

State of Florida



CORRESPONDENCE
1/13/2021
DOCUMENT NO. 01224-2021

Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: January 13, 2021

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Penelope D. Buys, Engineering Specialist IV, Division of Engineering *PB MR LK*

RE: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Please file the attached correspondence from Commission staff, dated January 13, 2021, in response to customer comments on the Correspondence side of the above mentioned docket file.

Thank you.

PB/jp

Attachment

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. Richard Cox
11618 Martell Court
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. Cox:

Thank you for expressing your concerns regarding your water and wastewater service provided by Lake Yale Utilities, LLC. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

During a rate case the Commission's accountants, engineers, and economists examine the Utility's financial and engineering information to address several issues of the rate case including, but not limited to, the Utility's quality of service, infrastructure and operating conditions, and rate structure and rates. With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory as directed by Chapter 367, Florida Statutes. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

We thank you for taking the time to express your concerns regarding the Utility's proposed rate increase. If you have any additional questions, or require further assistance, please reach me by phone at (850) 413-6518 or email at pbuys@psc.state.fl.us.

Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
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STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Ms. Debra Fields
304 Magnolia Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Fields:

Thank you for expressing your concerns regarding your water and wastewater service provided by Lake Yale Utilities, LLC. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

During a rate case the Commission's accountants, engineers, and economists examine the Utility's financial and engineering information to address several issues of the rate case including, but not limited to, the Utility's quality of service, infrastructure and operating conditions, and rate structure and rates. With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory as directed by Chapter 367, Florida Statutes. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

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DIVISION OF ENGINEERING
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Public Service Commission

January 13, 2021

Gary Lehman
37921 Monticello Street
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. Lehman:

Thank you for expressing your concerns regarding your water and wastewater service provided by Lake Yale Utilities, LLC. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

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TOM BALLINGER
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Public Service Commission

January 13, 2021

Leslie Loofbord
218 N. Lakeshore Drivet
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Loofbord:

Thank you for expressing your concerns regarding your water and wastewater service provided by Lake Yale Utilities, LLC. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

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DIRECTOR
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Public Service Commission

January 13, 2021

Mr. & Mrs. Norvel Tecrone
11901 Metcalf Way
Leesburg, Florida 34788
norvelbar@gmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Tecrone:

Thank you for expressing your concerns regarding your water and wastewater service provided by Lake Yale Utilities, LLC. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

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Public Service Commission

January 13, 2021

Mr. & Mrs. Borkovetz
37920 Monticello Street
Leesburg, FL 34788
bork5@yahoo.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Borkovetz:

Thank you for expressing your concerns regarding your water and wastewater service provided by Lake Yale Utilities, LLC. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

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TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Michael & Joanne Caudill
11928 Salina Way
Leesburg, Florida 34788
gonasca88@gmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Caudill:

Thank you for expressing your concerns regarding your water and wastewater service provided by Lake Yale Utilities, LLC. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

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TOM BALLINGER
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(850) 413-6910

Public Service Commission

January 13, 2021

Jim & Judy Given
602 Sandpiper Drive
Leesburg, Florida 34788
jimgiven@live.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Given:

Thank you for expressing your concerns regarding your water and wastewater service provided by Lake Yale Utilities, LLC. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

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MIKE LA ROSA

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DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Roland Lundin
38032 Monticello Street
Leesburg, Florida 34788
ralundin@gmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Lundin:

Thank you for expressing your concerns regarding your water and wastewater service provided by Lake Yale Utilities, LLC. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

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MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. and Mrs. Robert Pray
37848 Maywood Bay Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. and Mrs. Pray:

Thank you for expressing your concerns regarding your water and wastewater service provided by Lake Yale Utilities, LLC. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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/s/ Penelope D. Buys

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Division of Engineering

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TOM BALLINGER
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(850) 413-6910

Public Service Commission

January 13, 2021

Mr. Richard Acton
11936 Stanwood Way
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. Acton:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

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TOM BALLINGER
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Public Service Commission

January 13, 2021

Ms. Margaret Anne Barger
11918 Stanwood Way
Leesburg, FL 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Barger:

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Sincerely,

/s/ Penelope D. Buys

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Division of Engineering

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TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Ms. Rebecca Beatty
11639 Martell Court
Leesburg, Florida 34788
kostjal13@hotmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Beatty:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

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TOM BALLINGER
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Public Service Commission

January 13, 2021

Mr. Patrick Birchenough
613 Sandpiper Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Birchenough:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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/s/ Penelope D. Buys

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DIRECTOR
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Public Service Commission

January 13, 2021

Shelby Bortone
Steve Shaluta
11542 Marvel Way
Leesburg, FL 34788
Shelby.bortone@gmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Bortone & Mr. Shaluta:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

We thank you for taking the time to express your concerns regarding the Utility's proposed rate increase and its quality of service. If you have any additional questions, or require further assistance, please reach me by phone at (850) 413-6518 or email at pbuys@psc.state.fl.us.

Sincerely,
/s/ Penelope D. Buys
Penelope D. Buys
Division of Engineering

PB:jp
cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. Robert Brumlow
11553 Marvell Way
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. Brumlow:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mary Catherine Burch
37901 Maywood Bay Drive
Leesburg, Florida 34788
burch927@gmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Burch:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

John & Gloria Carter
510 Cardinal
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Carter:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Steve & MaryLou Champer
510 Cardinal Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Champer:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

James & Cindy Coe
712 Flamingo Drive
Leesburg, Florida 34788
jccoe00@gmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Coe:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Ms. Sandra Cole
38141 Maywood Bay Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Cole:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Carol Dallas
509 Cardinal Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Dallas:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Kenneth & Janet DeWitt
414 Oak Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. DeWitt:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

David DeWitt
406 Oak Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. DeWitt:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Jeffrey & Georgina Emanuel
1203 Oak Street
Leesburg, Florida 34788
geemanuel5797@gmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Emanuel:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

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COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
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MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Bill & Marie Ennis
11912 Stanwood Way
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Ennis:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Chris & Denise Epping
1405 Azalea Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Epping:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. & Mrs. William Gerwig
11843 Metcalf Way
Leesburg, Florida 34788
gerwigws@aol.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Gerwig:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Alice F. Gray
407 Oak Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Gray:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,
/s/ Penelope D. Buys
Penelope D. Buys
Division of Engineering

PB:jp
cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. and Mrs. Orina Hicks
11937 Metcalf Way
Leesburg, Florida 34788
hicks619@comcast.net

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. and Mrs. Hicks:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. Roger Lee
706 Flamingo Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. Lee:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

We thank you for taking the time to express your concerns regarding the Utility's proposed rate increase and its quality of service. If you have any additional questions, or require further assistance, please reach me by phone at (850) 413-6518 or email at pbuys@psc.state.fl.us.

Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. & Mrs. George Levy
1001 Sunset Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Levy:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Ms. Jane Miller
403 Oak Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Miller:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. & Mrs. Jennings Neeld
111 Lake Shore Circle
Leesburg, Florida 34788
neeld3@gmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Needle:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

We thank you for taking the time to express your concerns regarding the Utility's proposed rate increase and its quality of service. If you have any additional questions, or require further assistance, please reach me by phone at (850) 413-6518 or email at pbuys@psc.state.fl.us.

Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. & Mrs. John Oakley
37906 Monticello Street
Leesburg, Florida 34788
cheryloakley48@gmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Oakley:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. Brian G. Patterson
11639 Martell Court
Leesburg, Florida 34788
patterson_brian@hotmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. Patterson:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. and Mrs. Kelly E. Ryan
506 Cardinal Drive
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. and Mrs. Ryan:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Ms. Arlene Schrock
113 Lake Shore Circle
Leesburg, Florida 34788
arleneschrock@gmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Schrock:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. & Mrs. Terry Sharkey
11824 Sussex Hill Way
Leesburg, Florida 34788
sharkeyd@charter.net

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Sharkey:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys

Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. Sam Vandaveer
704 Flamingo Drive
Leesburg, Florida 34788
sdvan44@yahoo.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. Vandaveer:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

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MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Ms. Sheila Weiland
11559 Marvell Way
Leesburg, Florida 34788

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Weiland:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. & Mrs. Scott Williquette
11622 Martell Court
Leesburg, Florida 34788
wwilliq@hotmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Williquette:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

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COMMISSIONERS:
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ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. Darrell Abston
Leesburg, Florida 34788
rainy59in@aol.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. Abston:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Ms. Joyce Barnes
Leesburg, Florida 34788
barnesjk73@gmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Barnes:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Denise & Sharon Gould
Leesburg, Florida 34788
sbgould37@comcast.net

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Gould:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys

Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. & Mrs. Rich Reinert
Leesburg, Florida 34788
rpreinert@gmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Reinert:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

We thank you for taking the time to express your concerns regarding the Utility's proposed rate increase and its quality of service. If you have any additional questions, or require further assistance, please reach me by phone at (850) 413-6518 or email at pbuys@psc.state.fl.us.

Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)

COMMISSIONERS:
GARY F. CLARK, CHAIRMAN
ART GRAHAM
JULIE I. BROWN
ANDREW GILES FAY
MIKE LA ROSA

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Mr. & Mrs. Art Swains
Leesburg, Florida 34788
artandsherry_2@yahoo.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Mr. & Mrs. Swains:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

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Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

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cc: Office of Commission Clerk (Docket No. 20200169-WS)

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DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

January 13, 2021

Ms. Cindy Willcox
Leesburg, Florida 34788
wdcyndie@hotmail.com

Re: Docket No. 20200169-WS - Application for staff-assisted rate case in Lake County, and request for interim rate increase, by Lake Yale Utilities, LLC.

Dear Ms. Willcox:

Thank you for expressing your concerns regarding the quality of service provided by your Utility. To ensure that the Florida Public Service Commission (Commission) staff and the Commissioners have knowledge of your concerns, your comments have been placed on the correspondence side of the docket file.

In evaluating the request for a rate increase, staff investigates the Utility's current compliance with the Florida Department of Environmental Protection's (DEP) secondary standards and other quality of service items. Secondary standards regulate contaminants that may impact the taste, odor, and color of drinking water. When investigating a utility's compliance status and quality of service, staff reviews documents on file with the DEP and customer complaints and comments. After we complete our analysis, a recommendation is prepared and presented to the Commission regarding the Utility's requested rate increase. We intend to file this recommendation on February 18, 2021. The recommendation will be available for your review on the Commission's website at www.floridapsc.com in Docket No. 20200169-WS. The Commissioners are scheduled to vote on staff's recommendation on March 2, 2021.

We thank you for taking the time to express your concerns regarding the Utility's proposed rate increase and its quality of service. If you have any additional questions, or require further assistance, please reach me by phone at (850) 413-6518 or email at pbuys@psc.state.fl.us.

Sincerely,

/s/ Penelope D. Buys

Penelope D. Buys
Division of Engineering

PB:jp

cc: Office of Commission Clerk (Docket No. 20200169-WS)