

Jenae Thornberry

From: Jenae Thornberry
Sent: Monday, February 3, 2025 8:14 AM
To: Consumer Contact
Subject: FW: Docket 20240032-SU Please Oppose EU's filing for Waste Water Servicesfor LGI & Palm Island!

Please see the following correspondence.

From: Jenae Thornberry **On Behalf Of** Records Clerk
Sent: Monday, February 3, 2025 8:13 AM
To: 'duffer2002@netscape.net' <duffer2002@netscape.net>
Subject: RE: Docket 20240032-SU Please Oppose EU's filing for Waste Water Servicesfor LGI & Palm Island!

Good Morning,

We will be placing your comments below in consumer correspondence in Docket No. 20240032, and forwarding them to the Office of Consumer Assistance and Outreach.

Thank you.

Jenae Thornberry

Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399
JThornbe@psc.state.fl.us
(850) 413-6457



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From: duffer2002@netscape.net <duffer2002@netscape.net>
Sent: Monday, February 3, 2025 5:22 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Cc: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: RE: Docket 20240032-SU Please Oppose EU's filing for Waste Water Servicesfor LGI & Palm Island!

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Subject: Re: Docket 20240032-SU Please Oppose EU's filing for Waste

Water Servicesfor LGI & Palm Island

Please Do Not Support /or Approve Environmental Utilities application to provide LGI /or Palm Island Sewer Services.

As a long time property owner on Little Gasparilla Island; I oppose the approval of the EU's sewage application on LGI and Palm Island for the following reasons:

1. A need for service for the island has never been provided
-environmental testing?
2. Invasion of property rights- the island is a private island with few easements
3. Initial / upfront costs are a huge concern. Cost prohibitive.
4. On-going maintenance costs are also a huge concern
5. Any system proposed must have the requirement for few if any pump outs to be required.
Continued transporting/barging of septic trucks need to be eliminated
6. Hurricanes - no issues for our septic system. As I understand that was not the case for systems like the system being proposed.
7. I understand new systems being installed in CC are no longer the same. Why? Could the reasoning be even worse in a barrier island.
8. Easement challenges. Most of the island is private property with few easements.

Environmental Utilities:

The principals of EU proposed system are already on the island providing water services, LGI Water. That group has continually demonstrated disappointing performance to their forced subscribers. Issues I have personally encountered include:

-Billing challenges - I have 2 residences on LGI and I could never get billed properly. i.e. 2 bills got tired of calling to get my balance for one of the bills. When I quite calling and sent in the base monthly rate I was charged \$5.00 for late fees because they couldn't get their act together and send 2 bills. Really?

-Poor waterline infrastructure- bare water pipes physically have been seen in the sand paths. I have seen multiple breaks with water erupting. I was told by EU mgt that's no problem we (LGI Water) gets a 7% delta of billing vs. actual water use.

-I added an inch of shell to my driveway had a leak and was told my shell caused the leak, really? If so, it doesn't speak well of their infrastructure. They threatened to charge me \$300 for the leak in their infrastructure.

-LGI faced major damage from hurricane Ian. Did LGI Water help at all with island clean-up? Not that I know of. Even though most properties were not use-able. Did LGI water offer any billing relief? NO.

LGI Water was given exclusive rights as well as mandatory hook-up requirements: In exchange for that we have few fire hydrants on the island with the south end having no access to them. We recently lost a house to fire on the island on the south end of the island.

Instead of any assistance to the customers they have continued standard billing even though many properties were uninhabitable for an extended period of time. I have a condemned condo for since Ian.

19 mos x \$85 base fee per month= \$1,615.00 for a condo that is condemned and I cannot use.

Instead of any compassion or relief from LGI Water, we get a notice that their rates are going up. Last time, I asked the principal why he was raising the rates? His response was, "because I can." Nice answer really.....not courteous, no appreciation nor respect to one of his mandated customers.

If the county believes we need a central sewage system on LGI or Palm Island then I suggest Charlotte County undertake that responsibility and not let another "for profit" utility on LGI.

Thank you for your time and consideration.

Sincerely,

Craig Grant

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