

Nickalus Holmes

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**From:** noreply@psc.state.fl.us  
**Sent:** Friday, September 12, 2025 05:03 PM  
**To:** sysrn23@outlook.com  
**CC:** Consumer Contact  
**Subject:** Docket Number - 20250023-WS

Good Afternoon, Mark Swain,

We will be placing your comments below in docket correspondence in Docket No. 20250023-WS, and forwarding them to the Office of Consumer Assistance.

Sincerely,

Nickalus Holmes  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850  
850-413-6770

*PLEASE NOTE: Florida has a very broad public record 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 comments may be subject to public disclosure.*

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**From:** sysrn23@outlook.com  
**Sent:** Friday, September 12, 2025 04:30 PM  
**To:** Florida Public Service Commission  
**Subject:** Docket Number - 20250023-WS

Description:

Customer Comment Id: 10

Are you a customer of NC Real Estate Projects, LLC d/b/a Grenelefe Utility: Y

Name: Mark Swain

Phone: 8632583576

Email: sysrn23@outlook.com

Address: sysrn23@outlook.com, Haines City, Polk, FL 33844

Submit Date: Friday, September 12, 2025 04:30 PM

Comment: Good afternoon PSC,

First, I wish to thank all of you for your service and listening to Grenelefe Community's concerns over the water & wastewater rate hikes being proposed by our developer & owner. Much has occurred in our neighborhood since its inception in early 1970's all of which, I have personally seen inside and outside its business ventures. After several owners in the past 50 years, yes 50 years, professional golf and tennis tournaments were the like, have since been depleted due a multitude of challenges, but the issue at hand, is one, where your Commission can truly maintain what value still remains.

Fast forward, I am certain that EVERYONE, both private, public, and government entities have known for YEARS that the water plant was in terrible shape and in need of upgrades, and Mr. House was no exception. DEP has given Mr. House the greenlight to develop new homes and that the existing water & wastewater plant would have NO issues handling the increased load, volume-wise, filtering-wise, etc. But today, not enough nitrogen and phosphorus is being removed so we have to contribute payment to rebuild a plant per household, and NO ONE was forewarned by DEP, not even Mr. House? Mitigating damages is clearly defined in cases such as this where insurers are concerned. I suggest, PSC, DEP, Polk County Commissioners, and Florida Dept of Insurance, and Honorable DeSantis, etc. have a Powwow to see how and who dropped-the-ball on this one. Arbitrarily slapping a 800% increase on fees per household is not the way to mitigate damages in a fair, equitable method but to hold accountable the entities who provided inaccurate data to push forward an agenda for new homes and millions in revenue to be generated for the owner, developer, and county tax increases (Impact Fees, etc.) and that current homeowners foot the bill of any unexpected line breaks currently happening and now rebuilding a water plant. Mitigate your damages I say.....

We as private homeowners are EXPECTED to mitigate our damages before, during, and after hurricanes and our insurance reflects the same, in like manner, an investor must mitigate their damages if a loss is incurred, not pass their damages to other policyholders directly which is what I interpret is happening but the proposed rate hikes. I do not agree with how our surrounding property was leveled by vacating endangered species: from our thin-needle pines, gopher tortoises, birds of prey's homes, and likely, further destroying water drainage into nearby Lake Marion. This in part, after multiple voices were heard in Bartow, FL County Commission, still allowed Mr. House to level virgin ground based on historical zoning some 30-40 years ago. The community's voices were heard, but made no difference in allowing development, and destroying habitat and wildlife's homes. This is in part, verified by no less than 10 four-legged wild animals run over by vehicles in close proximity to this community on Kokomo & Lake Hatchineha Roads. I realize this is a rate issue, not a "save the planet" issue but a rate hike issue.

Bottom line, we all have the duty to mitigate damages, preserve our habitats, nurture healthy environmental practices, and leave life's communities in better shape than when we arrived. But in the process, not leave the landowners in financial ruins based on questionable business practices just to catapult the almighty dollar.

Lastly, while considering the widespread rate concerns being proposed for fixed-income residents here in Grenelefe, just asking PSC to see the broad picture and stand for what's right, not convenient,

They are not making any more land, but they're surely allowing the multitudes to make what's here, disappear ~ How many boiled water notices be given before the State moves in to correct the issue and then investigate DEP's "study" communicated to us by Mr. House, that was sufficient to handle all existing and new homes within Grenelefe. Explain this, what am I and we missing as homeowners?

Thank you for listening and considering all comments,

Again, thank all of you for your service,

Sincerely,

Mark Swain

126 Coventry Lane

Haines City, FL 33844

Mobile: 863-258-3576