

From: Tristan Davis on behalf of Records Clerk
Sent: Monday, December 29, 2025 8:04 AM
To: 'Gloria WILKINSON'
Cc: Consumer Contact
Subject: RE: Docket 20250023-WS-Public Comment

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!

Tristan Davis
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

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-----Original Message-----

From: Gloria WILKINSON <gwilk1213@aol.com>
Sent: Sunday, December 28, 2025 8:42 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket 20250023-WS-Public Comment

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I have been a resident here with GENELEFE Water Utilities for over 5 years. The previous water management had far, far fewer water breaks. So far fewer boil water notices and better water quality.

We have very low water pressure ALL the time. And poor quality water.

With the present management we are seldom notified of issues and don't find out until we realize we don't have water. And they have just recently begun to sometimes, notify us of boil water notices. Sometimes they just put up 2 signs. One at the entrance and one at the back of the road. If you don't leave your house, you don't see them and you are using water that can be contaminated. Over a year ago I told my concern to the office and they told me to go notify my neighbors myself. Totally irresponsible.

The rates for water have really gone up. The previous management (years ago) was able to run and maintain the utility well and had far less problems on less money.

I feel that giving any money to the present management would be like throwing it in a sewer. But far worse than that is I'm afraid that if they are given more money, it might never go towards the utility, but somewhere else.

When Scott House started the process of building out here, he stated over and over that the current residents would never be responsible for the cost of improving the water plant. The majority of the residents here cannot afford for the water bill to go up like they are proposing.

Thank you ,
Gloria Wilkinson

Sent from my iPad