

Antonia Hover

From: John Plescow
Sent: Friday, January 23, 2026 1:58 PM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: Grenelefe Utilities

We will record as a contact. The docket the customer is protesting is 20250023.

From: Tristan Davis <TrDavis@psc.state.fl.us> **On Behalf Of** Records Clerk
Sent: Friday, January 23, 2026 8:13 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: Grenelefe Utilities

Good Morning,

Please see the e-mail below. Please let us know whether this needs to be entered in CMS as consumer correspondence, and what docket it should be placed in.

Thank you!

From: Katie Hill <kbhill26@gmail.com>
Sent: Thursday, January 22, 2026 3:35 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Grenelefe Utilities

Dear Commissioner,

I am writing to express my concerns about the ongoing water issues in our community, including the poor service, infrastructure maintenance, and the proposed rate increase.

Many residents; including myself, continue to experience frequent interruptions in water service and, poor management of sewage. I live next to one of the lift stations for this community and I have been able to speak with the previous companies hired to repair these lift stations; however, they have quit the job due to no payments received. I have heard this reasoning to quit from two companies and also heard that major repairs cannot be approved to make the system work efficiently. We are not even allowed to use the irrigation to the commons ground and some house in the community but still receive a water bill without services received.

These issues raise serious questions about how funds are being allocated for maintenance and repairs.

It is troubling to hear reports suggesting that resources meant for necessary improvements are not being properly used, and that residents may now face a rate hike despite the ongoing issues. I do not understand why we are getting budget service but, charged a premium cost with this rate hike.

While I understand the need for adjustments, I believe it is premature to increase rates without first addressing the fundamental problems with service and infrastructure.

Many of us are already financially strained, and this increase would be added burden on already struggling households. I urge you to reconsider this rate hike until tangible improvements are made to the systems, ensuring that residents receive the service they are paying for.

I trust you will take these concerns into account and work toward a solution that benefits the community as a whole.

Thank you for your attention to this matter.

Sincerely,
Kaitlynn Hill

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