

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Monday, September 15, 2025 8:56 AM
To: 'Carol Post'
Cc: Consumer Contact
Subject: RE: Docket No. 20250023-WS, rate increases, Grenelefe communities, Haines City

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

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.

From: Carol Post <caroljpost@gmail.com>
Sent: Saturday, September 13, 2025 5:50 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20250023-WS, rate increases, Grenelefe communities, Haines City

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

Dear Commissioners,

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

The proposed bills — rising from roughly \$30/month to over \$300/month — are neither just nor reasonable. Such a dramatic and sudden increase violates the Commission's duty under Section 367.081(1), Florida Statutes, which requires that rates be "fair, just, and reasonable" to both customers 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 that new development and future growth pay their proportionate share of capacity costs through plant capacity charges (see §367.081(2)(a), Fla. Stat.), 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.

I respectfully urge the Commission to:

1. Reject the proposed rate structure as filed.
2. Require Grenelefe to resubmit a plan that phases in increases 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. I ask that 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.

Sincerely,

Carol Post on behalf of
Edward Arroyo
5027 Sherwood Lane
Haines City, FL 33844