

Antonia Hover

From: Ellen Plendl
Sent: Thursday, March 28, 2024 3:40 PM
To: Consumer Correspondence
Subject: Docket No. 20220142
Attachments: gary-larimer-correspondence0327.pdf; Consumer Inquiry - Grenelefe Resort Utility, Inc. ; Re: Consumer Inquiry - Grenelefe Resort Utility, Inc. ; RE: Consumer Inquiry - Grenelefe Resort Utility, Inc.

See attached customer correspondence and reply for Docket No. 20220142.

March 22, 2024

Mr. Frederick House
NC Real Estate Projects LLC
D/B/A Grenelefe Utility
5147 Lakeland Dr. Ste 2
Lakeland, FL 33813

RECEIVED

MAR 26 2024

FLORIDA PUBLIC SERVICE
COMMISSION CONSUMER ASSISTANCE

Dear Mr. House:

Your March 6, 2024 Notice dealing with transfer of Grenelefe Resort Utility water and wastewater facilities to your company did not address questions about the utility operation and water safety. The more important questions are listed below:

What expertise does NC Real Estate Projects have in water utility operation and safety? If you propose to subcontract these tasks, who will be the subcontractors?

Are you prepared to issue a Consumer Confidence Report (CCR) in July 2024? As you know this is required by Federal and Florida State law. Will that report include test results for PFAS?

What is your plan to address boil water notification? In the past, in many cases, when water pressure dropped to zero, no boil water notification was issued by the utility. When a notification was provided it was in the form of a small, unreadable, piece of paper tacked to a pole, or a generator trailer with a lighted Boil Water sign stationed on one road leading into the area. A better solution would be to notify customers with a text or email message, in addition to generator trailers position on all main roads leading into the service area.

What are your plans to address the Environmental Working Group (EWG.ORG) concerns? The EWG data base for Grenelefe Resort Utility tap water for the years 2014-2019 shows compliance with federal safety standards but also indicates several contaminants that are significantly above EWG recommendations. The most significant EWG concerns/problems are: 1) Arsenic, 306 times recommendations (306x); 2) Haloacetic acids, 43x; 3) Nitrate, 17x; 4) Radium, 9x;

March 22, 2024

and 5) Total trihalomethanes, 93x. These contaminants all have the potential to cause Cancer.

What are your plans to correct billing problems? Sporadic billing and overbilling have been serious problems. The errors, some in the hundreds of dollars, almost always benefitted the utility. Errors also resulted in some water shut offs.

We look forward to your reply. If you have any question, please call or email me.

Gary Larimer



Arrowhead Lakes HOA

111 Fairway DR.

Haines City, FL 33844

(863) 547-8543

garylarimer@yahoo.com

RECEIVED

MAR 26 2024

FLORIDA PUBLIC SERVICE
COMMISSION CONSUMER ASSISTANCE

- Copy: 1) Office of Commission Clerk, Florida Public Service Commission
2) F. Marshall Deterding, Esq.
3) Concerned HOAs serviced by Grenelefe Resort Utility



Mr Gary Larimer
111 Fairway Dr
Haines City, FL 33844-8887

TAMPA FL 335
SAINT PETERSBURG FL
22 MAR 2024 PM 3 L



Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED

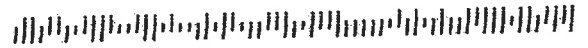
MAR 26 2024

FLORIDA PUBLIC SERVICE
COMMISSION CONSUMER ASSISTANCE

2024 MAR 27 AM 8:44

DISTRIBUTION CENTER

93999-1088088



111 Fairway Dr
Haines City, FL 33844-8887

Antonia Hover

From: Ellen Plendl
Sent: Wednesday, March 27, 2024 4:22 PM
To: 'garylarimer@yahoo.com'
Subject: Consumer Inquiry - Grenelefe Resort Utility, Inc.

Mr. Gary Larimer
Arrowhead Lakes HOA
garylarimer@yahoo.com

RE: FPSC Inquiry 1441678C

Dear Mr. Larimer:

This is an acknowledgement of your e-mail to the Florida Public Service Commission (FPSC) regarding Grenelefe Resort Utility, Inc.

We forwarded your correspondence to the company and requested Grenelefe staff contact you regarding your service and billing concerns.

The FPSC has jurisdiction over rates and service provided by Grenelefe. However, boil water notices and water quality issues fall under the jurisdiction of the Florida Department of Environmental Protection (FDEP). You may contact FDEP by using the following information:

Florida Department of Environmental Protection Office of Citizen Services
3900 Commonwealth Blvd. MS49
Tallahassee, FL 32399

Telephone: 850-245-2118
Facsimile: 850-245-2128

If you or fellow Grenelefe customers have specific service or billing concerns about an individual account, you or your neighbors may use our complaint form by using the following url or toll-free telephone number:

Complaint Form: <https://www.floridapsc.com/consumer-complaint-form>
Telephone: 800-342-3552

I hope this information is useful. Please contact me if you have questions or concerns.

Sincerely,

Ellen Plendl
Regulatory Analyst IV
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

Antonia Hover

From: Gary Larimer <garylarimer@yahoo.com>
Sent: Thursday, March 28, 2024 11:04 AM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Grenelefe Resort Utility, Inc.

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

My correspondence was a first class letter and not an email, and as such is a legal entity of your concern. The letter pointed out significant problems associated with the certificate transfers. Please reread the letter. Does NC Real Estate have the necessary expertise to manage a water system serving over 2000 people? Until an inspection of the utility has occurred by a representative of Arrowhead Lakes HOA, and the questions asked in the letter are answered, we objects to the transfer of certificates.

Gary Larimer
111 Fairway Dr.
Haines City, FL 33844
garylarimer@yahoo.com
863 547 8543

On Mar 27, 2024, at 4:22 PM, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

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Arrowhead Lakes HOA
garylarimer@yahoo.com

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From: Ellen Plendl
Sent: Thursday, March 28, 2024 11:35 AM
To: 'Gary Larimer'
Subject: RE: Consumer Inquiry - Grenelefe Resort Utility, Inc.

Dear Mr. Larimer:

Thank you for your reply. My apologies, yes, your correspondence was indeed a first class stamped letter.

I have requested Grenelefe staff contact you directly regarding the concerns you outlined in your correspondence.

I will also add your correspondence to Docket No. 20220142 regarding Grenelefe's application for transfer of water and wastewater facilities and Certificate Nos. 589-W and 507-S from Grenelefe Resort Utility, Inc. to NC Real Estate Projects, LLC d/b/a Grenelefe Utility, in Polk County.

Sincerely,

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Regulatory Analyst IV
Florida Public Service Commission
Office of Consumer Assistance & Outreach
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