

**Nickalus Holmes**

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**From:** Nickalus Holmes on behalf of Records Clerk  
**Sent:** Wednesday, September 10, 2025 1:02 PM  
**To:** 'glanglois18@gmail.com'  
**Cc:** Consumer Contact  
**Subject:** FW: VERY IMPORTANT ASPENWOODFw: Grenelefe Water Utilities - Sept 15th @2pm  
PSC Meeting water rates  
**Attachments:** August 29 2025 Customer PSC Meeting about Rates.pdf

Good afternoon

We will be placing your comments below in consumer correspondence in Docket No. 20250023, and forwarding your comments 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.*

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**From:** Guy Langlois <glanglois18@gmail.com>  
**Sent:** Wednesday, September 10, 2025 12:49 PM  
**To:** Records Clerk <CLERK@PSC.STATE.FL.US>  
**Subject:** Fwd: VERY IMPORTANT ASPENWOODFw: Grenelefe Water Utilities - Sept 15th @2pm PSC Meeting water rates

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

The monthly charge is not acceptable, this charge is ok per year \$500 not per month  
Guy and Lucienne Langlois

Begin forwarded message:

**From:** Kristin Powell <[polkcam@aol.com](mailto:polkcam@aol.com)>  
**Subject:** VERY IMPORTANT ASPENWOODFw: Grenelefe Water Utilities - Sept 15th  
@2pm PSC Meeting water rates  
**Date:** September 10, 2025 at 11:27:22 AM EDT

Dear owners:

The Board of Directors asked that I re-send the e mail below and call your attention to the importance of every owner sending an e mail to the PSC expressing that you are against the proposed increase to water and sewer rates in Grenelefe. Comments can be emailed to [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us).

The Board has ran some rough numbers and if this rate increase were to be approved it would mean an increase of \$500 per unit per month. This kind of increase would have to be passed on to owners via a special assessment and an increase to quarterly assessments for each owner. It is very important that each owner take the time to email the PSC as soon as possible. The meeting is scheduled for Monday 9/15/25. We have not been able to find out how people can view or listen to the virtual meeting yet.

Thank you,

Kristin

For: Aspenwood Board of Directors

**Kristin Powell, LCAM**  
**Polk Community Association Management of Haines City**  
**P.O. Box 5195**  
**Haines City, FL 33845**  
**863-588-1110 Office**

----- Forwarded Message -----

**From:** Kristin Powell <[polkcam@aol.com](mailto:polkcam@aol.com)>

**Sent:** Thursday, September 4, 2025 at 04:57:43 PM EDT

**Subject:** Grenelefe Water Utilities - Sept 15th @2pm PSC Meeting water rates

Dear owners:

Please see the attached information from Grenelefe Water Utilities. Currently Aspenwood at Grenelefe Condominium Association pays for the water and sewer for all owners in Aspenwood as part of your quarterly assessments, that is why individual owners were not sent this notice from the utility department.

Take the time to read through everything, please note this is the only information that has been provided to us at this time. I do not think anyone will know any more until after the meeting in Tallahassee on September 15th. Page 5 of the attachment explains how owners can provide comments. The Board encourages all owners to send an e mail with your comments to the e mail address provided on page 5 of the attachment.

We can understand people will have a lot of questions, but the association does not have any answers at this time.

Thank you,

Kristin

**Kristin Powell, LCAM**  
**Polk Community Association Management of Haines City**  
**P.O. Box 5195**  
**Haines City, FL 33845**  
**863-588-1110 Office**

----- Forwarded Message -----

**From:** Joyce Roberts <[support@grenelefewaterutilities.com](mailto:support@grenelefewaterutilities.com)>  
**To:** Joyce Roberts <[support@grenelefewaterutilities.com](mailto:support@grenelefewaterutilities.com)>  
**Sent:** Saturday, August 30, 2025 at 12:44:22 PM EDT  
**Subject:** Sept 15th @2pm PSC Meeting water rates

Please see attached.

Thank you for your time,  
Joyce Roberts  
Manager  
Grenelefe Water Utilities  
Po Box 1447  
Haines city, FL 33845  
863-422-7511 VM gets full quick somedays so please  
Text 863-232-7181 if it is.

<https://www.mypaystar.net/pay/grenelefewater>

**\*\*Setup New accounts and to end services**

[Acctsetupandend@grenelefewaterutilities.com](mailto:Acctsetupandend@grenelefewaterutilities.com)

**\*\*Water issues:**

[Support@grenelefewaterutilities.com](mailto:Support@grenelefewaterutilities.com)

**\*\*5 day notices**

[5daynotice@grenelefewaterutilities.com](mailto:5daynotice@grenelefewaterutilities.com)



FLORIDA PUBLIC SERVICE COMMISSION

CUSTOMER MEETING

NC REAL ESTATE PROJECTS, LLC D/B/A GRENELEFE UTILITY

DOCKET NO. 20250023-WS

SEPTEMBER 15, 2025, at 2:00 P.M.

AGENDA

1. Call Meeting to Order
2. Utility Introduction
3. Office of Public Counsel Introduction
4. Staff Presentation
5. Customer Comments (Please note: the order in which customers speak at the customer meeting is based upon the order in which they sign up.)
6. Next Steps
7. Adjourn

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF CUSTOMER MEETING

TO THE CUSTOMERS OF NC REAL ESTATE PROJECTS, LLC D/B/A GRENELEFE  
UTILITY

AND

ALL OTHER INTERESTED PERSONS

DOCKET NO. 20250023-WS

APPLICATION FOR A STAFF-ASSISTED RATE CASE IN POLK COUNTY

BY NC REAL ESTATE PROJECTS, LLC D/B/A GRENELEFE UTILITY

Date Issued: \_\_\_\_\_

NOTICE is hereby given that the staff of the Florida Public Service Commission (Commission) will conduct a customer meeting to discuss NC Real Estate Projects, LLC d/b/a Grenelefe Utility's (Grenelefe or Utility) application for a staff-assisted rate case (SARC) in Polk County. The meeting will be held virtually on the following date and time:

**Monday, September 15, 2025, at 2:00 p.m.**

In accordance with the Americans with Disabilities Act, persons needing a special accommodation to participate at this meeting should contact the Office of Commission Clerk no later than five days prior to the meeting at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850 or (850) 413-6770 (Florida Relay Service, 1-800-955-8770 Voice or 1-800-955-8771 TDD).

**PURPOSE AND PROCEDURE**

The purpose of this meeting is to give customers and other interested persons an opportunity to offer comments to Commission staff regarding the quality of service the Utility provides and on the preliminary rates included in this notice. Customers and other interested persons may be asked follow-up questions. These comments will be taken into consideration by the Commission in its decision regarding the proposed rate increase.

This customer meeting will be conducted virtually. The Commission shall act as the host of the customer meeting and will use a combination of technologies to ensure full participation. The Commission will employ GoToMeeting as an audio and video platform for the meeting, and will provide for simultaneous, audio-only participation by telephone. Persons wishing to provide comments will present their comments over the telephone.

Customers may register to speak at the customer meeting in one of the following ways: (1) register using the PSC's online registration form, which will be available at [www.FloridaPSC.com](http://www.FloridaPSC.com), under the "Hot Topics" heading, (2) call the PSC at (850) 413- 7080 or (3) email [speakersignup@psc.state.fl.us](mailto:speakersignup@psc.state.fl.us).

Registration will be available beginning September 2, 2025, at 9 a.m. EDT, and closes at noon EDT on September 11, 2025. Please note that the order in which customers will speak is based on the order in which they register. If you have questions about the sign-up process, please call (850) 413-7080. One day prior to the meeting, customers who signed up to speak will be provided further instructions from PSC staff on how to participate.

All customers who register to present comments at the meeting are urged to call-in promptly at the scheduled meeting time, since the meeting may be adjourned early if no customers are present. One or more of the Commissioners may attend and participate in this meeting. The meeting will begin as scheduled and will continue until all the customers have been heard.

If a named storm or other disaster requires cancellation of the meeting, Commission staff will attempt to give timely direct notice to the parties. Notice of the cancellation of the meeting will also be provided on the Commission's website under the Hot Topics link found on the home page. Cancellation can also be confirmed by calling the Commission's Office of the General Counsel at (850) 413-6199.

### **BACKGROUND**

Grenelefe is a Class B water and wastewater utility operating in Polk County. Grenelefe provides service to approximately 1,200 water and wastewater customers. Certificate Nos. 589-W (water) and 507-S (wastewater) were transferred to the Utility in Docket No. 20220142-WS.<sup>1</sup> The Utility's rates were last established during a SARC in 2011.<sup>2</sup> On January 10, 2025, Grenelefe filed an application for a SARC. Pursuant to Section 367.0814(2), Florida Statutes, the official filing date of this SARC was established as February 4, 2025. The 12-month period ending October 31, 2024, was selected as the test year for the instant case.

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<sup>1</sup> Order No. PSC-2024-0228-PAA-WS, issued July 8, 2024, in Docket No. 20220142-WS, *In re: Application for transfer of water and wastewater facilities and Certificate Nos. 589-W and 507-S from Grenelefe Resort Utility, Inc. to NC Real Estate Projects, LLC d/b/a Grenelefe Utility, in Polk County.*

<sup>2</sup> Order No. PSC-12-0433-PAA-WS, issued August 21, 2012, in Docket No. 20110141-WS, *In re: Application for staff-assisted rate case in Polk County by Grenelefe Resort Utility, Inc.*

The results of staff's preliminary investigation are contained in a staff report dated August 22, 2025. Copies of the staff report and the Utility's application for a rate increase is available for review by members of the public by visiting <http://www.floridapsc.com/ClerkOffice/Docket> and entering 20250023 in the docket number search field.

### **CURRENT AND PRELIMINARY RATES**

Staff has compiled the following recommended rates for discussion at the customer meeting. These rates are preliminary and subject to change based on information gathered at the customer meeting, further staff review, and the final decision by the Commission. The Utility's current and staff's recommended preliminary rates are as follows:

NC REAL ESTATE PROJECTS LLC D/B/A GRENELEFE UTILITY		DOCKET NO. 20250023-WS	
TEST YEAR ENDED OCTOBER 31, 2024			
MONTHLY WATER RATES			
	UTILITY CURRENT RATES	UTILITY INTERIM RATES	STAFF RECOMMENDED RATES
<b><u>Residential and General Service</u></b>			
Base Facility Charge by Meter Size			
5/8" x 3/4"	\$6.81	\$8.04	\$24.61
3/4"	\$10.22	\$12.06	\$36.92
1"	\$17.03	\$20.10	\$61.53
1-1/2"	\$34.05	\$40.20	\$123.05
2"	\$54.48	\$64.32	\$196.88
3"	\$108.96	\$128.64	\$393.76
4"	\$170.25	\$201.00	\$615.25
6"	\$340.50	\$402.00	\$1,230.50
Charge per 1,000 gallons - Residential			
0 - 5,000 gallons	\$1.50	\$1.77	N/A
5,001 - 10,000 gallons	\$1.89	\$2.23	N/A
10,001 - 15,000 gallons	\$2.82	\$3.33	N/A
Over 15,000 gallons	\$3.75	\$4.43	N/A
0 - 4,000 gallons	N/A	N/A	\$15.77
4,001 - 10,000 gallons	N/A	N/A	\$19.72
10,001 - 15,000 gallons	N/A	N/A	\$23.66
Over 15,000 gallons	N/A	N/A	\$27.61
Charge per 1,000 gallons - General Service	\$2.09	\$2.47	\$14.74
<b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b>			
5,000 Gallons	\$14.31	\$16.89	\$107.41
10,000 Gallons	\$23.76	\$28.04	\$206.01
15,000 Gallons	\$37.86	\$44.69	\$324.31

**NC REAL ESTATE PROJECTS, LLC D/B/A GRENELEFE UTILITY**  
**TEST YEAR ENDED OCTOBER 31, 2024**  
**MONTHLY WASTEWATER RATES**

**DOCKET NO. 20250023-WS**

	<b>UTILITY CURRENT RATES</b>	<b>UTILITY INTERIM RATES</b>	<b>STAFF RECOMMENDED RATES</b>
<b><u>Residential Service</u></b>			
All Meter Sizes	\$9.98	\$25.12	\$127.38
Charge per 1,000 gallons (8,000 gallon cap)	\$2.93	\$7.38	\$37.11
<b><u>General Service</u></b>			
Base Facility Charge by Meter Size			
5/8" x 3/4"	\$9.98	\$25.12	\$127.38
3/4"	\$14.97	\$37.68	\$191.07
1"	\$24.95	\$62.80	\$318.45
1-1/2"	\$49.90	\$125.60	\$636.90
2"	\$79.84	\$200.96	\$1,019.04
3"	\$159.68	\$401.92	\$2,038.08
4"	\$249.50	\$628.00	\$3,184.50
6"	\$499.00	\$1,256.00	\$6,369.00
Charge per 1,000 gallons - General Service	\$3.52	\$8.86	\$44.53
<b><u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u></b>			
2,000 Gallons	\$15.84	\$39.88	\$201.60
6,000 Gallons	\$27.56	\$69.40	\$350.04
8,000 Gallons	\$33.42	\$84.16	\$424.26



## **HOW TO PROVIDE COMMENTS TO THE COMMISSION**

If you would like to share your comments with the Commission you may:

- Speak at the customer meeting on September 15, 2025, by contacting the Commission via email at [speakersignup@psc.state.fl.us](mailto:speakersignup@psc.state.fl.us) or calling (850) 413-7080 as indicated above.
- Email your comments to the Commission at [clerk@psc.state.fl.us](mailto:clerk@psc.state.fl.us)
- Fill out and return, by US Mail, email, or online submission, the “Comment Card” attached to this Notice. For online submissions, the “Comment Card” is located under “Hot Topics” at [www.floridapsc.com](http://www.floridapsc.com) and is available starting September 2, 2025 at 9am.
- Submit written comments to the Commission Clerk at the address below.

Office of the Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

All correspondence should refer to:

**“Docket No. 20250023-WS, NC Real Estate Projects, LLC d/b/a Grenelefe Utility”**

- Address the Commissioners during the Commission’s Conference, currently scheduled for November 4, 2025. You may address the Commissioners during the Commission Conference even if you also provide written comments through any of the other methods. If you would like to provide comments at the Commission Conference, please contact Jacob Imig at (850) 413-6738 or [JImig@psc.state.fl.us](mailto:JImig@psc.state.fl.us).

**Please note that written comments are given the same consideration as if they were provided during the Commission’s Conference.**

## **PROCEDURES AFTER THE CUSTOMER MEETING**

Commission staff will prepare a recommendation which is tentatively scheduled to be submitted to the Commission on October 23, 2025. The Commission will then vote on staff’s recommendation at its November 4, 2025, Commission Conference. As noted above, customers may address the Commission directly at this Conference. Customers may also watch the Commission Conference live from the PSC website at [www.floridapsc.com](http://www.floridapsc.com). Look for the “Watch Live Broadcast” icon on the left side of the webpage.

The Commission will thereafter issue a proposed agency action (PAA) order containing rates which may be different from those contained in staff’s final recommendation. Substantially affected persons have 21 days from the date that the PAA order is issued to protest the Commission’s PAA order. Customers are able to obtain a copy of staff’s recommendation and all

documents filed in this docket under the Clerk's Office tab at the Commission's website (<http://www.floridapsc.com/>).

#### **CONTACTING THE OFFICE OF PUBLIC COUNSEL (OPC)**

At any time during this process, you may contact the Office of Public Counsel (OPC). The OPC was established by the Florida Legislature to represent you and the other utility customers before the Commission. The OPC is independent from the Commission and can be reached at 1-800-342-0222 or [www.floridaopc.gov](http://www.floridaopc.gov).

#### **HAVE QUESTIONS OR NEED ADDITIONAL INFORMATION**

Contact information for staff is provided below. You may also find additional information in the Rate Case Overview, which can be viewed at <http://www.floridapsc.com/Publications/RateCaseOverviews>.

For technical questions contact: Ailynne Ramirez-Abundez at (850) 413-6974 or [aramirez@psc.state.fl.us](mailto:aramirez@psc.state.fl.us)

For legal questions contact: Jacob Imig at (850) 413-6738 or [JImig@psc.state.fl.us](mailto:JImig@psc.state.fl.us)

If you wish to contact the Commission regarding complaints about service, you may call the Commission's Office of Consumer Assistance at the following toll-free number 1-800-342-3552.

**DOCKET NO. 20250023-WS**

Address \_\_\_\_\_

## CUSTOMER COMMENTS

[illegible]

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