

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Friday, September 12, 2025 11:58 AM
To: 'Theo Pozzy'
Cc: Consumer Contact
Subject: RE: Docket No. 20250023-WS - Grenelefe Utilities proposed rate increase

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: Theo Pozzy <tpozzy@yahoo.com>
Sent: Friday, September 12, 2025 11:37 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket No. 20250023-WS - Grenelefe Utilities proposed rate increase

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12 September 2025

Theo and Elenita Pozzy
2270 NW 124th Ave.
Portland, OR 97229

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
clerk@psc.state.fl.us

Dear Commissioners:

We are writing as customers of Grenelefe Utilities to express our opposition to the proposed water and wastewater rate increases in Docket No. 20250023-WS.

We are longtime homeowners of a condominium at the Club Estates community (HOA) of Grenelefe. We have watched the property go through many changes over the past 30 years. We originally purchased this property with the idea of eventually retiring there. Over the years, we have spent lots of time vacationing with family and friends, and the place is

very dear to us. For many of us it is our “happy place”, and a home away from home. The property is currently inhabited by a family member who is on disability, and has a very low fixed income.

The deterioration of Grenelefe, due to a combination of economic conditions and gross mismanagement by the companies owning the resort, has been very difficult to watch. But we always remained hopeful that eventually it would be restored to its former intact state. Our optimism has finally been rewarded with the development that is currently underway, thanks to the efforts of Scott House.

One of the ongoing problems with the current state of the property has been the aging water and sewer system. Breaks in water mains, boil water notices, and shutoffs are frequent occurrences, and are extremely frustrating for residents of the property. It was our understanding, and that of many others, that the development plan that Mr. House submitted to the Polk County Commissioners to address this issue would solve the problem without placing undue financial stress on current residents, many of whom are senior citizens and/or on a fixed income. According to our information, this plan was approved. However, we have learned that the proposal was rejected by the Florida Public Service Commission, and that instead the PSC is reviewing a proposed rate increase that would cause residents’ water and sewer bills to skyrocket.

Based on a detailed financial analysis of our own past rates and the proposed increase, this would mean an over 600% increase in our water bill, which, frankly, is outrageous. This kind of increase will make the financial burden on current residents unsustainable. Our current rate is about \$800 per year (after the interim increase in rates in May 2025). Under the proposed rates, this would increase to \$4800 per year. This is for a unit with only one person in residence. While we do not have access to data from anyone else, we can project that an increase for a family of four to be two to three times this amount.

We feel that this proposed rate 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.

It is our understanding that 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.

We 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.

In addition to the financial burden, we would also like to point out that this rate increase has the potential to destroy a plan that we – and no doubt many others – have had in place for many years. Now that our children are grown, we have been looking forward to spending time at Grenelefe with grandchildren, and it would be heartbreaking to have stuck things out this long, only to have our hopes dashed at the last minute.

Again, we urge the Commission to reject this plan in favor of a more equitable one that will allow longtime residents to remain in their homes without fear of financial hardship or being forced to move due to unsustainable bills.

Sincerely,

Theo and Elenita Pozzy

