

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Thursday, September 11, 2025 8:40 AM
To: 'Delphine Didier'
Cc: Consumer Contact
Subject: RE: Docket # 20250023-WS

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

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From: Delphine Didier <Ddidier88@outlook.com>
Sent: Wednesday, September 10, 2025 8:23 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket # 20250023-WS

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To the elected Polk County Commissioners,

I am writing to express serious concern regarding the proposed rate increase by Grenelefe Utility under Docket #20250023-WS. As a resident, I've already experienced a significant hike in my water bill recently, and now the utility is proposing an additional increase of **\$200 to \$300 per month per household** to fund a \$20 million infrastructure upgrade.

While I understand the need for long-term improvements, this level of increase is simply unaffordable for many residents. Grenelefe is a diverse community, and such a sharp rise would disproportionately affect retirees, families on fixed incomes, and those of us who already practice water conservation and eco-friendly living.

I urge the Commission to:

- **Demand full transparency** on how the \$20 million figure was calculated and whether alternative funding sources (grants, phased upgrades, etc.) were considered.
- **Ensure accountability** for past billing errors and service issues before approving any new rates.
- **Protect low-usage and conservation-minded customers** from being penalized by flat-rate increases.
- **Require community engagement** before finalizing any rate changes—residents deserve a voice in decisions that affect our daily lives and financial stability.

We value reliable water service, but we also expect fairness, sustainability, and respect for the community's needs. Please do not approve of this rate increase without a thorough review and meaningful public input.

Thank you for your consideration.

Delphine Didier & Matthew Pittsley

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