



December 19, 2025

Mr. Adam Teitzman, Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: NC Real Estate Projects, LLC dba Grenelefe Utility
Request for Staff Assisted Rate Increase – Staff's Seventh Data Request
Docket No. 20250023-WS

Dear Mr. Teitzman,

Attached is the utility response to Staff Data Request #7 with attachments.

Should you or any members of the Commission staff have any questions in this regard, please let us know.

Sincerely,

SUNDSTROM & MINDLIN, LLP

/s/ F. Marshall Deterding

F. Marshall Deterding
Of Counsel

FMD/brf

cc: Jacob Imig
Jennifer Augspurger
Ailynee Ramirez-Abundez
Gary Smith, II
Laura King
Marissa Ramos
Matthew Sibley
Sonica Bruce
Garret Kelley
Jared Folkman
Joshua Cohn
Jason Cox
Gary Morse

**NC Real Estate Projects, LLC
dba: Grenelefe Utility**

PSC Staff's Data Request #7

Responses to Questions #1, 2, 3, 4, 5

1. Refer to staff's fifth data request, No. 22. Staff asked the Utility if and how it addressed the concerns of the customers that spoke at the customer meeting (20 customers). In response, the Utility stated that it did respond to the customers and it provided a copy of its responses to all customer complaints to the Commission, which it estimated to be 200 verbal/written complaints. For clarity, staff only requested this information for the customers that spoke at the Customer Meeting on September 15, 2025 (20 customers).

a. Please provide the details originally requested in question No. 22 from staff's fifth data request: "Did Grenelefe reach out to each customer that commented at the customer meeting? If so, when was contact made, and how were the customer's concerns addressed? If not, please explain why."

We did not make individual contact with every speaker at the September 15, 2025 by phone or in person; instead, we wrote to every customer so there was a memorialized interaction. All the customers who spoke at the September 15, 2025 meeting were provided a written answer to their issues presented of service items. The greatest majority of the speakers were about the price increase proposed and their opposition to it. We attempted to summarize the complaints into a single document to address the issues in a single document. We did not address the complaints about the rates as those are being handled by the FLPSC.

b. Additionally, if Grenelefe replied to the customers in writing, please provide a copy of those responses.

The following are the 2 written responses to the Customers who voiced concerns for the September 15, 2025. Again, we did not address the rate complaints as that is FLPSC, we addressed the main categories of concerns in 2 separate letters:

1. The Service Complaints and 2. All other complaint items giving cause for the funds requested.

**NC Real Estate Projects, LLC
dba: Grenelefe Utility**

Service Related Complaints letter.

Jason M Cox, Controller

NC Real Estate Projects, LLC

PO Box 1447

Haines City, FL 33845

jason@roninassets.com

October 15, 2025

Florida Public Services Commission

2540 Shumard Oak Boulevard

Tallahassee, FL 32399-0850

PSCREPLY@psc.state.fl.us

September 15, 2025

Docket # 09348-2025/ #20250023-WS; NC Real Estate Projects, LLC

Response to Service Issue Complaints

Customer:

We received your complaints about the service you are receiving from the Utility.

Introduction

Grenelefe Utility is a 50+ year old facility and system that is in need of rehabilitation to its infrastructure to meet today's demands and requirements. As an aged facility, many of the components are beyond their intended useful life and are in need of replacement. NC Real Estate Projects, LLC has a plan to update the facility and replace components that are not functioning as they should. These upgrades and replacements along with additional staff and resources will allow the Utility to best respond to the following complaints in a timely and successful manner.

1. Boil Water Notices

Boil Water Notices (BWN) arose from line breaks or other events where the system has a potential issue of contaminants that could get into the water supplied to customers. A sample is taken and if it shows no contaminants, the BWN is then cleared and lifted. Typical reasons for BWN are broken delivery pipes which result in a loss of water pressure that could trigger the notice. A typical BWN is 3-5 days long, but sometimes longer when a major

3425 Turnberry Drive, Lakeland, FL 33803

NC Real Estate Projects, LLC
dba: Grenelefe Utility

event has taken place or large component of the system needs rehab or replacement. The Utility is in the midst of an overhaul of the infrastructure items that require replacement which will lower the need for BWN to be issued and allow the Utility to isolate to a smaller area those affected by such notices.

2. Sewer Backups

Wastewater lines are susceptible to the elements in the ground that cause pressure and breaks in the lines. For instance, tree roots growing and compressing the piping cause fractures, time wearing on the piping through natural expansion and contraction of the ground, accidental breaks caused by digging without marking the lines, decayed infrastructure that needs replacement and simply clogged lines due to inappropriate things being flushed down customers' toilets. The Utility has staff that will assess the situation when a call comes in and instigate a solution as soon as possible to rectify the situation. Some recent solutions have been to pump out a manhole with an industrial vacuum service, dig out a broken pipe, remove a tree root and replace the piping, flush a line from the manhole back to the customer to clean out a clog in the line that has caused the backup. The Utility will implement a solution once it is aware of the issue as soon as possible. It should also be noted that most of the time, some backups are caused by a clog or other obstruction on the service line which is not the Utility's responsibility. In those cases, once the Utility identifies the location, the customer will often need to address the issue by hiring a plumber. We will invest in more equipment that will be available to faster respond to issues such as Sewer backups.

3. Broken Pipes

Pipes break due to the expansion and recession of the ground around the piping in the ground. The water and wastewater pipes in the ground have endured years of this and sometimes break. When one of these pipes break, the Utility staff respond to the issue and situation as soon as possible. Line Breaks are unplanned events caused by random occurrences; thus, they are not controlled by the Utility who must react to them in a timely manner to limit the impact on our customers. These events are regrettable but a normal occurrence with the operation of a Utility. The Utility plans to replace old non-functioning valves which should help the Utility to more easily and quickly isolate the impact of those line breaks and correct them.

4. Loss of Water Pressure

Loss of Water Pressure is an event where the system that operates in a controlled environment for the water pressure experiences a line break, a leak or pump issue with the

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delivery pump for the Utility. These events are uncontrollable and require the Utility Staff to respond in a timely manner to try and prevent the pressure from falling to a level under which a BWN is needed due to the loss of pressure in the system. Utility staff takes reasonable steps to avoid losses of pressure; however, the system sometimes has unexpected issues that must be found, addressed and resolved. The Utility must always have staff available to go to the system issue and resolve it in as little amount of time as possible. To that end, we have included in our pro forma of expenses for the operating of the facility additional staff to respond to unexpected events. In addition, the Utility plans to replace old nonfunctioning valves should help the Utility to more easily and quickly isolate the impact of those line breaks and correct.

5. Investments into Improvements into the Facility

The Utility is renovating the facility and updating critical components of the infrastructure to decrease the number of events at the Utility that must be addressed that must be handled. We appreciate your input about the service items that are creating events. This informs us that the planned investments are needed. The investments will be made to improve our facility so we can serve you better.

Respectfully,

Jason Cox

Jason Cox, MBA, MRED, Controller
NC Real Estate Projects, LLC
Jason@roninassets.com

Cc: Lacybrookdurham@gmail.com
JoeFriday2@aol.com
Psarmenteros1@gmail.com
Nerthacastro@gmail.co
Noelmartinez1955@gmail.com
Fire37bee@fastmail.fm
ye@alyaequities.com
mackivitich@gmail.com
tpozmail-grenelefellc@yahoo.com
jmar2501@yahoo.com
[garylarimer@yahoo.com](mailto:garylalimer@yahoo.com)

NC Real Estate Projects, LLC
dba: Grenelefe Utility

fbocskor@hotmail.com

birchway@madersystems.com

smeadows312@gmail.com

dwfousek312@gmail.com

mcconaghy@yahoo.com

xachiracalderone@gmail.com

NC Real Estate Projects, LLC
dba: Grenelefe Utility

Written Response to all other customer items September 15, 2025 Meeting

Jason Cox, MBA, MRED
Controller
NC Real Estate Projects
jason@roninassets.com
(704)996-4543

October 1, 2025

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

On September 15, 2025, a Customer Hearing was held for the Utility to present comments on the application for increased rates filed by Grenelefe Utility. The PSC had 202 written comments filed. To provide the best information to all concerned customers, we prepared the following to explain the main issues encountered in the customer comment filings. Each customer who wrote into the PSC will receive a copy of this explanation,

1. Goal of Utility Facility Repairs and Upgrades

The goal of the Utility is to update the facility to meet the Florida Department of Environmental Protection's mandate to lower Nitrate and Phosphorus levels by 1/1/2027 to keep the facility compliant with the department's new guidelines. The current and future customers will need to carry some portion of the upgrade cost in the form of higher water and wastewater rates. The goal of all of the updates of the facilities is to improve the quality of the water and wastewater services to the customers. The Utility has proposed that a substantial portion of the costs be imposed on new customers in the form of connection fees. Doing so will help to keep costs down for rate payers in the long run.

2. FL PSC Assigned Water and Sewer Rates

The Florida Public Service Commission prescribed water and sewer rates for privately owned Utility companies are designed to cover the operating costs and a fair return on the utility investment into plant facilities. The new Investment into the Facility must happen due to the state of the Facilities and the mandate from FDEP. The investment returns will be used to service the debt obligations to fund the investments.

NC Real Estate Projects, LLC
dba: Grenelefe Utility

3. Sources for the Investment into the Facility

NC Real Estate Projects, LLC must obtain the funds to complete the rejuvenation of the facility from debt providers and equity investment funds. The Utility improvements are not an allowed expenditure by the local CDD. Since this is a privately owned Utility, it is not eligible for most grants or state or federal special funding programs. These improvements must be funded from financial institution debt obligations and owner investments.

4. Spread the improvements over time

The January 1, 2027 date for meeting the Nitrate and Phosphorus levels is the date the great majority of these improvements are mandated to be completed. Therefore, time is of the essence and so the Utility must contract and complete the engineered and permitted plans in that amount of time. It is a tight window and the Utility is sourcing the capital to accomplish the improvements, hiring the contractors, overseeing the improvements, obtaining approval for every phase by the designing engineer and supplying FDEP and PSC with evidence of their progress. Given the timeline, there is no time to spread the improvements, they must be done according to the mandate.

5. Improvements to the Utility benefit both current and future customers

The improvements currently approved and permitted for the Utility are for the benefit of both the current customers and future customers of the Utility as they are to meet the 1/1/2027 deadline for adherence to the FDEP mandate for lower nitrates and phosphorus levels from the facility. Thus, these improvements benefit both current and future customers and the cost of them shall be borne by both, through increased rates.

Thank you for taking the time to review this document. We are available to help our customers understand the final pricing approved by the commission.

Respectfully,

Jason Cox, MBA, MRED, Controller
NC Real Estate Projects, LLC
dba Grenelefe Utility

NC Real Estate Projects, LLC
dba: Grenelefe Utility

2. Pursuant to Rule 25-30.251(1) and (2), Florida Administrative Code, each utility is required to maintain a record of all interruptions in service which affect 10 percent or more of its customers, and to notify the Commission of those interruptions. The record is required to show the cause of the interruption, its date, time, duration, remedy, and steps taken to prevent recurrence. Please provide this record since the Utility's transfer to the current owner on May 31, 2022

The owners of the utility, since taking over operations in May of 2022, have not been keeping the records that you outline above. To our knowledge, the prior owner did not keep such records either. We are, however, moving forward with a program whereby we will keep the records as you indicate are required under the rule for all future service interruptions and boil water notices.

We have been able to accumulate information concerning past service interruptions and boil water notices from utility and contract operator records (there have been two changes in contract operators since we took over operation which makes the accumulation of such records even more difficult). Based on that review, we have determined that there have been 12 service interruptions as a result of line or valve or well issues in the last two and a half years. Seven were caused by line breaks, four were caused by the utility's program of valve replacement, and one was caused by a well going down.

We estimate that of the seven BWN that resulted from line breaks, five probably affected 10% or more of the customers. These line breaks resulted from the fact that the utility operates a system that is beyond its useful life and there is no feasible way that we have been able to ascertain to eliminate the line breaks with these old pipes. However, we hope that some of the other measures we have outlined below that the new management is taking with the system will lessen their impact, their duration and severity.

Four of the estimated 12 service interruptions have been as a result of the utility attempting to replace valves throughout the system. As part of this rate filing, the utility proposed to replace all of the gate valves in the system. The total number is somewhere around 100 gate valves. Each time a valve is replaced it does cause a short disruption in service and in many cases, a need a for a boil water notice. In these cases, the BWN probably impacted more than 10% of the customers. However, the purpose of replacing all of the valves is to upgrade the system and to thereby be able to not only isolate line breaks and other service interruptions but to allow the utility to more quickly correct such service interruptions. The utility anticipates that as we replace valves there will be more of these


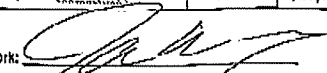
NC Real Estate Projects, LLC
dba: Grenelefe Utility

interruptions but in the long run the fact that we do replace the valves will allow us to lessen the impact, frequency, duration, and scope of such interruptions.

The final service interruption of which the utility is aware was caused by well no. 6 suddenly going offline. This, too, was a result of outdated and malfunctioning equipment well beyond its useful life. As part of this proceeding, the utility has proposed to refurbish well no. 6 and that is currently under way. We do believe that when well no. 6 went down, initially, there was a service interruption that affected more than 10% of the customers. However, its refurbishment will improve service and reliability of the system for all customers.

NC Real Estate Projects, LLC
dba: Grenelefe Utility

3. Refer to Grenelefe's response to staff's fifth data request, No. 28, from November 12, 2025. Provide a copy of all paid invoices for the four valves that have already been replaced.

 4939 Cross Bayou Boulevard New Port Richey, FL 34552		Proposal																			
		Job Task #																			
		J02148 2063																			
		Date		Job Card #																	
10/11/2022		J02148																			
Scott House - Jason Cox - Danita Campbell Grenelefe Utilities Inc. 3200 County Rd 545 E, Haines City FL 33844		Project Contact																			
		Chad Ashley 239-728-7885																			
Effective Term		Project Name																			
30 Days		Abbey Court Irrigation 6" Pressure Sustaining Valve Replacement																			
Description																					
Proposal for scope of work to include all labor and material to replace the existing 6" Pressure Sustaining Valve at the Abbey Court Irrigation Well House. The existing valve is not maintain the regulated pressure on the irrigation system. The well runs up to 150 PSI and the Pressure Sustaining Valve is supposed to regulate the system pressure at the desired exit point as 80 PSI. However it is not and it is allowing the system pressure to reach the same 150 PSI pressure as the well. This will cause pipe, extendoid, and or spray head failures if it is not replaced.																					
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 40%;">Qty</th> <th style="width: 10%;">Un't</th> <th style="width: 20%;">Cost</th> <th style="width: 30%;">Total</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>LS</td> <td>\$18,022.02</td> <td>\$18,022.02</td> </tr> <tr> <td>1</td> <td>LS</td> <td>\$2,309.01</td> <td>\$2,309.01</td> </tr> <tr> <td>1</td> <td>LS</td> <td>\$206.00</td> <td>\$206.00</td> </tr> </tbody> </table>						Qty	Un't	Cost	Total	1	LS	\$18,022.02	\$18,022.02	1	LS	\$2,309.01	\$2,309.01	1	LS	\$206.00	\$206.00
Qty	Un't	Cost	Total																		
1	LS	\$18,022.02	\$18,022.02																		
1	LS	\$2,309.01	\$2,309.01																		
1	LS	\$206.00	\$206.00																		
Materials to Complete Scope of Service General Labor to Complete Scope of Service Equipment/Service to Complete Scope of Services Work to be performed between 8am-5pm																					
Price listed represents the specific scope of service stated above. Proposal as quoted represents labor, material and project management specific to the items listed. With exception of emergency circumstances, should it become necessary to perform additional services due to unforeseen circumstances, a change order will be required. Change order shall be executed by the owner prior to continuation of work. Payment is expected within 30 days from receipt of invoice(s) related to work. Effective term is 30 days from date of proposal.																					
Thank You, for the opportunity to provide you with this proposal					Total \$20,537.03																
Phone #	Fax #	Toll Free	Signature to begin work: 																		
727-843-4292	727-843-8880	888-753-8292																			

3425 Turnberry Drive, Lakeland, FL 33803

NC Real Estate Projects, LLC
dba: Grenelefe Utility

INVOICE

The Waterworks Warehouse, Inc.
PO Box 68
Beebe, AR 72012

customerservice@thewaterworkswarehouse.com
+1 (501) 288-8461
www.thewaterworkswarehouse.com



Bill to
GRENELEFE WATER UTILITIES, LLC.
3425 TURNBERRY DR.
LAKELAND, FL 33803 U.S.

Ship to
GRENELEFE WATER UTILITIES, LLC.
MARION ANDRADE
2915 MARION WAY
HAINES CITY, FL 33844 U.S.

Shipping info
Ship via: BEST WAY
Ship date: 01/29/2025

Invoice details
Invoice no.: 2419
Terms: Due on receipt
Invoice date: 01/27/2025
Due date: 01/27/2025

PO NUMBER: NONE
ORDERED BY: JASON

#	Date	Product or service	Description	Qty	Rate	Amount
1.		MUELLER 6 MJ GV 316 SS	MUELLER 6" MJ 0515 GATE VALVE OR W/316 SS HARDWARE	3	\$824.55	\$2,473.65
2.		FREIGHT	FREIGHT	1	\$525.00	\$525.00

Total \$2,998.65

Ways to pay



Thank you for your business!

View and pay

3425 Turnberry Drive, Lakeland, FL 33803

NC Real Estate Projects, LLC
dba: Grenelefe Utility



You paid \$2,473.65 USD to
The Waterworks Warehouse,
Inc.

[Details](#)

Paid with
VISA-4490 \$2,473.65
This transaction will appear on your statement as PAYPAL
*WATERWORKSD

Shipped to
Marlon Andrade
2915 Marlon Way, Haines City, FL 33844-6725

Purchase details
Receipt number: 757020626452661
We'll send confirmation
to: jason@roninassets.com

Merchant details
The Waterworks Warehouse, Inc.

[Return to Merchant](#)

NC Real Estate Projects, LLC
dba: Grenelefe Utility

4. Refer to the Department of Environmental Protection's (DEP) Compliance Assistance Offer letter, dated November 12, 2025, where the DEP noted potential non-compliance with Administrative Order AO-037SWD22. Please provide a copy of the Utility's response and any other related correspondence to this letter.

On March 18, 2025, FDEP granted a Permit to implement the engineered plan provided to FDEP to address and mandate. This was a formal submission of the plan to address the items in the Mandate and they were accepted by FDEP as signified by them providing the Permit to begin work on the plan. Additionally, to address the November 12, 2025 item, NCREP provided to David Petti the following BMAP item. It is our understanding that these two items sufficed that we answered FDEP's item for addressing the mandate. Each of these following files are included as separate pdf documents for size of file reasons.

**NC Real Estate Projects, LLC
dba: Grenelefe Utility**

March 18, 2025 Granted Permit from FDEP per the Engineered Plan to address the Mandate



**FLORIDA DEPARTMENT OF
Environmental Protection**

Southwest District
13051 N Telecom Pkwy, Suite 101
Temple Terrace, Florida 33637-0926

Ron DeSantis
Governor

Alexis A. Lambert
Secretary

March 18, 2025

In the Matter of an
Application for Permit by:

Grenelefe Resort WWTF
Frederick House
3425 Turnberry Dr
Lakeland, Florida 33803
Scott@roninassets.com

File Number FLA013016-011-DW2P/RA
Polk County
Grenelefe Water Utilities

Enclosed is Permit Number FLA013016 to operate the Grenelefe Water Utilities, issued under Chapter 403, Florida Statutes (F.S.).

Monitoring requirements under this permit are effective on the first day of the second month following the effective date of the permit. Until such time, the permittee shall continue to monitor and report in accordance with previously effective permit requirements, if any.

NOTICE OF RIGHTS

Judicial Review

Upon issuance of this final permit, any party to this order has the right to seek judicial review of it under Section 120.68, F.S., by the filing of a notice of appeal under Florida Rules of Appellate Procedure 9.110 and 9.190 with the Clerk of the Department of Environmental Protection in the Office of General Counsel (Mail Station #35, 3900 Commonwealth Boulevard, Tallahassee, Florida 32399-3000) and by filing a copy of the notice of appeal accompanied by the applicable filing fees with the appropriate district court of appeal. The notice must be filed within 30 days after this order is filed with the Clerk of the Department.

EXECUTION AND CLERKING

Executed in Hillsborough County, Florida.

STATE OF FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION

A handwritten signature in black ink, appearing to read "Gerald 'JJ' Loesch".

Gerald "JJ" Loesch
Environmental Administrator
Permitting and Waste Cleanup Program
Southwest District

3425 Turnberry Drive, Lakeland, FL 33803

**NC Real Estate Projects, LLC
dba: Grenelefe Utility**

Item #2 to FDEP

**PRELIMINARY DESIGN ENGINEERING
REPORT**

FOR

Grenelefe Water Utilities

Wastewater Treatment Plant

Polk County, Florida

ID: FLA013016

Permit No.: FLA013016 Expires: November 15, 2027

Prepared For:

**NC Real Estate Projects LLC
3425 Turnberry Dr
Lakeland, Florida, 33803**

October 24, 2024

Prepared By:

**MCDONALD GROUP INTERNATIONAL, INC.
9030 S. BRITANNY PATH
INVERNESS, FLORIDA 34452**



NC Real Estate Projects, LLC
dba: Grenelefe Utility

5. Refer to the DEP Complaint Inspection Report letter, dated November 12, 2025, where the DEP noted possible violations during the inspection. Please provide a copy of the Utility's response and any other related correspondence to this letter.

David Petti, FDEP Compliance Officer, visited the Facility October 23, 2025 and provided the following items to be addressed:

1. Sanitary Sewer Overflow (SSO) remedy report with explanation of changes made to achieve corrective action that will avoid future occurrences
2. Clogged Lines and Cleanouts report steps to lessen occurrences
3. Lift stations - lift stations need to be secured, have proper signage with emergency contact information and operational visual and audible high-water alarms.

In Response to these items from the Compliance Officer we:

1. Completed the SSOR for the SSO and explained the steps we took to avoid future occurrences:
2. We have implemented regular cleanout of rags and large items that do not belong in the system from the manholes and lift stations on a bi-weekly basis for the manholes and weekly for the lift stations. This recurring regular servicing of these critical infrastructure items will lessen the issues. We have provided each customer with a request to discontinue flushing items down the drain and let them know doing so is causing issues to the community's wastewater system.
3. Lift Stations have all been secured with new locks, all new signage was purchased and posted on every lift station with emergency contact phone number and all visual and high water audible speakers have been replaced.

All of the evidence of this work was provided to Mr. Petti in a SSOR report delivered 11/5/2025, as written evidence of lift station work completed illustrated with photos on 11/18/2025 and with final video evidence of all working alarms provided to him on Wednesday December 10, 2025.

NC Real Estate Projects, LLC
dba: Grenelefe Utility

Fri, Nov 14, 3:38 PM

to Joyce, Paul, Marlon

It was a pleasure meeting you during my site visit yesterday. Please see attached 5-day report template and SSORP guidelines

There is a spill reporting form at the end of the SSORP document but use the one I have attached and fill every section out regarding the latest spill. As discussed yesterday, this form is required anytime a Sanitary Sewer Overflow (SSO) occurs regardless of the amount. There are some additional guidelines that are required once the spill hits 1000 gallons or reaches a surface water. This is described in the SSORP document.

Regarding the recurring issue of clogged lines and clean outs overflowing, the Department is requiring some corrective action(s) be performed. We can't tell you what to do but whatever you come up with has to give the Department assurance that the issue has been corrected. I would suggest as a first step is getting some cameras inside the lines that are having issues to see what's going on in there.

I also looked at all of the facility's lift stations yesterday and every one of them had compliance issues. As we discussed yesterday, lift stations need to be secured, have proper signage with emergency contact information and operational visual and audible high-water alarms. The corrective actions are self explanatory.

I will be writing together a report to go out to the permittee once I put it together. Please do not wait for the report to begin your corrective actions.

As always, let me know if you have any questions for me. I am here to help get everything resolved.

Regards,

David Petti
Environmental Specialist III/ Ecologist
Florida Department of Environmental Protection
Southwest District - Temple Terrace
13051 N. Telecom Pkwy, #101
Temple Terrace, FL 33637
David.Petti@floridadep.gov
Office: 813.470.5748

Paul Santana B22330
Operator
NC Real Estate Projects, LLC dba
Grenelefe Utility
PO Box 1447
Haines City, FL 33845
(407)632-5958
paul@grenelefewaterutilities.com

November 18. 2025

David Petti
Environmental Specialist III / Ecologist
Florida Department of Environmental Protection
Southwest District – Temple Terrace
13051 N. Telecom Pkwy, #101
Temple Terrace, FL 33637

re: Action plan for corrective actions against repetitive clogs

Mr. Petti:

The Utility has implemented operational changes that implement repetitive actions and the addition of a new 300 foot camera with locator to allow for the location of any issues. The operational changes that have been implements are:

1. Manhole cleaning
 - a. Monthly cleaning out of sand
 - b. Weekly clearing of Rags
2. Lift Station cleaning
 - a. Weekly inspection and cleaning of rags
 - b. Monthly Cleaning out of sand
3. Preventive inspection by camera of troublesome areas

- a. Areas that have in the past caused issues so until those areas stop being troublesome we will inspect them.
 - b. Camera the Manholes to assure the line from the
4. Installed high level alarms in all five lift stations.

We will work diligently to implement the above actions as our regular routine and these actions will lower the possibility of Clogs and blockages.

Please reach out to me with any questions or additional suggestions.

Respectfully,  B22330

Paul Santana B22330

Operator

NC Real Estate Projects, LLC dba Grenelefe Utility



4939 Cross Bayou Boulevard
New Port Richey, FL. 34652

Scott House - Jason Cox - Danita Campbell

Grenelefe Utilities Inc.
3200 County Rd 546 E,
Hanies City FL. 33844

Proposal

Job Task

J02148 2015

Date

6/27/2022

Job Card

J02148

Project Contact

Chad Ashley 239-728-7885

Effective Term

30 Days

Project Name

Valve Exercising and Locating

Description	Qty	Unit	Cost	Total
Proposal for scope of work to include all labor and material to locate and exercise approximately 96 valves throughout the distribution system to comply with the requirement of the Florida Department of Health . FAC 62-555.350(2) F.A.C. specifies that valve exercising be performed in accordance with the equipment manufacturer's recommendations. Valve Manufacturers recommend exercising annually. Each valve that is exercised will have its own inspection form filled out in its entirety to record the location, size of valve, number of turns, and any issues found. We will paint each valve cap blue to make it easier to locate the valves in the event of a water break. If valves are in a different locations than what the map shows then we will markup the map showing the changes. We will keep a copy of the map on file at the office. *Additional proposal will be generated based off the inspections.*				
Materials to Complete Scope of Service - Marking Paint	1	LS	\$93.36	\$93.36
General Labor to Complete Scope of Service	1	LS	\$7,499.71	\$7,499.71
Work to be performed between 8am-5pm				
Price listed represents the specific scope of service stated above. Proposal as quoted represents, labor, material and project management specific to the items listed. With exception of emergency circumstances, should it become necessary to perform additional services due to unforeseen circumstances, a change order will be required. Change order shall be executed by the owner prior to continuation of work. Payment is expected with in 30 days from receipt of invoice(s) related to work. Effective term is 30 days from date of proposal.				
"Thank You, for the opportunity to provide you with this proposal"			Total	\$7,593.07

Phone #

Fax #

Toll Free

727-848-8292

727-849-8860

866-753-8292

Signature to begin work: _____

NC Real Estate Projects, LLC dba Grenelefe Utility
FLA013016

Report prepared for:
David Petti, Compliance Officer
Florida Department of Environmental Protection
David.petti@floridadep.gov

Visit October 23, 2025

Issues to be addressed:

1. Report for Spill Aaron Weber **Filed with you.**
2. Explanation of steps taken to diminish Clogs (**Provided in a separate letter from Operator Paul Santana**)
3. Repair Gates and Secure all Lift Stations (padlocked)
 - a. #1 Kokomo lift station "locked.



- b. #2 Canterbury lift station "locked



c. #3 tennis way lift station " locked



d. #4 Marion way lift station & locked



e. 5# lift station by wastewater plant " locked.



4. Repair Fence and Gate at RIB



5. Metal Signs for each Lift Station

a. #1 Kokomo lift station, gate repaired, sign .



b. #2 Canterbury lift station, sign



c. #3 tennis way lift station signs



d. #4 Marion way lift station signs



e. 5# lift station by wastewater plant sign



6. Repair/Replace Alarms at Lift Stations
 - a. #1 Kokomo lift station



b. #2 Canterbury lift station " locked , sign



c. #3 tennis way lift station



d. #4 Marion way lift station



e. 5# lift station by wastewater plant " locked & sign



Paul Santana
Operator
NC Real Estate Projects, LLC dba
Greenelefe Utility
PO Box 1447
Haines City, FL 33845
(407)632-5958
paul@greenelefewaterutilities.com

November 18, 2025

David Petti

Environmental Specialist III / Ecologist
Florida Department of Environmental Protection
Southwest District – Temple Terrace
13051 N. Telecom Pkwy, #101
Temple Terrace, FL 33637

re: Action plan for corrective actions against repetitive clogs

Mr. Petti:

The Utility has implemented operational changes that implement repetitive actions and the addition of a new 300 foot camera with locator to allow for the location of any issues. The operational changes that have been implemented are:

1. Manhole cleaning
 - a. Monthly cleaning out of sand
 - b. Weekly clearing of Rags
2. Lift Station cleaning
 - a. Weekly inspection and cleaning of rags
 - b. Monthly Cleaning out of sand
3. Preventive inspection by camera of troublesome areas

- a. Areas that have in the past caused issues so until those areas stop being troublesome we will inspect them.
- b. Camera the Manholes to assure the line from the

We will work diligently to implement the above actions as our regular routine and these actions will lower the possibility of Clogs and blockages.

Please reach out to me with any questions or additional suggestions.

Respectfully,

Paul Santana

Operator

NC Real Estate Projects, LLC dba Grenelefe Utility



FLORIDA DEPARTMENT OF Environmental Protection

Ron DeSantis
Governor

Alexis A. Lambert
Secretary

Wastewater Abnormal Event 5 Day Report

This form is provided for your convenience only, in order to report the required information to Florida DEP. You may complete this form and email to the appropriate District office, as listed below.

Northwest District - NWD_WastewaterCompliance@floridadep.gov

Northeast District - DEP_NED@floridadep.gov

Southwest District - SWD_DW@floridadep.gov

Southeast District - SED.Wastewater@dep.state.fl.us

South District - SD-AbnormalEvents@floridadep.gov

Central District - DEP_CD@floridadep.gov

These incidents, and the corresponding Public Notice of Pollution, may also be reported through the DEP Business Portal. If it is preferred to submit these separately, the PNP may be submitted here. If the spill is greater than 1000 gallons, it MUST be reported to the **State Watch Office** at 1-800-320-0519 and a PNP MUST be submitted. All fields with an asterisk (*) must be completed as they are required by rule 62-620.610, F.A.C.

Responsible Party Information

*Facility Name: Grenelefe resort

*Permit Number: FLA013016

*Facility Type: Domestic

*County: Polk

*Reporter Name: Aaron Weber

*Reporter Phone: 863-940-1505

*Reporter Email: aaron@grenelefewaterutilities.com

*Reporter Address: 315 nGreenwoods ln. lakeland fl 33813

*Responsible Party Name: NC. Real Estate Projects LLC.

*Responsible Party Address: 110 Wades Way, Unit 134 Mooresville NC 28117

*Responsible Party Phone: 704-996-4543

*Responsible Party Email: Ndjasoncox@gmail.com

Who was contacted?

DEP

*Date and Time:

*Person contacted:

State Watch Office

*Date and Time:

*Incident Number:

Other

*Date and Time:

10/19/2025 00:00

*Person contacted:

Joyce Grenelefe Offi

Spill Information

*Spill Characteristic / Wastewater: Untreated

*Type Source: Force Main / Gravity Line

*Area affected: Ground

*Date / Time Discharge Began: 10/19/2025 18:35

*Amount Discharged (in gallons): 200.00

*Amount Recovered (in gallons): 50.00

*Date / Time Discharge Ceased: 10/19/2025 20:15

*Physical Address: 187 Palmview Ct.

*Latitude/Longitude: 28.06626 N, 81.55127 W

*Malfunction/Cause: Blockage

Effluent Limit Violations

☐ CL₂ (mg/L)

☐ TSS (mg/L)

☐ Turbidity (NTU)

☐ NO₃ (mg/L)

☒ Other

☐ Fecal Coliforms (CFU/100 mL)

☐ pH (SU)

☐ CBOD5 (mg/L)

☐ Abnormal Flow (MGD)

*Clean Up Status: Complete

*Clean Up Actions:

☒ Vacuumed/Pump Truck

☐ Applied Disinfectant

☒ Applied Lime

☐ Applied HTH/chlorine

☐ Applied absorbents

☒ Washed down area

☐ Water samples/field measurements taken

☒ Raked and disposed of debris

☐ Signs posted

☒ Other replaced some of the dirt

Sampling results / Field readings:

***Incident Description and Remedial Action Being Taken** (Include estimated time for completion):

On 10/19/2025 Grenelefe Office was contacted and was told there was a Sewer smell coming from outside their place. On call worker responded to the call to find a cleanout cap was off and was filling up the flower bed. he placed the cleanout cap back on and started pumping the sewer water out of the flower bed area. He recovered roughly about 50 Gals of sewer water, out of roughly 200 Gals that spilled into the flower bed. we removed some dirt and raked the area and applied Lime to the surrounding area. We had a blockage in the gravity feed line/ due to low flows, in turn caused

by #1 pump@ Liftstation #3 went out/burned up, and #2 pump was ragged up and tripped out.

7 hours from start to Completion

***Future Preventative Measures:**

We vac trucked the surrounding manholes and cleaned out the sewer lines clear to the lift station !

We replaced #1 pump in lift station #3 along with new control panel and floats.

We also replace Two more pumps: #2 pump at Marion way lift station #5, #1 pump at tennis way lift station #4

We are in the process of posting Emergency Call signs at all lift stations and making sure high level alarms are working along with busser.



Technical Sales Corporation
4621 N Hale Ave
Tampa, FL 33634

Phone No. (727) 848-8292 Ext. 219

Order Confirmation

SO02287

October 21, 2025

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Bill-to Address

One Time Customer
4621 N Hale Ave
Tampa, FL 33614

Ship-to Address

Greenleaf
4621 N Hale Ave
Tampa, FL 33614

External Document No.
LS#3 PUMP AND PANEL

Sales person
Christopher Crowl

Quote No.
TSSQ00333

Shipment Method

No.	Description	Quantity	Unit Price Excl. Tax	Tax %	Line Amount Excl. Tax
TS00708	Par Pump:EB 95:EBADV2406BS 80DVBU63.7S2 5HP 1PH PUMP	1 EA	3,584.45	7.07218 6760637 87964	3,584.45
TS00630	Ohio Electric:OEC300GR5 DUPLEX CTRL PANEL-230V 1PH 5HP	1 EA	3,174.60	7.07218 6760637 87964	3,174.60
TS00066	AS Anchor:SM30NO SM30NO 30' MINI FLOAT	4 EA	59.00	7.07218 6760637 87964	236.00

Pump s/n-

Subtotal	6,995.05
Invoice Discount	0.00
Total Tax	494.70
Total USD Incl. Tax	7,489.75

Email
ar@uswatercorp.net
Phone No.
(727) 848-8292 Ext. 219



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4621 N Hale Ave
Tampa, FL 33634

Phone No. (727) 848-8292 Ext. 219

Order Confirmation

SO02288

October 21, 2025
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Bill-to Address
One Time Customer
4621 N Hale Ave
Tampa, FL 33614

Ship-to Address
Greenelefe Water Utilities
4621 N Hale Ave
Tampa, FL 33614

External Document No.	Sales person	Quote No.	Shipment Method
LS#4 PUMP AND FLOATS	Christopher Crowl		

No.	Description	Quantity	Unit Price Excl. Tax	Tax %	Line Amount Excl. Tax
TS00711	Par Pump:EB 95:EBADV4407 80DVFU65.52 7.5HP 230V 3PH PMP	1 EA	6,892.75	7.05207 7853761 17833	6,892.75
TS00066	AS Anchor:SM30NO SM30NO 30' MINI FLOAT	4 EA	59.00	7.05207 7853761 17833	236.00

Pump s/n-

Subtotal	7,128.75
Invoice Discount	0.00
Total Tax	502.73
Total USD Incl. Tax	7,631.48

Email
ar@uswatercorp.net
Phone No.
(727) 848-8292 Ext. 219