

From: Tristan Davis on behalf of Records Clerk
Sent: Friday, January 9, 2026 8:06 AM
To: 'Ivaylo Penev'
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

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: Ivaylo Penev <p_i_nbg@yahoo.com>
Sent: Thursday, January 8, 2026 5:28 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket 20250023-WS-Public Comment

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

Good day,
I am writing in regards to the proposed water rate hikes linked to Scott House's development efforts in and around Grenelife.
We purchased our condos in Grenelife in 2013 and the way the community looked at the time swung our decision to buy.
We loved the mature trees, the well maintained golf course and common areas.
This all ended with Scott House's purchase.
It has been about 3 years since the irrigation to our buildings stopped. While the condo HOA is still charged for irrigation by Scott House, he claims that the pumps are not able to provide water to all the condo buildings. For 3 years now I am watering the plants around our condos. I had to purchase hoses and I am using a tap that is connected on my meter. Of course, this have added to our monthly expenses.
Scott House have completely neglected the community- the old club house was demolished months ago and all debris are still piled up there with nothing being moved out. The roads are deteriorating-

one of the homeowners here used his own funds and time to fill in the deepest potholes (which were also on a turn, creating hazardous conditions for everyone that uses that road).

The mature trees are taken over by kudzu vines and are dying- there are dead trees and dead branches that are collapsing on or beside the road almost daily. I am sure you are aware of the lack of maintenance of the grass. For 2025, the grass was mowed TWICE (the second time after Polk county got involved). Together with my father in law, we have spent countless hours over the last 2.5 years to try and maintain the plants and trees immediately around our condos- areas that should be maintained by Scott House.

The lack of oversight and control have also lead to groups of ATV riders coming and riding dangerously on the closed golf courses, creating nuisance for the residents but also endangering the safety of kids that ride bikes or scooters around. On the west side, there are few areas that turned into dumping grounds with household items being scattered near the road and in the wooded areas. We also have the (almost) constant issue with water supply. There are always issues affecting the community and for the last two years we have had to switch to bottled water for drinking and cooking since the water runs so dirty after every shutdown.

This once lovely place is being ruined by the lack of care from Mr. House and it looks as if it is getting worse all the time.

We used to rent one of our condos, we lost this as an income since the tenants were unhappy with the deteriorating conditions of the common grounds and the obvious lack of care and maintenance. With all of the issues that we have to live with, considering hiking the rates and making us bare the responsibility of the plant imrp

*Regards,
Ivaylo Penev*