

State of Florida



# 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-**

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**DATE:** January 19, 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.

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Please file the attached email correspondence from Arlene Schrock, on the Correspondence side of the above mentioned docket file.

Thank you.

PB/jp

Attachment

**From:** Penny Buys  
**Sent:** Tuesday, January 19, 2021 9:01 AM  
**To:** 'Arlene Schrock' <[arleneschrock@gmail.com](mailto:arleneschrock@gmail.com)>  
**Cc:** Marissa Ramos <[mramos@psc.state.fl.us](mailto:mramos@psc.state.fl.us)>  
**Subject:** RE: Docket NO. 20200169-WS Boil Advisory

Ms. Schrock,

Thank you for your follow-up email below notifying the Commission of the Utility's boil water notice. Your email correspondence will be placed in the docket file. Please let me know if I can be of further assistance.

Thank you,

*Penelope Buys*  
*Engineering Specialist*  
*Division of Engineering*  
*Florida Public Service Commission*  
*(850) 413-6518*  
[pbuys@psc.state.fl.us](mailto:pbuys@psc.state.fl.us)

**From:** Arlene Schrock <[arleneschrock@gmail.com](mailto:arleneschrock@gmail.com)>  
**Sent:** Monday, January 18, 2021 9:19 AM  
**To:** Penny Buys <[PBuys@PSC.STATE.FL.US](mailto:PBuys@PSC.STATE.FL.US)>  
**Subject:** Docket NO. 20200169-WS Boil Advisory

Thank you for your letter acknowledging receipt of my concerns regarding the quality of service provided by Lake Yale Utilities.

On January 12th, I was notified that I should boil my water until further notice. Again, on January 15th we were notified once again to boil our water. Having to continually boil water for a week and possibly more speaks clearly as to what kind of utility company we have.

Thank you,  
Arlene Schrock  
113 Lake Shore Circle  
Leesburg, Florida 34788