

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: February 13, 2023

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Damian Kistner, Engineering Specialist II, Division of Engineering *DK PE LK*

RE: Docket 20220142-WS - Joint application of Grenelefe Resort Utility, Inc., NC Real Estate Projects, LLC, and Grenelefe Resort Utilities Development, LLC, for authority to transfer assets and Certificate Nos. 589-W and 507-S, in Polk County, from Grenelefe Resort Utility, Inc. to NC Real Estate Projects, LLC.

Please file the attached utility response to questions 3 and 4 of staff's deficiency letter, received on November 21, 2022, in the above referenced docket file.

DK/jp

Attachment

Damian Kistner

From: Marty Deterding <mdeterding@sfflaw.com>
Sent: Monday, November 21, 2022 3:11 PM
To: Damian Kistner; Austin Watrous
Subject: Docket 20220142-WS - Joint application for Transfer - Grenelefe

Damian & Austin

I have 4 items from the deficiency letter that I understand were due today as Staff Data Requests. Since the response to the deficiency letter is not due until March of next year I thought I understood from our phone call a few weeks ago that there was no hurry in meeting the earlier deadline for the data request items. In any case I can respond to your request items 3 & 4 below.

3. See attached form notice to DEP from both parties
4. See below. The attached notice and newsletter were both send to customers separately informing the customer of the change in ownership and the contact info. In addition the contact info is on the monthly bills.

Customer Contact address, phone number and email:
Grenelefe Resort Utilities Development, LLC
3271 Camelot Drive
Haines City, FL 33844

Onsite manager: Danita Campbell
Phone: (863)422-7511 ext. 3
Emergency Issue Resolution: US Water Services Corporation
(866)753-8292
Email: dcampbell.grud@gmail.com

If you need items 1 & 2 immediately I will get to work on them right away, but in any case they will be filed before the due date for the deficiency responses.

F. Marshall Deterding

Of Counsel

Sundstrom & Mindlin, LLP
2548 Blairstone Pines Drive
Tallahassee, Florida 32301
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image001.jpg (7.1KB)
Waltip and Cox signed WWTP Permit Transfer application signed.pdf (154.0KB)
September_Bill_Letter.docx (141.2KB)
Notice copy.docx (14.9KB)

(317.2KB)

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NOTICE

Grenelefe Utilities Facility
Water & Wastewater Treatment Plant
On May 31, 2022 Sale

Dear Grenelefe Utility Customer,

On May 31, 2022 the water and wastewater utility facility was sold. Operational responsibilities for Maintaining, Reporting and Billing transferred to Grenelefe Resort Utilities Development, LLC. The new operator is adhering to the rules and contract established with the Public Services Commission to operate the facility within the prescribed standards established by the Commission and the Florida Department of Environmental Protection. The new operator will work to provide you with quality water that meets the standards of the Commission, accurately account for water that is processed by the facility and to provide you with an accurate reading of your water used each month.

Any questions you have can be directed to our office at:

(863)422-7511 ext 3

Thank you

Management

NOTICE

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(863)422-7511 ext 3

Thank you

Management



APPLICATION FOR TRANSFER OF A WASTEWATER FACILITY OR ACTIVITY PERMIT

Facility ID: FLA013016 Date: 9/9/2022

Facility Name: Grenelefe Resort WWTF

Facility Address: 4501 Abbey Court, Haines City, FL 33844

Permit No.: FLA013016 Date Issued: 1/20/2017 Date Expired: 1/19/2022

NOTIFICATION OF SALE OR LEGAL TRANSFER

Permittee Name: Mark Waltrip with Westgate Resorts International, Inc.

Title: COO

Mailing Address: 5601 Windhover Drive, Orlando, FL 32819

Phone (optional): 407-351-3350 Email (optional): bryon_smith@wgresorts.com

I hereby notify the Department of the sale or legal transfer of this wastewater facility or activity under Rule 62-620.340(2), F.A.C. Further, I agree to assign my rights as permittee to the proposed permittee in the event the Department agrees to the transfer of permit.

Date of proposed transfer: 6/1/2022

Date Signed: 9/13/2022

Handwritten signature of existing permittee

Signature of Existing Permittee

REQUEST FOR TRANSFER OF PERMIT

Applicant Name: Jason Cox with NC Real Estate Projects, LLC

Title: Managing Member

Mailing Address: 110 Wades Way, Unit 314, Mooresville, NC 28117

Phone (optional): 704996-453 Email (optional): ndjasoncox@gmail.com

I hereby certify that I have examined the application and the documents submitted by the existing permittee which are the basis of this permit that was issued by the Department. I state that they accurately and completely describe the permitted facility or activity. Further, I state that I am familiar with the permit and I agree to comply with its terms and conditions. I agree to assume the rights and liabilities contained in the permit and the statutes and rules under which it was issued. I also agree to promptly notify the Department of any future change in ownership of or responsibility for this facility or activity.

Date Signed: September 9, 2022

Handwritten signature of applicant

Signature of Applicant

Meter Reading Issue and AUGUST & SEPTEMBER Billing:

Thank you for your patience and understanding as we have worked tirelessly with US Water Services Corporation to read all water meters. As we have taken over the responsibility for providing our water customers with accurate and timely billings for water, we have needed to address incorrect meter levels. Under the guidance of our billing system provider, we have elected to reset all meters to the levels reported in August. The billing for September will include water used since July 2022 read, thus September bill will include water use for August and September.

Since June 1, 2022, we have located all meters and our team has read every meter monthly. US Water Services Corporation's team reads each meter and records the meter reads. Our process promises that your billings will be accurate and timely. Going forward, you can be confident that your monthly bills will be accurately and timely.

Example: *August read of meter was 10,200 gallons, then reading done in September was 13,200, customer will be billed for the use of 3,000 gallons of water. In order to calculate your monthly amount of water used divide your September bill by 3 and that will provide you with your monthly amount used, in this example it would be 1,000 gallons per month.*

WATER BILL PAYMENTS

When CUSI downloaded the water billing (CBSW) program onto the assistance (Ms. Glenda) computer, the wrong version was downloaded and we were not aware until almost 45 days later that she was working with the incorrect version. Since, Ms. Glenda handled most of the payments for credit cards and she was responsible for the Auto Pay, all of the credit card payments made during this time period had to be re-entered into the correct version of the CBSW program. Therefore, if you see that you have a balance forward and you know that the amount was paid with a credit card, please note that the balance forward amount previously paid will show credited to your account by the November billing. We had to manually re-enter all of the payment for those 45 days and some were not completed by the day that the September bills were printed.



METER CLEANING

We are asking all residents to locate their meters to make sure they are free of debris and landscape (shrubs, flowers, weeds). This makes it easier for the meter readers to locate the meters.



BINGO is held the 1st and 3rd Thursday of the month beginning at 2:30 PM. The next game will be held on November 3rd. Please come out and join us for some fun and Camaraderie.



BOOK SWAP

If anyone is interested in helping us build up the "Swap-A-Book" book shelves, just drop by the water office. I will set up the shelves so that others can borrow a book or bring a book.


WATER UTILITY OFFICE HOURS



The water office is opened Monday – Thursday from 8:00 AM – 5:00 PM and on Friday from 8:00 AM until 2:00 PM.

Social Time

The LOUNGE is opened on Fridays from 11:00 AM – 5:00 PM ON Friday and Saturday. We offer live music on Friday's from 2 - 5. Please come out and join Ms. Lynn for some good music and fun!!

Good EATS!!!!!  Courtney and his “grill wagon” is out in the parking lot of the lounge every Saturday, cooking some good eats. Please come by and order a plate of some good ole’ grilled food!!!!!

AUTO PAYMENT INFORMATION

AUTO PAY FOR AUGUST & SEPTEMBER WILL START ON NOVEMBER 7TH.