

Tristan Davis

From: Ellen Plendl
Sent: Monday, October 27, 2025 7:49 AM
To: Consumer Correspondence
Subject: Docket No 20250023
Attachments: FW: Docket No. 20250023-WS

Follow Up Flag: Follow up
Flag Status: Completed

See attached customer correspondence for Docket 20250023.

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, October 24, 2025 4:56 PM
To: Ellen Plendl
Subject: FW: Docket No. 20250023-WS
Attachments: scotthouseguarantee.pdf

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

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Joe Wagner <jwagsx4@gmail.com>
Sent: Monday, September 22, 2025 4:08 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Fwd: Docket No. 20250023-WS

Governor Desantis, cabinet members.

My name is Joe Wagner, I'm a business man here in Polk County Florida. I have several rental properties that I've renovated and I have hard working and retired individuals living in. In case you're not aware, the PSC had a hearing on September 15th, that actually put on the ballot of consideration to have our community of Grenelefe, (with around 2000 residence with most units condos worth around \$100k, homes in the \$275-\$300k value) to have (by far) the highest water bills in the country!

The ballot the commissioners are considering (see graph in email body below) would make the price per 1,000 gallons go from \$7.38 currently (it was previously \$2.93 per 1,000 gallons so \$7.38 is an interim increase the water company was given) to \$37.11 per \$1,000 gallons! A current interim rate 8,000 gallon monthly usage bill (9,000 is the US average) would go from \$84.16 to \$424.16! It's right there in black and white on the graph.

The water company owner (Scott House also see attached guarantee he provided the PSC to get approval to own the water in the first place) is also the surrounding land developer with all kinds of issues including under threat from the county for not maintaining the cutting of the grass on the golf courses that he bought (with plans to develop) that encroaches the current residence homes, plus in January he stopped paying his association fees on the 7 units he acquired in this overall purchase and now the association is placing in foreclosure. He's told more stories than he can remember including that he's against this increase even though his attorney spoke first at the September 15th hearing and verified he is of course looking for this increase.

I can't find a water company in Florida or the US that charges \$37.11 for 1,000 gallons of water and this would not only put this area on the map as the highest of high it would essentially wipe out and destroy the area.

I'm including correspondences with individuals below, including a TV spot that was aired prior to the hearing on September 15th.

We ask that you get involved as, it is no exaggeration, this would devastate and destroy many lives and livelihoods of innocent homeowners and residents and no one can make sense of how this could even be a consideration in the first place.

Sincerely,

Joe Wagner
C-863-956-7131

----- Forwarded message -----

From: **Joe Wagner** <jwagsx4@gmail.com>

Date: Fri, Sep 19, 2025 at 8:01 PM

Subject: Re: Docket No. 20250023-WS

To: Jennifer Augspurger <JAugspur@psc.state.fl.us>

Cc: Jacob Imig <JImig@psc.state.fl.us>, <aharper@psc.state.fl.us>

I appreciate you responding and understand and I also respect your legal positional response. However, and on behalf of the community, the question is not at what point this case is in within the process.

We'd like to know how or why this case, at the absurd magnitude of the fee increase request, is even on record to be perceived as possible by the PSC commissioners? Can you explain the internal process of how such an increase request is even possible to be requested in the first place?

Is this a usual and normal situation where a utility asks for an absorbent amount to see what sticks? Is there precedent, by a water company, to ask for a rate increase this incredible and the PSC allowing it to show on record to be considered?

With all due respect how can this increase (which would put this community on the map to have the highest water bills anywhere in Florida and the United States) make it on the docket for consideration in the first place? Does this body really realize and or want to be responsible for anywhere near that outcome of what would literally destroy a community?

Attached is an aired ABC Tampa spot. The station is interested in a follow up based on the magnitude of this situation. The community feels unheard with the PSC so far and the calls to seek and raise the attention at the Governor's office to intervene is loud.

<https://www.facebook.com/share/v/19P9BUdyK9/?mibextid=wwXIfr>

I respectfully ask that you please give a more concentrated and concerted response that can give more clarification to this horrendous assault to the livelihoods of so many people.

Sincerely,

Joe Wagner

On Sep 19, 2025, at 4:46 PM, Jennifer Augspurger <JAugspur@psc.state.fl.us> wrote:

Dear Mr. Wagner:

Thank you for reaching out to General Counsel Adria E. Harper regarding Docket No. 20250023-WS (NC Real Estate Projects, LLC d/b/a Grenelefe Utility). We understand that this matter is important to you, as well as to many others.

At this time, the docket is still under active review by our technical staff and thus we cannot provide specific comment on these proceedings. I can assure you that Staff is aware of filings made by and on behalf of Grenelefe Utility in other dockets, including affidavits provided by Mr. House. For this docket, the Staff Recommendation is currently expected to be filed on October 23, 2025, with consideration by the Commission anticipated at its November 4, 2025 Commission Conference. Please note that these dates may be subject to change.

To assist you in tracking the status of this matter, please note the following hyperlinks:

- To access the Commission calendar, go to www.floridapsc.com and click on "Consumer Assistance" to access the calendar through the drop down menu.
- To review filings for this docket on the Commission's website: [Florida PSC](http://FloridaPSC.com).
- To view Commission proceedings online, please visit: [Florida PSC](http://FloridaPSC.com).

(Please note that although two of the links share the same shortcut name, they lead to different web pages.)

You are welcome to attend the Commission Conference in person. You also have a legal right to speak to the Commission during the conference on this matter. If you wish to exercise this right, please let me or Attorney Jacob Imig know. You may also submit further correspondence to the Commission Clerk, as you have done before, for inclusion in the official filings for this matter.

Thank you again for your engagement in this process.

Kind regards,

Jen Augspurger

Jennifer Augspurger / Senior Attorney / Office of General Counsel 

FLORIDA PUBLIC SERVICE COMMISSION

Direct Line: (850) 413-6584

JAugspur@psc.state.fl.us

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 e-mail message may be subject to public disclosure.

From: Joe Wagner <jwagsx4@gmail.com>
Sent: Thursday, September 18, 2025 4:15 PM
To: Adria E. Harper <AHarper@psc.state.fl.us>
Cc: Jennifer Augspurger <JAugspur@psc.state.fl.us>; Jacob Imig <JImig@psc.state.fl.us>
Subject: Re: Docket No. 20250023-WS

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Thanks and still looking forward to a reply. I read where the PSC recently (May 7th) approved an increase to Sunshine Water Services Company to charge \$6.48 per 1,000 gallons of water up to 8,000 gallons. For comparison purposes (below), this community is currently paying \$7.38 per 1,000 gallons, but the "staff recommended rate" on the docket is \$37.11 per 1,000 gallons? An 8,000 gallon month bill would go from \$84.16 to \$424.26? Is there another community in Florida anywhere near that? In the US even? This is a very old community that is mostly condo's that were previously resort rooms with an average value of around \$100,000, the homes in the area are around \$275,000-\$300,000. It was only a few years ago when this guy (Scott House) who owns this water company also bought the land that was the golf courses (plus he acquired 7 condo units in the deal) with his overall plan to develop the golf course land into more homes. He's currently under threat of being fined by the county for not maintaining the mowing of the grass that encroaches these homes and communities. He also stopped paying the home owner associations dues in January on the 7 properties he acquired as part of this overall deal. Attached is his affidavit. This a community of around 2,000 households that at least half are condos and most, if not all, are in a homeowner association. There are a lot of low income hard working families and low income retired individuals. A utility bill of this magnitude would collapse the association's as people would have to choose between paying their water bill or pay their association fees. The home values have already taken hits because this threat is out there and surely would make these homes unsellable when the sale would include outrageous water bills.

Please make a concerted effort to address this issue as I have found no one who can even fathom how this outrageous potential increase could be of consideration or a possibility in the first place.

SC REAL ESTATE PROJECTS, LLC DEBRA GREENE UTILITY		DOCKET NO. 20250623-WS	
FISCAL YEAR ENDED OCTOBER 31, 2024			
MONTHLY WASTEWATER RATES			
	UTILITY CURRENT RATES	UTILITY INTERIM RATES	STAFF RECOMMENDED RATES
<u>Residential Service</u>			
All Meter Serves	\$8.98	\$25.12	\$125.18
Charge per 1,000 gallons (8,000 gallon cap)	\$2.03	\$7.38	\$37.11
<u>General Service</u>			
Base Facilities Charge by Meter Size			
4.8" x 3.4"	\$8.98	\$25.12	\$125.18
1.4"	\$14.97	\$37.68	\$191.07
1"	\$24.95	\$62.60	\$328.45
1.8" x 2"	\$49.90	\$125.60	\$636.90
2"	\$79.84	\$190.96	\$1,019.94
3"	\$139.68	\$401.92	\$2,038.08
4"	\$249.50	\$628.00	\$3,184.50
6"	\$499.00	\$1,256.00	\$6,369.00
Charge per 1,000 gallons - General Service	\$1.52	\$8.86	\$44.53
<u>Typical Residential 4.8" x 3.4" Meter Bill Comparison</u>			
2,000 Gallons	\$15.84	\$19.88	\$501.60
4,000 Gallons	\$27.56	\$30.40	\$550.08
8,000 Gallons	\$33.42	\$58.16	\$424.26

4.

On Wed, Sep 17, 2025 at 9:43 AM Adria E. Harper <AHarper@psc.state.fl.us> wrote:

Mr. Wagner,

Thank you for contacting me. We are meeting with staff and checking on the issues you raised. Jen Augspurger and Jacob Imig are assigned to this docket for our legal division and will be in touch.

Adria

Adria E. Harper

General Counsel

Florida Public Service Commission

aharper@psc.state.fl.us

(850) 413-6082

From: Joe Wagner <jwagsx4@gmail.com>

Sent: Wednesday, September 17, 2025 9:27 AM

To: Adria E. Harper <AHarper@psc.state.fl.us>; Records Clerk
<CLERK@PSC.STATE.FL.US>

Subject: Fwd: Docket No. 20250023-WS

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

The copy of the letter wasn't attached, here it is-

July 25, 2025

Adria Harper
Florida Public Service Commission
Aharp@psc.state.fl.us

Re: NC Real Estate Projects, LLC d/b/a Grenelefe Utility
Request for Staff Assisted Rate Increase
Docket No. 20250023-WS

Ms. Harper:

Thank you for our call we did July, 15, 2025 concerning the Service (Homebuilders name for it) and our different views of who should provide for the funding of the improvements to the facility. The advocacy for the customers of the utility, current and future, asking pay a connection fee that will cover 75% of the cost of improving the customers pay this obligation in their water and wastewater rates. the Homebulder who they bought the home from the cost of the c

I want to outline why the PSC's position is bad for the customers, c them to pay higher water and sewer rates which are permanent an profit that is reported on their company's financials. The position o the normal and customary costs expected by the Homebuilder who Connection fee and it is simply a part of the Utilities expenses inclu

Begin forwarded message:

From: Joe Wagner <jwagsx4@gmail.com>
Date: September 17, 2025 at 8:32:12 AM EDT
To: Records Clerk <CLERK@psc.state.fl.us>, aharp@psc.state.fl.us
Subject: Fwd: Docket No. 20250023-WS

Hi Adria,

My name is Joe Wagner, as the email I sent below states I have several units in the area that would be affected by this drastic rate increase if allowed. The water company owner and also planned developer of the surrounding area, Scott

House, is stating he's trying to pass the increase in costs (btw he signed an affidavit he would be responsible for it when he got approved to buy the water company) and this letter is floating around that is claimed to have been sent to you.

Did you receive it and if you did you reject this recommendation as he states or is it even relevant to be considered by you or your office?

Thank you,

Joe Wagner

863-956-7131

Begin forwarded message:

From: Joe Wagner <jwagsx4@gmail.com>
Date: September 2, 2025 at 1:37:40 PM EDT
To: clerk@psc.state.fl.us
Subject: Docket No. 20250023-WS

I have 15 units between Grenelefe and Aspenwood of Grenelefe. I've invested heavily in renovating every unit to provide a great livable space for my many families who occupy them. My return on investment is very minimal. I'm dumbfounded as to how (as it appears from this issue) PSC would put an unfathomable rate increase on current occupants of 8+X's the current rates to, what appears to be, help a current developer pay for \$20M in updates they need to be able to accommodate their future development project to increase dwellings that we're told was already approved by the Commissioners to place on the CDD levy of the future development but being rejected by PSC?

These rates would be higher than I'd ever heard of anywhere in the country let alone the state and would have! These increases would cause a ripple of problems and defaults throughout the community. Please enlighten me that you're not about to impose such an increase. No one can even understand that this is even an option.

Joe Wagner

C-863-956-7131

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.