

**Nickalus Holmes**

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**From:** Nickalus Holmes on behalf of Records Clerk  
**Sent:** Monday, September 15, 2025 8:44 AM  
**To:** 'brndtre@aol.com'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket No. 20250023-WS

Good Morning

We will be placing your comments below in consumer correspondence in Docket No. 20250023, and forwarding them to the Office of Consumer Assistance.

Thank you,  
Nick Holmes  
Commission Deputy Clerk II  
Office of Commission Clerk  
Florida Public Service Commission  
850-413-6770

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**From:** brndtre@aol.com <brndtre@aol.com>  
**Sent:** Friday, September 12, 2025 5:36 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Docket No. 20250023-WS

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Dear Commissioners.

I am writing as a customer of Grenelefe Utility to express my opposition to the proposed water and wastewater rate increases in Docket No 20250023-WS.

The proposed bills- rising from roughly \$30 a month to over \$300 a month- are neither just nor reasonable. Such a dramatic and sudden increase violates the Commission's duty under section 367.081(1), Florida State Statutes, which require that rates be "fair, just and reasonable to both the customer and the utility. Rates must balance the utility's right to recover prudent costs with customers' right to affordable and essential service.

I understand Grenelefe faces infrastructure challenges and environmental compliance obligations. However, the proposed approach unfairly shifts nearly all financial burden onto existing customers. Under Florida law, The Commission has the authority to:

- Require the new development and future growth pay their proportionate share of capacity cost through plant capacity charges (see FSS 367.081(2)(a), rather than burdening current ratepayers.
- Spread recovery of major capital improvements over a longer time horizon, instead of imposing immediate and unaffordable increases.
- Consider whether grant funding, low-interest loans or state/federal assistance are available before approving extreme increases.
- Consider the possibility of connecting to the Haines City Sewer and Water.

I respectfully urge the Commission to:

1. Reject the proposed rate structure as filed.
2. Require Grenelefe to resubmit a plan that phases in increase gradually and equitably.
3. Ensure that developers and new connections bear appropriate responsibility for growth-related costs, consistent with Commission precedent and statutory authority.

The current proposal would devastate residents, especially seniors and families on fixed incomes. My wife and I are in our 80's and have had our property in Grenelefe for over 25 years. With the high HOA fee of nearly \$500 and now the possibility of a \$300 or more utility bill we will no longer be able to afford to live here any longer. We have lived in Grenelefe under three different owners and have never felt as let down as the current owner has been over the last several years. Over the last couple years, the water has been increasing getting worse. There are always water main pipes breaking causing us to go without clean water or sometime no water at all for days and even weeks. We are constantly under a boil notice. I understand there will always be a cost with inflation and growth, but no one can sustain a utility cost of \$300. With the current cost of living rising and causing everything to go up in price, it has already become a stressful situation for us seniors on a limited income. If the Commission doesn't help in this matter, I am unsure of how we will be able to survive. This kind of rate will be hundreds of dollars more than any other place in the nation. Grenelefe is a very small community in a rural area of the county. The residences in Grenelefe are retired blue collared workers or families struggling to make ends meet. We are not wealthy people that live out here, but do everything possible to pay our bills on time. We live less than a mile from the city limits of Haines City. The residences in the city pay less than our current rate for good clean water with minimal to no interruptions. I ask you uphold your responsibility under Florida law to ensure rates remain fair, just and reasonable.

Thank you for considering my comments and for protecting the public interest in this matter.

Lonnie and Brenda Rountree

