

Brian Schultz

From: Betty Leland on behalf of Office of Commissioner Graham
Sent: Thursday, December 10, 2020 11:32 AM
To: Commissioner Correspondence
Subject: FW: Lake Yale Estates Proposed Water and sewer Increase Docket No 20200169-WS
Attachments: letter to water commission dec 2020.docx

Good Morning:

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*

From: Shelby Bortone [mailto:shelbybortone@gmail.com]
Sent: Thursday, December 10, 2020 11:29 AM
To: Sandy Cole; Lake Yale; Office of Commissioner Graham; Office of Chairman Clark; Office of Commissioner Brown; Braulio Baez; Christensen.patty@leg.state.fl.us; Office of Commissioner Polmann
Subject: Lake Yale Estates Proposed Water and sewer Increase Docket No 20200169-WS

Please find attached a letter I wish to share with all of you prior to the hearing for increase.

Thank you for your consideration in this matter,
Shelby Bortone
Steve Shaluta

Date: 10 December 2020

TO: Florida Public Service Commission

Re: Rate increase requested by Lake Yale Utilities LLC, Docket No. 20200169-WS.

I am a resident of Lake Yale Estates and as such I need to speak in respect to the rate increase and ask that Lake Yale Utilities LLC. Be held accountable for our poor water and waste system. As well as the poor communication and concern this company has for its residents.

I have personally found Mr. Smallridge and LYU, LLC. have done nothing to maintain or improve our water or waste system. He has been belligerent, and very unresponsive. My sister (Sheila Weiland) was trying to get her water turned on to her new Mobile home last year and he was on vacation for a week and left no one authorized to sign the order in his absence. Then when he returned, he took another week to sign it! I called and called and all I got was a runaround. This man and his company delayed the completion of her home by two weeks. Causing much undo stress, hardship and added expense.

We have had to fight for 3 years to get an adequate fence around the waste treatment plant, what 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 can be overwhelming, who wants to live by that? Quite frankly what 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 nothing more than a place to breed mosquitoes.

The majority of residents purchase drinking water, as the quality of our water is not what it should be. Oftentimes I turn the water on, and it is cloudy, almost the color of milk...yuk, would you drink this? Water pressure is inconsistent, sometimes so poor it is almost impossible to water the lawn or take a shower.

Not only has our water service and quality of such not improved...just a few days ago I got a text 2 minutes...yes 2 minutes before they were going to shut off the water for repair. Nice of them to give us warning. Then shortly after that we got a boil water notice. We are still under a boil water notice...so when does this end with this company and why would they ever think they are entitled to an increase!

Their claim that we are a part time community just is not true. On my street alone Marvell Way, we have 11 homes, and one is for sale, one the owner died,

and he was full time, one is part time, and all of the others are full time residents. Besides, why would it matter if we were all part time, does that mean we are not intitled to clean water with reasonable pressure!!

Please, consider us when you address this issue. Accepting a modest increase is not an issue, however, the request for 40% increase in water, and 95% increase in waste is not only ridiculous but criminal.

Thank you for your consideration of this matter

Kind Regards,

Shelby Bortone

Steve Shaluta

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