

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: November 3, 2025

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

FROM: Ailynnee Ramirez-Abundez, Public Utility Analyst II, Division of Engineering *ARA LK*

RE: 20250023-WS - Application for staff-assisted rate case in Polk County, by NC Real Estate Projects, LLC d/b/a Grenelefe Utility.

Please place the attached emails and their attachments regarding the "Development Construction in Grenelefe's Service Territory, Boil Water Notices, and Other Service-Related Issues" from Jen Saffer in the correspondence side of the docket file mentioned above.

ARA/da

Attachments

CC: Office of Commission Clerk (Docket No. 20250023-WS)

From: [Marissa Ramos](#)
To: [Lee Smith](#); [Allynee Ramirez-Blander](#)
Cc: [Laura King](#); [Jennifer Auspitzer](#); [Bobby Imig](#)
Subject: FW: Grenelefe SARC -- Docket No. 20250023-WS
Date: Friday, October 31, 2025 10:19:37 AM
Attachments: [IMG_9300.jpeg](#)
[IMG_9301.jpeg](#)
[IMG_9302.jpeg](#)
[IMG_9305.jpeg](#)
[IMG_9306.jpeg](#)

FYI

Lee/Allynee, please take a look at the below. Can you please draft a memo to get the below email chain and attachments into the correspondence section of the docket file? Thank you

From: Fletcher, Bart <FLETCHER.BART@leg.state.fl.us>
Sent: Friday, October 31, 2025 9:45 AM
To: Marissa Ramos <mramos@psc.state.fl.us>; Shannon Hudson <SHudson@PSC.STATE.FL.US>; Devin Higgins <DHIGGINS@PSC.STATE.FL.US>
Cc: Charles Rehwinkel <crehwinkel.charles@leg.state.fl.us>; Marshall Deterding (martyd@rsbattorneys.com) <martyd@rsbattorneys.com>; Jen.Saffer@sclogistics.com; sgidumal@virtuscapital.com
Subject: Grenelefe SARC -- Docket No. 20250023-WS

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

Good Morning All,

I am forwarding you all the email below that I received from Ms. Saffer yesterday regarding the development construction in Grenelefe's service territory, boil water notices, and other service-related issues.

Thank you for any assistance you can provide to Ms. Saffer in this matter.

Best Regards,
Bart Fletcher
Legislative Analyst
Office of the Public Counsel
111 West Madison Street, Room 812
Tallahassee, FL 32399-1400
(850) 488-9330
(850) 717-0337 Direct Line

From: Jen Saffer <Jen.Saffer@sclogistics.com>
Sent: Thursday, October 30, 2025 6:20 PM
To: Fletcher, Bart <FLETCHER.BART@leg.state.fl.us>
Cc: sgidumal@virtuscapital.com
Subject: Re: Staff Data Requests and Utility Responses to them for Grenelefe SARC in Docket No. 20250023-WS

Hey, Bart.

I drove by the Lennar site a few minutes ago. As shown in the attached photos, there are two houses that look like they could be close to completion and three in progress and nothing else at all.

Since it seems that Mr. House may be misrepresenting the progress, please pass this on to the appropriate people.

In that connection, I also note that to the best of my knowledge and having spent the majority of the last several months at one of the Grenelefe condos, no other construction has even been started. (They demolished the old convention center site some time ago, but that remains literal piles of rubble with no removal or other work being done at all).

Also, while I believe that you and your team have access to the boil water and outage incidents generally, I've attached a screen shot of the boil water notice from earlier this week, as well as a sign that is posted at one of the entrances to Grenelefe.

As you can see, while the text seems to say that the boil water notice is limited to certain areas, the sign does no such thing.

This type of ambiguity and poor communication is consistent since the current owner bought the water utility.

Beyond the poor service issues, this pattern of behavior creates confusion and inconvenience to people who can't tell if they need to take boil water precautions or not so err on the side of caution and creates an obvious health hazard as well, so I'd be obliged if you would pass this on as you see fit.

Thanks again and all the best,

Jen

Jen Saffer
Assistant General Counsel
Saddle Creek Logistics Services
3010 Saddle Creek Road
Lakeland, FL 33801
O: (863) 669-2741
M: (863) 446-1358

From: Jen Saffer <Jen.Saffer@sclogistics.com>
Sent: Wednesday, October 29, 2025 4:54:13 PM
To: Fletcher, Bart <FLETCHER.BART@leg.state.fl.us>
Cc: sgidumal@virtuscapital.com <sgidumal@virtuscapital.com>
Subject: Re: Staff Data Requests and Utility Responses to them for Grenelefe SARC in Docket No. 20250023-WS

Thanks for your time today, Bart.

I've copied Steve Gidumal on this so you have each other's email address.

I'll work on getting the Lennar info we discussed and send to you shortly.

Once again, we really appreciate your time and helpful insights.

Best,

Jen

Jen Saffer
Assistant General Counsel
Saddle Creek Logistics Services
3010 Saddle Creek Road
Lakeland, FL 33801
O: (863) 669-2741
M: (863) 446-1358

From: Fletcher, Bart <FLETCHER.BART@leg.state.fl.us>

Sent: Wednesday, October 29, 2025 4:29:32 PM

To: Jen Saffer <Jen.Saffer@sclogistics.com>

Subject: Staff Data Requests and Utility Responses to them for Grenelefe SARC in Docket No. 20250023-W5

Document	Date Filed	Description	Files
14742-2025	10/22/2025	AFD/Cohn - Copy of letter dated 10/22/25 to Grenelefe/Deterding titled "staff's sixth data request;" information requested by 11/12/25.	*14742-2025.pdf (0.1 MB)
14638-2025	10/17/2025	Grenelefe (Deterding) - Letter dated 10/17/25, with attached amended response to staff's [fifth] data request, Item [No. 24]; advises that item was inadvertently duplexed, causing the loss of several pages [in previously filed DN 14623-2025].	*14638-2025.pdf (0.5 MB)
14623-2025	10/16/2025	Grenelefe (Deterding) - Letter dated 10/16/25, with attached response to staff's [fifth] data request. [CLK note: See DN 14638-2025 for amended response to Item No. 24.]	*14623-2025.pdf (2.7 MB)
14563-2025	10/14/2025	Grenelefe (Deterding) - Letter dated 10/13/25, providing response on establishing final service availability charges; with attachments.	*14563-2025.pdf (0.3 MB)
14058-2025	09/30/2025	TRANSCRIPT - 9/4/25 Commission conference, Item 9.	*14058-2025.pdf (0.5 MB)
13987-2025	09/26/2025	ENG/Ramirez-Abundez - Copy of letter dated 9/26/25 to Grenelefe/Deterding titled "staff's fifth data request;" information requested by 10/17/25.	*13987-2025.pdf (0.1 MB)
11315-2025	09/17/2025	Grenelefe (Deterding) - Letter dated 9/16/25, with attached responses to staff's fourth data request, in conformance with staff's request; advises responses were prepared by the utility, its operator and consulting engineer, and were inadvertently omitted from previously filed [DN 09428-2025].	*11315-2025.pdf (0.3 MB)
09428-2025	09/11/2025	Grenelefe (Deterding) - Letter dated 9/11/25, with attached responses to staff's fourth data request [DN 06762-2025]; responses provided on USB only. [CLK note: USB forwarded to ENG.]	*09428-2025.pdf (0.1 MB)
08137-2025	08/22/2025	ENG/Ballinger - Copy of letter dated 8/22/25 to Grenelefe/Deterding, confirming [virtual] customer meeting to be held 9/15/25, 2:00 p.m.; and forwarding draft customer meeting notice.	*08137-2025.pdf (0.2 MB)
08018-2025	08/19/2025	ENG/Ramirez-Abundez - Memo dated 8/19/25 to CLK/Teitzman, with attached letter from [Grenelefe/Cox] to GCL/Harper regarding service accessibility/connection fee, for docket file.	*08018-2025.pdf (0.2 MB)

06762-2025	07/23/2025	ENG/ Ramirez-Abundez - Copy of letter dated 7/23/25 to Grenelefe/Deterding titled "staff's fourth data request;" information requested by 8/22/25.	*06762-2025.pdf (0.1 MB)
06464-2025	07/17/2025	Grenelefe (Deterding) - Letter dated 7/17/25, providing response to staff's third data request; with attachments.	*06464-2025.pdf (2.4 MB)
05836-2025	07/16/2025	Grenelefe (Deterding) - Letter dated 7/16/25, with attached response to staff's second data request No. 2. [CLK note: This document does not include an official electronic signature.]	*05836-2025.pdf (1.5 MB)
05830-2025	07/16/2025	Grenelefe (Deterding) - Letter dated 7/16/25, with attached response to staff's second data request No. 1. [CLK note: This document does not include an official electronic signature.]	*05830-2025.pdf (0.2 MB)
05804-2025	07/16/2025	Grenelefe (Deterding) - Letter dated 7/16/25, with attached response to staff's second data request No. 7. [CLK note: This document does not include an official electronic signature.]	*05804-2025.pdf (0 MB)
05800-2025	07/16/2025	Grenelefe (Deterding) - Letter dated 7/16/25, with attached response to staff's second data request Nos. 8-11. [CLK note: This document does not include an official electronic signature.]	*05800-2025.pdf (0.1 MB)
05797-2025	07/16/2025	Grenelefe (Deterding) - Letter dated 7/16/25, with attached response to staff's second data request Nos. 4-6. [CLK note: This document does not include an official electronic signature.]	*05797-2025.pdf (0.3 MB)
05522-2025	07/09/2025	Grenelefe (Deterding) - Letter dated 7/9/25 providing response to staff's audit report [DN 03712-2025]; with attachments.	*05522-2025.pdf (0.3 MB)
05248-2025	06/26/2025	AFD/Cohn - Memo dated 6/26/25 to CLK/Teitzman, with attached note regarding the financing of Grenelefe's pro forma additions, for docket file.	*05248-2025.pdf (0.1 MB)
04730-2025	06/19/2025	ENG/Ramirez-Abundez - Copy of letter dated 6/19/25 to Grenelefe/Deterding titled "staff's third data request;" information requested by 7/3/25.	*04730-2025.pdf (0.1 MB)
04565-2025	06/16/2025	Grenelefe (Deterding) - Letter dated 6/16/25, forwarding USB containing response to staff's second data request. [CLK note: USB forwarded to ENG.]	*04565-2025.pdf (0.1 MB)
04307-2025	06/06/2025	ENG/Ramirez-Abundez - Copy of letter dated 6/6/25 to Grenelefe/Deterding titled "staff's second data request;" information requested by 6/13/25.	*04307-2025.pdf (0.1 MB)
04188-2025	06/03/2025	Grenelefe (Deterding) - Letter dated 6/3/25, forwarding USB providing responses to staff's first data request for (Nos. 1-16). [CLK note: USB forwarded to ENG.]	*04188-2025.pdf (0.1 MB)
03150-2025	04/25/2025	Grenelefe (Deterding) - Letter dated 4/25/25, requesting expedited consideration of increased service availability charges; with attachments.	*03150-2025.pdf (0.3 MB)
03149-2025	04/25/2025	Grenelefe (Deterding) - Letter dated 4/25/25, with attached final response to staff's first data request (No. 17), dated 2/20/25.	*03149-2025.pdf (0.6 MB)
01055-	02/20/2025	ENG/Ramirez-Abundez - Copy of letter dated 2/20/25 to	*01055-

2025		Grenelefe/Deterding titled "staff's first data request;" information requested by 3/21/25.	2025.pdf (1.1 MB)
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From: Fletcher, Bart
Sent: Friday, October 10, 2025 9:28 AM
To: 'Jen Saffer' <Jen.Saffer@sclogistics.com>
Subject: Grenelefe SARC in Docket No. 20250023-WS

Good morning, Jen.

At the time of the September 15, 2025, Customer Meeting, the Commission staff had scheduled its recommendation filing for October 23, 2025 and the Commission Agenda Conference for November 4, 2025. Recently, the Commission Staff has changed its recommendation due date to December 19, 2025 and the Commission Agenda Conference to January 6, 2026. It was nice speaking with you this morning. Please see the weblinks under the Files column below for the two letters OPC has filed in the docket file for the above-referenced case.

Document	Order	Date Filed	Description	Files
14200-2025		10/03/2025	OPC (Fletcher) - Letter dated 10/3/25, providing observations and recommendations for consideration, based on further review of staff report [DN 08132-2025], audit report [DN 03712-2025], and utility's responses to staff's data requests.	*14200-2025.pdf (0.2 MB)
09157-2025		09/05/2025	OPC (Fletcher) - Letter dated 9/5/25, providing observations and recommendations for consideration, based on a preliminary review of staff report [DN 08132-2025].	*09157-202

From: Jen Saffer <Jen.Saffer@sclogistics.com>
Sent: Thursday, October 9, 2025 11:12 AM
To: Fletcher, Bart <FLETCHER.BART@leg.state.fl.us>
Subject: Grenelefe

Good morning, Bart.

Susan Clark suggested I reach out to you.

I have a place in Grenelefe and have some questions about the proposed rate increases.

Hoping you would be kind enough to take a few minutes to chat with me about the situation, so if you could let me know your availability for a quick call, I'd really appreciate it.

Best,
Jen

Jen Saffer
 Assistant General Counsel
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**CALL
NOW**

LENNAR

**Groves at
Greenelefe**

**NEW
HOMES**

**(866)
535-9940**





**BOIL WATER NOTICE
IN EFFECT
UNTIL THIS SIGN REMOVED**

Grenelefe Water Utilities, LLC
**Call (407)572-2053 Emergencies &
(863)422-7511 Office**

5:53

LTE 80%



+1 (844) 425-... >

repaired by end
of day. NO boil
water notice

Tuesday 2:17 PM

GWUD-BOIL
WATER NOTICE
10/28 until
further notice
for ALL OF
MARION WAY
and BP GAS
STATION AND
CAFE.
CAN'T READ
REPLIES



Text Messag...

