

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Monday, September 15, 2025 2:06 PM
To: 'Steph Men'
Cc: Consumer Contact
Subject: RE: Concerns Regarding Proposed Rate Increases – Docket No. 20250023-WS (Grenelefe Utilities)

Good Afternoon

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: Steph Men <smsarden123@gmail.com>
Sent: Monday, September 15, 2025 1:52 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Concerns Regarding Proposed Rate Increases – Docket No. 20250023-WS (Grenelefe Utilities)

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Dear Ms. Ramirez-Abundez,

I am writing on behalf of concerned residents of the Grenelefe community to strongly oppose the proposed water and sewer rate increases under Docket No. 20250023-WS.

The proposal to raise water rates from \$2.09 to \$14.74 per 1,000 gallons and sewer rates from \$3.52 to \$44.53 per 1,000 gallons is excessive, unreasonable, and completely unjustified. Increases of this magnitude would devastate households, many of which are already struggling to balance rising costs of living. Utilities are not a luxury — they are a necessity. No family should be forced to choose between paying for water and meeting other essential needs.

What makes this proposal even more troubling is that Grenelefe Utilities has ongoing issues with service quality and reliability. Before any discussion of rate hikes, the company should be required to address these

deficiencies and demonstrate that it can deliver dependable, safe, and fair service to the community. Approving such extreme increases without accountability would be unconscionable.

We respectfully urge the Commission to reject these proposed hikes in their current form. Instead, we ask that you protect consumers by requiring Grenelefe Utilities to improve service and justify any future adjustments with transparency, fairness, and moderation.

Our community depends on the Public Service Commission to safeguard residents from predatory and disproportionate practices. We trust you will stand with us in ensuring affordable access to water and sewer services.

Thank you for your time and for giving our concerns full and fair consideration.

Sincerely,

Stephanie Mendez

Homeowner

120 Canterbury Dr

Haines city FL 33844