

**Antonia Hover**

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**From:** Antonia Hover on behalf of Records Clerk  
**Sent:** Monday, December 14, 2020 12:51 PM  
**To:** 'patterson\_brian@hotmail.com'  
**Cc:** Consumer Contact  
**Subject:** FW: Rate Case Overview. Lake Yale Utilities, LLC. Docket No: 20200169-WS  
**Attachments:** Scan\_0144.pdf

Good Afternoon, Mr. Patterson.

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

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**From:** Brian Patterson <patterson\_brian@hotmail.com>  
**Sent:** Monday, December 14, 2020 11:48 AM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Rate Case Overview. Lake Yale Utilities, LLC. Docket No: 20200169-WS

Attached is my response to the above  
Brian G Patterson  
patterson\_brian@hotmail.com

**Applicatiion for a staff assisted rate increase in Lake County**

**For Lake Yale Utilities, LLC**

**Document number 20200169-WS**

**Dear Sir/Madam**

**Under section 1 of the Rate Case Review, the justification is firstly to recover the costs of purchasing a lawn mower and accompanying trailer. This cannot be justified.**

**The grass surrounding the wells, sewer plant and retention ponds are cared for by Lake Yale Estates. We pay for the grass to be cut. The only areas that Lake Yale Utilities are therefore responsible for are the sewer plant inside the fence area and the actual retention ponds themselves. A lawnmower cannot be used in these locations. The tool for the job is a weedwacker. That is assuming of course that regular maintenance is undertaken by the owner.**

**By proceeding to purchase a lawn mower and trailer provides a clear example that Mr. Smallridge has no concept as to what is required to provide good facilities for the community.**

**Ever since Mr. Smallridge purchased the water and sewer treatment facilities from the previous owners he has clearly demonstrated that he has been unable to provide an acceptable quality of service to the community.**

**The water is of poor quality, low pressure, smells and a substantial number of residents cannot drink it. They are forced to purchase bottled water.**

**The next item to address is the sewer plant. This is without doubt disgraceful. When purchased there was a wooden fence around the facility. It was subsequently damaged in high winds etc but no work was undertaken to secure the facility. Fence sections were blown down and anyone could walk straight into the sewer plant itself. After years, when the wooden fence was eventually replaced with a wire one the wood was left in a pile on community land for the**

best part of a year. Snakes and other rodents were able to use it as a breeding ground. **This was a danger to the community. Safety issues.**

The retention ponds have been a disgrace. One was allowed to fill up to a depth of a few feet from the runoff from the sewer treatment. The water mark clearly indicates the volume of runoff that was allowed to accumulate. It remained in that condition for months/years. It was green and a breeding ground for mosquitoes. The smell has been dreadful. The other two retention ponds had trees and bushes growing in them.. When Mr. Smallwood eventually got round to clearing the ponds the vegetation was dumped on community land to rot for many months. **This has been without question a health hazard for the community.**

Palm Shores is a neighboring community. Its water and sewer treatment are provided by US Water. This is an efficient operation and their sewer plant does minimal smell. If US Water can operate efficiently then why not Lake Yale Facilities?

As a community the difficulties that have been experienced were reported to the county and to the state on numerous occasions.. It has been one continuous battle. One would have thought that with the volume of complaints the governing bodies would appreciate that a serious issue existed, investigated and monitored the situation.

*Lake Yale Facilities has been permitted to continue to operate in business without regard to the Health, Safety and Welfare of the community*

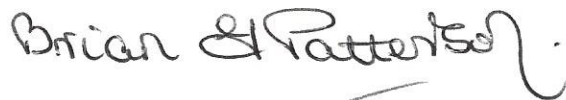
Apparently following one complaint, Mr. Smallridge was fined \$10,000!.

Why has this situation been allowed to continue?

**Now is an appropriate time for Mr. Smallridge to have his license revoked.**

There is no point in the proper authorities advising that henceforth they would clearly monitor the operation. They have not done so in the past and will most certainly not do so in the future. If Mr. Smallridge would happen to be permitted to continue in business it would only be a matter of time before the situation would deteriorate. .He simply does not care to provide safe, secure facilities and satisfactory products. His motivation is money. .The residents are forced to put up with his appalling quality of service.

**Is the State prepared to knowingly and willfully let the residents of Lake Yale Estates be subjected to their Health, Safety and Welfare continuing to be placed at risk? Please refer back to Mr. Smallridge's justification for an increase in charges. He does not even know that a lawnmower is of no use in the community. If he does not even appreciate this simple fact then how can he be expected to deliver a quality of service?**



**Brian G Patterson**

**Board Director Lake Yale Estates.**

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