

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Monday, September 15, 2025 4:12 PM
To: 'gforsyth4'
Cc: Consumer Contact
Subject: RE: Concerns and Questions regarding: DN 20250023-WS

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: gforsyth4 <gforsyth4@gmail.com>
Sent: Monday, September 15, 2025 3:04 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Concerns and Questions regarding: DN 20250023-WS

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Hello,

My wife and I are the current residents of 36 Nottingham Way in Town and Country Homes and have been since I purchased my home in Feb of 2019.

The staff rate hikes proposed by Scott House are unreasonable, aggressive, inhumane and fraudulent. The commission approved his purchase of the utility company based on his assurance that he (through investments and capital) or new residents would assume any cost associated with infrastructure improvements for the development project in Grenelefe. Since Mr. House has taken over, the billing and service for the water company has gone down to unacceptable levels. I filed a complaint with the PSC because of service and billing issues. Residents here have dealt with boil notices month after month, egregious bills in excess of 6 figures in some cases, and a lack of basic functionality for a federally classified essential service.

Mr. House is going back on his word to handle these issues, a promise he made under oath. This is a violation of the commission's duty to the taxpayers. Please stand by your taxpayers and voters and deny this staff rate change and investigate this development project because none of these issues were here prior to Mr. House taking over the utility.

Thank you,
Gary Forsyth
36 Nottingham Way
Haines City, FL 33844