

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Wednesday, September 24, 2025 9:28 AM
To: 'Susan Williams'
Cc: Consumer Contact
Subject: RE: Regarding Grenelefe Water Utilities

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: Susan Williams <willowrill1@gmail.com>
Sent: Wednesday, September 24, 2025 9:14 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Regarding Grenelefe Water Utilities

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

Dear Florida Public Service Commission

I am writing to formally register my objection to the proposed water utility rate increases affecting the Grenelefe community. Grenelefe is a long-established and diverse residential area whose residents contribute significantly to the local economy, schools, and tax base. Many families have lived here for generations, and the stability of this community should be an important consideration in any regulatory decision.

It is widely recognized that the water system serving Grenelefe is aging, as evidenced by repeated service interruptions and boil-water advisories. These challenges stem from years of inadequate investment in infrastructure by the ownership, despite the consistent collection of rental income and association fees. The burden of these past deficiencies should not now be shifted onto residents through excessive rate increases.

The current owner has previously stated that the costs of upgrading the water system would be offset by revenues from future development projects. However, the proposed rate increases demonstrate

that those assurances are not being honored. Instead, existing residents are being asked to subsidize both overdue maintenance and potential new development, which is neither equitable nor consistent with the principles of regulatory fairness.

If approved, the projected increases could add as much as \$500 per month to household water bills. For many residents — particularly retirees and those on fixed incomes — such costs would be unsustainable, leading to severe financial strain and potentially forcing long-term residents out of their homes. This outcome would be contrary to the public interest and inconsistent with the Commission's responsibility to ensure just and reasonable utility rates.

I respectfully urge the Commission to reject the staff-recommended increases and require that the costs of system upgrades and future capacity expansions be borne by the utility owner and developer, who stand to profit directly from the new developments. The residents of Grenelefe should not be held financially responsible for decades of deferred maintenance or subsidizing private development interests.

Thank you for your careful consideration of this matter.

Respectfully,
Susan Williams
Grenelefe Resident and Homeowner