

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Tuesday, September 9, 2025 4:15 PM
To: 'Xachira Calderon'
Cc: Consumer Contact
Subject: RE: Petition Regarding Grenelefe Utility Rate Case – Docket No. 20250023-WS

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

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: Xachira Calderon <xachiracalderon@gmail.com>
Sent: Tuesday, September 9, 2025 4:12 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Petition Regarding Grenelefe Utility Rate Case – Docket No. 20250023-WS

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 to you as a concerned customer regarding the pending rate case for Grenelefe Utility, Inc. (Docket No. 20250023-WS) and in response to the virtual customer meeting scheduled for September 15, 2025.

The proposed rate adjustments present significant concerns for residents. Utility services are essential, and any increase in charges has a direct impact on the affordability of our daily lives.

In addition to affordability, I would like to highlight ongoing service deficiencies and billing issues that have negatively impacted customers:

1. **Frequent Water Breaks:** Multiple water line breaks have resulted in prolonged outages, leaving residents without water for many hours — sometimes extending into the next day.
2. **Boil Water Notices:** These outages are often followed by boil water advisories, raising serious health and safety concerns for families.

3. **Incorrect Billing Practices:** Customers have received inaccurate bills for over 2 years with no resolution due to improper water meter readings, creating financial stress and undermining trust in the utility's billing process.

Furthermore, I wish to note that I have previously filed a formal complaint against Grenelefe Resort Utility, Inc. with the Florida Public Service Commission. This complaint was assigned Tracking Number: 195220, a complaint has also previously been submitted to the Office of the Attorney General.

Given these circumstances, I respectfully urge the Commission to carefully consider the following:

- **Affordability:** Rate increases will impose undue financial hardship on residents, many of whom are retirees or working families already struggling with the rising cost of living.
- **Accountability:** Grenelefe Utility should not be granted higher rates while failing to correct ongoing service disruptions and billing inaccuracies.
- **Transparency:** Clear evidence must be provided showing why additional funds are necessary and how they will directly improve infrastructure reliability and customer service.

For these reasons, I strongly petition the Commission to **deny** until Grenelefe Utility demonstrates reliable service delivery, accurate billing, and genuine accountability to its customers.

Thank you for your time and for considering the voices of customers who are directly impacted by these decisions.

Respectfully,

Xachira Calderón Belmonte