

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Thursday, September 11, 2025 8:40 AM
To: 'dlez10@aol.com'
Cc: Consumer Contact
Subject: FW: water/sewer customer comments
Attachments: water rates.pdf; 2025-09-10_184911.pdf

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,
Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

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: dlez10@aol.com <dlez10@aol.com>
Sent: Wednesday, September 10, 2025 7:46 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: water/sewer customer comments

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

Application for staff-assisted rate case in Polk County by
NC Real Estate Projects, LLC d/b/a Grenelefe Utility

DOCKET NO. 20250023-WS

Name GRENELEFE COUNTRY HOMEOWNERS ASSOC. INC.
Address PO BOX 5196, HAINES CITY, FL. 33845

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or scan and email to the Commission Clerk at clerk@psc.state.fl.us. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS
OUR PRIVATELY OWNED COMMUNITY HAS EXPERIENCED SEVERAL ISSUES SINCE OUR WATER AND SEWAGE PLANTS HAVE COME UNDER NEW OWNERSHIP. EXAMPLES INCLUDE:
• WE HAVE ALREADY EXPERIENCED ONE RATE INCREASE SINCE OWNERSHIP CHANGE.
• BOIL WATER NOTICES HAVE BECOME QUITE COMMON AS OF LATE... TOO COMMON!
• WE HAVE ^{BEEN} TOLD THAT OUR PRIVATE WELLS COULD BE METERED AND HOMEOWNERS CHARGED FOR OUR WATER.
• NEW HOMEOWNERS WERE TOLD THAT THEY MUST CONNECT TO THE COMPANIES IRRIGATION SYSTEM INSTEAD OF THEIR OWN WELL. THIS IS NOT TRUE!
• WE HAVE NEIGHBORS THAT HAVE NOT HAD IRRIGATION WATER FROM THIS COMPANY AND THEY DON'T KNOW WHY.

ONE DAY IT WORKED AND THE NEXT IT DIDN'T... STILL NO ANSWER!

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and / or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or any member of the media.

DOCKET NO. 20250023-WS

Address _____

CUSTOMER COMMENTS

[illegible]

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