost \$22 to \$26 each month. Therefore, in my mind we already have an increased water bill because of the quality of water.

The 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, 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.

Please strongly consider these reasons for denying the proposed increased in the staff-assisted rate case in Lake County.

Sincerely,  
Jennings & Robin Neeld