

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Thursday, September 11, 2025 4:05 PM
To: 'Deirdre Hayden'
Cc: Consumer Contact
Subject: RE: Grenelefe Water Charges

You're welcome. Your additional comments will be entered into the docket as consumer correspondence.

Sincerely
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: Deirdre Hayden <deirdrehayden@hotmail.com>
Sent: Thursday, September 11, 2025 3:59 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Re: Grenelefe Water Charges

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Absolutely. If it makes a difference & can help my neighbourhood there then yes. I bought in Grenelefe because it's a beautiful area, with hope that the problems they are having would work itself out. So far HOA increases and development owners of the area haven't really helped the people living there. A lot are older generation and young families. They really can't afford any more financial burden. They actually Cld do with more state intervention to redevelop the neighbourhood. It has so much history there and it's such a shame to see them suffering. There's not even a pool or play area for young kids. No clubhouse and the HOA fees are high considering.

So if something Cld be done to support the community then I know they'd appreciate it gratefully.

Thanks so much for your response & if there's anything else I can do just let me know.

Enjoy your day! ♣

Kindly

Deirdre

Sent from [Outlook for iOS](#)

From: Nickalus Holmes <NHolmes@psc.state.fl.us> on behalf of Records Clerk <CLERK@PSC.STATE.FL.US>
Sent: Thursday, September 11, 2025 8:52:05 PM
To: 'Deirdre Hayden' <deirdrehayden@hotmail.com>
Subject: RE: Grenelefe Water Charges

You're welcome. Would you like for your reply to be included into the docket as well?

From: Deirdre Hayden <deirdrehayden@hotmail.com>
Sent: Thursday, September 11, 2025 3:50 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Cc: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Re: Grenelefe Water Charges

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Thank you Nick, this will absolutely devastate Grenelefe residents if this goes ahead. The community is really suffering badly & although I own there I don't live there. I'm an Irish resident. However, my neighbours there are practically family. We are a very close community. They need support not more charges.

Kind regards from Ireland

Deirdre

Sent from [Outlook for iOS](#)

From: Nickalus Holmes <NHolmes@psc.state.fl.us> on behalf of Records Clerk <CLERK@PSC.STATE.FL.US>
Sent: Thursday, September 11, 2025 8:46:37 PM
To: 'Deirdre Hayden' <deirdrehayden@hotmail.com>
Cc: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: RE: Grenelefe Water Charges

Good Afternoon

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: Deirdre Hayden <deirdrehayden@hotmail.com>

Sent: Thursday, September 11, 2025 3:37 PM

To: Records Clerk <CLERK@PSC.STATE.FL.US>

Subject: Grenelefe Water Charges

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

Dear Commissioners,

I am writing as a customer of Grenelefe Utility. I am an owner & I am very concerned that these rates are very excessive and high. Knowing my neighbours are older generations & considering their money is well

Stretched with the high costs of living. I feel their tax dollars should really be covering costs of water charges.

I live in Ireland, yet own a wonderful historical condo in Grenelefe. At present over here in Ireland, collected tax covers water charges. So in unity with my Florida neighbours, I feel the hike in charges is very excessive and unaffordable to our community. We need more support. Our once glowing neighbourhood is suffering with a lack of facilities and basic human rights like water is being sold as a commodity.

Therefor to express my opposition to the proposed water and wastewater rate increases in Docket No. 20250023-WS.

The proposed bills — rising from roughly \$30/month to over \$300/month — are neither just nor reasonable. Such a dramatic and sudden increase violates the Commission's duty under Section 367.081(1), Florida Statutes, which requires that rates be "fair, just, and reasonable" to both customers and the utility. Rates must balance the utility's right to recover prudent costs with customers' right to affordable and essential service.

I understand Grenelefe faces infrastructure challenges and environmental compliance obligations. And, they don't seem supported as Florida residents by any federal or local services (free of charge). The development is really suffering hard. And was once a glowing iconic area in Florida. They need help and support. Not more opportunistic charges.

However, the proposed approach unfairly shifts nearly all financial burden onto existing customers. Under Florida law, the Commission has the authority to:

- Require that new development and future growth pay their proportionate share of capacity costs through plant capacity charges (see §367.081(2)(a), Fla. Stat.), rather than burdening current ratepayers.
- Spread recovery of major capital improvements over a longer time horizon, instead of imposing immediate and unaffordable increases.
- Consider whether grant funding, low-interest loans, or state/federal assistance are available before approving extreme increases.

I respectfully urge the Commission to:

1. Reject the proposed rate structure as filed.
2. Require Grenelefe to resubmit a plan that phases in increases gradually and equitably.
3. Ensure that developers and new connections bear appropriate responsibility for growth-related costs, consistent with Commission precedent and statutory authority.

The current proposal would devastate residents, especially seniors and families on fixed incomes. I ask that you uphold your responsibility under Florida law to ensure rates remain fair, just, and reasonable.

Thank you for considering my comments and for protecting the public interest in this matter. Please help our community with more support. We really need help in our community. Not financial hikes.

Kind regards

Deirdre Hayden
Birch Way. Grenelefe.

Sent from [Outlook for iOS](#)