

Nickalus Holmes

From: noreply@psc.state.fl.us
Sent: Monday, September 15, 2025 08:21 AM
To: debbie.ghoa@gmail.com
CC: Consumer Contact
Subject: Docket Number - 20250023-WS

Good Morning, Deborah Spaulding,

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.

From: debbie.ghoa@gmail.com
Sent: Saturday, September 13, 2025 05:00 PM
To: Florida Public Service Commission
Subject: Docket Number - 20250023-WS

Description:

Customer Comment Id: 12

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

Name: Deborah Spaulding

Phone: 3302843528

Email: debbie.ghoa@gmail.com

Address: 1 Robyn Ln, HAINES CITY, Polk, FL 33845-5196

Submit Date: Saturday, September 13, 2025 05:00 PM

Comment: To whom it may concern, I am unequivocally opposed to this requested increase in our utilities for many reasons. I have been a resident using these utilities for over 6 years.

First, the "owner" Mr. Scott House met with the residents less than a year ago and said that he did not plan to raise the price on the utilities beyond what he had already raised them in 2023. Our bill went from \$25 - \$75 plus which has already over doubled for all residents, many of whom are elderly and on a fixed income. Mr. House held community meetings to convince the residents that they should go along with him and his development plan to build approximately 1900 homes on the golf courses behind our homes. In addition, to agree to his plan to get approved for a CDD for the area from Polk County Commissioners to upgrade the infrastructure of the said utilities. Mr. House was approved for two separate CDD's. Mr. Jason Cox (North Carolina Realty) and Mr. Scott House are business partners in this endeavor. Since purchasing Grenelefe just three years ago, they have already over doubled the utility bills.

Second, the quality of service that we get is beyond deplorable! We have multiple water breaks a month, we have multiple boil water notices per month, not everyone is notified when these breaks happen. They used to put a sign out at the gate, but if every resident didn't leave home, they had no idea there was a boil water notice. For example, Thursday Sept 11, 2025, we received a text message that stated quote: " GL Water had an issue with chlorinator, that is now repaired. Run sink and tub water for over 20 minutes to run out the excess chlorinated water. No Boil notice, NO Reply" One hour prior to getting that text message, I had no water and I called and left a message, several neighbors said they had also called. This particular time, I didn't receive a call back. Another neighbor told me that she didn't get the text, therefore was unaware that she needed to run the chlorination out. Most of the people in our community don't drink the water, as we are fearful that it is not safe. The water is cloudy at times and leaves white rings in our pots after boiling water for pasta or whatever one needs it for. There are many complaints from the residents that were expressed in multiple Polk County Meetings in Bartow over the past year. The pipes that provide us our drinking water are over 45 years old and they cross all through the golf courses that Mr. House plans to develop. We were told by Mr. House that they would not be replacing our pipes and that he was putting new pipes in the development. At which time, this community will most likely have daily boil water notices from breaking pipes. Third, they have switched payment companies' multiple times and currently have forced everyone to go electronically which has been very difficult for many residents. Everyone must pay fees for using the electronic service, which is unfair. The only way to get one's bill is by email. I've had a couple of residents tell me personally that they had to create an email, because they don't use computers. Most of the time, you can't speak with anyone, you must wait on a call back, if you even get a call back. In addition, The residents of this community were not notified by mail for THIS MEETING therefore many aren't even aware that it is taking place. Some were sent emails, and some were sent multiple text messages on 8-30, & 9-1-25. I personally received 9 text messages with screenshots of this meeting information only 14 days prior to this meeting. It is my humble opinion and possibly the law that EVERY CUSTOMER should have been notified by mail 30 days in advance.

Last but not least, why should the residents that have been here for over 40 plus years be paying for something that they won't be getting? Why would they be given the ability to charge an astronomical amount of money for subpar service? Why should they be allowed to raise the rates on existing customers to upgrade the facilities that they were

already given CDD money for? It is unreasonable and unethical for the State of Florida to even consider this proposal from staff. Thank you for your consideration.

Sincerely,

Deborah Spaulding