

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: October 1, 2025

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Jennifer Augspurger, Attorney, Office of the General Counsel *JLA*

RE: Docket No. 20250023-WS – Application for staff-assisted rate case in Polk County, by NC Real Estate Projects, LLC d/b/a Grenelefe Utility.

Please file the attached emails in correspondence side of the docket for Consumers in CMS.

From: Joe Wagner <jwagsx4@gmail.com>
Sent: Tuesday, September 30, 2025 11:06 AM
To: Jennifer Augspurger <JAugspur@psc.state.fl.us>
Cc: Jacob Imig <JImig@psc.state.fl.us>; Adria E. Harper <AHarper@psc.state.fl.us>
Subject: Re: Docket No. 20250023-WS

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

Hi Jennifer/Jacob/Adria, I just wanted to say I appreciated getting the call from Laura King and Marissa Ramos yesterday. I only assumed one or all of you asked them to reach out. They were very forthright, informative and sincere. I also was happy to see this letter (attached) that was sent to the water company last week. It has been distributed to many in the community and, at the very least, shows a concerted acknowledgement of the communities concerns stated at the hearing earlier this month let alone a very direct calling to the water company to provide specific details.

We also assume the water companies future responses by the Oct 17 deadline will be rightfully scrutinized.

Thank you,

Joe Wagner

On Thu, Sep 25, 2025 at 3:43 PM Joe Wagner <jwagsx4@gmail.com> wrote:

Ms. Augspurger,

Your responses are truly appreciated.

Many, including myself, are confused as to the "staff recommended rates" section of the proposal (attached). This docket shows a "current rate", "interim rate" and the "staff recommended rate".

Which were \$2.93 (interim) to \$7.38 Interim to \$37.11 Recommended per 1,000 gallons

This is the "PSC staff" that is recommending this rate increase, am I correct?

In comparison, I pulled the documents related to the Sunshine rate increase that the PSC granted in May (attached). That shows only a "current rate" and a "proposed rate".

Which were \$5.59 (current) to \$6.48 "proposed". Ultimately, the PSC granted Sunshine the \$6.48 "proposed" rate.

If we assume our interim rate is reasonable @ \$7.38 per 1,000 gallons (.90 more than the recent increase granted to Sunshine in May) the \$37.11 is a little more than 5 times the interim \$7.38.

Let's compare that to the price of gasoline-

Average 1 gallon price today in FL is \$3.02, this 5X's multiple would bring the price of gasoline to \$15 a gallon!

Except, there's an option with gasoline as you can always go buy an EV, there is not an option with water, you must have water flowing through your pipes!

Help us understand how and why any PSC staff would recommend such an outrageous increase?

Sincerely,

Joe Wagner

COMMISSIONERS:
MIKE LA ROSA, CHAIRMAN
ART GRAHAM
GARY F. CLARK
ANDREW GILES FAY
GABRIELLA PASSIDOMO SMITH

STATE OF FLORIDA



DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

September 26, 2025

Mr. F. Marshall Deterding, Esq.
Sundstrom & Mindlin, LLP
2548 Blairstone Pines Drive
Tallahassee, FL 32301
mdeterding@sfflaw.com

STAFF'S FIFTH DATA REQUEST VIA EMAIL

Re: Docket No. 20250023-WS – Application for staff-assisted rate case in Polk County, by NC Real Estate Projects, LLC d/b/a Grenelefe Utility.

Dear Mr. Deterding:

By this letter, the Commission staff requests that NC Real Estate Projects, LLC d/b/a Grenelefe Utility (Grenelefe or Utility) provide responses to the following data request:

1. It is staff's understanding that in order for Grenelefe to secure a loan to finance its pro forma projects, the Utility requires approval of its service availability charges. Please state whether the Utility has secured a loan following the Commission's approval of the Utility's service availability charges at the September 4, 2025 Agenda Conference.
2. If the response to Data Request No. 1 is in the affirmative, please respond to the below questions:
 - a. Please provide the name of the bank or financial institution from which the loan was secured.
 - b. Please provide the amount of the loan.
 - c. Please provide the interest rate of the loan.
 - d. Please provide the terms of the loan.
 - e. Please provide any supporting documentation from the financial institution related to the issuance of the loan.

3. If the response to Data Request No. 1 is in the negative, please respond to the below questions:
 - a. Please explain what steps have been taken, if any, to secure the loan.
 - b. Please identify when the Utility expects the loan to be secured.
 - c. Please state whether any expectations regarding the loan or its interest rate have changed as a result of the Commission's approval of service availability charges or due to any other factors. If so, identify and describe each such change in detail.

In order to complete our analysis, staff needs the following documentation related to non-potable water services for the test year:

4. Please provide an allocation for each of the following expenses: salaries and wages; payroll taxes; associated taxes other than income; purchased power; contractual services; and any other expenses related to non-potable water.
5. Please identify specific National Association of Regulatory Utility Commissioners account number(s) of any plant items related to non-potable water and, if applicable, its allocation between potable and non-potable. Please specify if plant items are shared between potable and non-potables.
6. Please provide the revenue amounts associated with both potable and non-potable water.
7. Please provide the number of gallons sold split between potable and non-potable water.
8. Pursuant to Rule 25-30.565(2)(h), Florida Administrative Code (F.A.C.), please provide a detailed statement defining the capacity of the treatment facilities in terms of equivalent residential connections (ERCs) as used in developing the proposed service availability charges for both water and wastewater.
9. Pursuant to Rule 25-30.565(2)(j), F.A.C., please provide a list of outstanding developer agreements.
10. Pursuant to Rule 25-30.565(2)(k), F.A.C., for each developer agreement, please state whether the agreement is designed to result in contributed property, an estimated value of the contributed property to be added to the Utility's books, and a description of the property.
11. In response to Staff's Fourth Data Request, the Utility indicated that the home sites in the Smokey Groves Development by Lennar Homes have been prepared into finished lots with the distribution and collection systems fully constructed. Please elaborate on the Utility's statement that Lennar Homes is presenting its items for acceptance by NC Real Estate Projects, LLC.

12. Please explain in detail whether the requested pro forma items increase the design capacity (not permitted capacity) of the water and wastewater treatment facilities.
13. Please provide a service availability policy.
14. In the Utility's application for extension of territory, the Utility indicated it had 984 connections remaining in its existing territory and 1,080 connections in the new service area for a total of 2,064 connections. Based on the Utility's methodology of using only new connections in determining its service availability charge, please explain in detail why the Utility is only using 1,200 connections in its calculation of its connection charge.
15. Provide the design capacity (not permitted capacity) for the water treatment plant according to the Florida Department of Environmental Protection (DEP). As part of this response, provide all supporting documentation.
16. Provide the design capacity (not permitted capacity) for the wastewater treatment plant according to the DEP. As part of this response, provide all supporting documentation.
17. Explain what steps Grenelefe is currently taking, or is planning to take, to address the 46 percent EUW contained in the Staff Report.
18. Provide the rates the customers were being charged when Grenelefe was bought on May 22, 2022.
19. Provide the rates the customers were being charged when Grenelefe filed its application for a Staff-Assisted Rate Case on January 10, 2025.
20. Explain whether Grenelefe was aware, prior to the customer meeting, of the issues regarding excessive Boil Water Notices (BWN) expressed by customers at the customer meeting. If so, what actions has Grenelefe taken to reduce or eliminate the causes of the BWNs.
21. Explain whether Grenelefe was aware, prior to the Customer meeting, of the issues regarding sewage overflows entering customer's homes. If so, what actions has Grenelefe taken to correct the cause of those overflows?
22. Did Grenelefe reach out to each customer that commented at the customer meeting? If so, when was contact made, and how were the customer's concerns addressed? If not, please explain why.
23. Provide any documentation from the DEP that states the DEP is requiring the Utility to increase the permitted capacity of its wastewater treatment plant.
24. Refer to Grenelefe's response to Staff's First Data Request, No. 9. Explain why June 2024, July 2024, and August 2024 have the same amount of water usage for each day for

each month in the Utility's Monthly Operation Reports. If this is incorrect, explain why and if the DEP has been made aware of this.

25. Refer to Grenelefe's response to Staff's Fourth Data Request, No. 17. Provide a copy of the entire "ALTERNATIVES ANALYSIS FOR TREATMENT PLANT EXPANSION AND UPGRADE For Grenelefe Resort Wastewater Treatment Plant Polk County, Florida" referenced in this response.
26. Provide an estimate of how long Grenelefe's proposed meter replacement program will take. As part of your response, please include an estimated beginning and ending date for the program.
27. Refer to Grenelefe's response to Staff's Fourth Data Request, No. 24. Provide a copy of the Well #10 hydro tank inspection report delivered to Grenelefe on August 28, 2025. As part of this response, provide who performed the hydro tank inspection.
28. In response to Staff's Fourth Data Request, No. 6. The Utility indicated its pro forma project to replace water valves would be completed by October 31, 2026. Provide the number of water valves that have been replaced since October 31, 2024.
29. Provide copies of the latest inspection reports for all 5 lift stations. As part of this response, provide who performed the lift station inspections.
30. Provide the name and position of the Grenelefe employees that would be assigned to the two requested trucks.
31. Provide the name and position of the Grenelefe employees that would be assigned to the three requested golf carts.
32. Grenelefe was required to file a proposal with the most feasible option to bring Total Nitrogen limit and Total Phosphorus limit into compliance regarding the Wastewater Treatment Plant with DEP prior to September 30, 2025. Please provide a copy of the proposal required to be filed.

Mr. F. Marshall Deterding
Page 5
September 26, 2025

Please file all responses no later than **Friday, October 17, 2025**, via the Commission's website at www.floridapsc.com, by selecting the Clerk's Office tab and Electronic Filing Web Form (reference Docket No. 20250023-WS) and also please email the filed response to discovery-gcl@psc.state.fl.us. Please contact me by phone at (850) 413-6974 or by email aramirez@psc.state.fl.us, if you have any questions.

Sincerely,

s/ Ailynee Ramirez-Abundez

Ailynee Ramirez-Abundez
Public Utility Analyst
Division of Engineering

ARA:da

cc: Office of Commission Clerk (Docket No. 20250023-WS)

From: Joe Wagner <jwagsx4@gmail.com>
Date: September 2, 2025 at 1:37:40 PM EDT
To: clerk@psc.state.fl.us
Subject: Docket No. 20250023-WS

I have 15 units between Grenelefe and Aspenwood of Grenelefe. I've invested heavily in renovating every unit to provide a great livable space for my many families who occupy them. My return on investment is very minimal. I'm dumbfounded as to how (as it appears from this issue) PSC would put an unfathomable rate increase on current occupants of 8+X's the current rates to, what appears to be, help a current developer pay for \$20M in updates they need to be able to accommodate their future development project to increase dwellings that we're told was already approved by the Commissioners to place on the CDD levy of the future development but being rejected by PSC?

These rates would be higher than I'd ever heard of anywhere in the country let alone the state and would have! These increases would cause a ripple of problems and defaults throughout the community. Please enlighten me that you're not about to impose such an increase. No one can even understand that this is even an option.

Joe Wagner

C-863-956-7131

Docket No. 20250023-WS, Grenelefe SARC		
North Carolina Real Estate Projects LLC d/b/a Grenelefe Utility, (Grenelefe)		
PAA Recommendation/Agenda	Final Data Request (Filed/Emailed)	Friday, September 26, 2025
	ECO Billing Determinants/Revenues/CIAC to ENG and AFD	Wednesday, October 29, 2025
	ENG U&U/EUW/I&I to AFD and ECO	Friday, November 7, 2025
	AFD Revenue Requirement to ENG and ECO	Wednesday, November 19, 2025
	Issues to OPR	(Noon) Tuesday, December 2, 2025
	Draft Recommendation to OCRs (Include GCL)	Friday, December 5, 2025
	Final Edits to OPR	Wednesday, December 10, 2025
	Final Recommendation to OCRs (Include GCL)	Monday, December 15, 2025
	Recommendation Filed	Friday, December 19, 2025
	Agenda	Tuesday, January 6, 2026
	PAA Order (GCL)	Monday, January 26, 2026
	Protest Period Expires	Monday, February 16, 2026
	Consummating Order if No Protest	Thursday, February 19, 2026
	Close Docket or Revise CASR	Friday, February 27, 2026

From: Joe Wagner <jwagsx4@gmail.com>
Date: September 17, 2025 at 8:32:12 AM EDT
To: Records Clerk <CLERK@psc.state.fl.us>, aharper@psc.state.fl.us
Subject: Fwd: Docket No. 20250023-WS

Hi Adria,

My name is Joe Wagner, as the email I sent below states I have several units in the area that would be affected by this drastic rate increase if allowed. The water company owner and also planned developer of the surrounding area, Scott

House, is stating he's trying to pass the increase in costs (btw he signed an affidavit he would be responsible for it when he got approved to buy the water company) and this letter is floating around that is claimed to have been sent to you.

Did you receive it and if you did you reject this recommendation as he states or is it even relevant to be considered by you or your office?

Thank you,

Joe Wagner

863-956-7131

From: Joe Wagner <jwagsx4@gmail.com>

Sent: Wednesday, September 17, 2025 9:27 AM

To: Adria E. Harper <AHarper@psc.state.fl.us>; Records Clerk <CLERK@PSC.STATE.FL.US>

Subject: Fwd: Docket No. 20250023-WS

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

The copy of the letter wasn't attached, here it is-

July 25, 2025

Adria Harper

Florida Public Service Commission

Aharper@psc.state.fl.us

**Re: NC Real Estate Projects, LLC d/b/a Grenelefe Utility
Request for Staff Assisted Rate Increase
Docket No. 20250023-WS**

Ms. Harper:

Thank you for our call we did July, 15, 2025 concerning the Service (Homebuilders name for it) and our different views of who should provide for the funding of the improvements to the facility. The advocacy for the customers of the utility, current and future, asking pay a connection fee that will cover 75% of the cost of improving the customers pay this obligation in their water and wastewater rates. the Homebuilder who they bought the home from the cost of the c

I want to outline why the PSC's position is bad for the customers, asking them to pay higher water and sewer rates which are permanent and a profit that is reported on their company's financials. The position of the normal and customary costs expected by the Homebuilder who Connection fee and it is simply a part of the Utilities expenses included

On Wed, Sep 17, 2025 at 9:43 AM Adria E. Harper <AHarper@psc.state.fl.us> wrote:

Mr. Wagner,

Thank you for contacting me. We are meeting with staff and checking on the issues you raised. Jen Augspurger and Jacob Imig are assigned to this docket for our legal division and will be in touch.

Adria

Adria E. Harper

General Counsel

Florida Public Service Commission

aharper@psc.state.fl.us

(850) 413-6082

From: Joe Wagner <jwagsx4@gmail.com>
 Sent: Thursday, September 18, 2025 4:15 PM
 To: Adria E. Harper <AHarper@psc.state.fl.us>
 Cc: Jennifer Augspurger <JAugspur@psc.state.fl.us>; Jacob Imig <JImig@psc.state.fl.us>
 Subject: Re: Docket No. 20250023-WS

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Thanks and still looking forward to a reply. I read where the PSC recently (May 7th) approved an increase to Sunshine Water Services Company to charge \$6.48 per 1,000 gallons of water up to 8,000 gallons. For comparison purposes (below), this community is currently paying \$7.38 per 1,000 gallons, but the "staff recommended rate" on the docket is \$37.11 per 1,000 gallons? An 8,000 gallon month bill would go from \$84.16 to \$424.26? Is there another community in Florida anywhere near that? In the US even? This is a very old community that is mostly condo's that were previously resort rooms with an average value of around \$100,000, the homes in the area are around \$275,000-\$300,000. It was only a few years ago when this guy (Scott House) who owns this water company also bought the land that was the golf courses (plus he acquired 7 condo units in the deal) with his overall plan to develop the golf course land into more homes. He's currently under threat of being fined by the county for not maintaining the mowing of the grass that encroaches these homes and communities. He also stopped paying the home owner associations dues in January on the 7 properties he acquired as part of this overall deal. Attached is his affidavit. This a community of around 2,000 households that at least half are condos and most, if not all, are in a homeowner association. There are a lot of low income hard working families and low income retired individuals. A utility bill of this magnitude would collapse the association's as people would have to choose between paying their water bill or pay their association fees. The home values have already taken hits because this threat is out there and surely would make these homes unsellable when the sale would include outrageous water bills.

Please make a concerted effort to address this issue as I have found no one who can even fathom how this outrageous potential increase could be of consideration or a possibility in the first place.

SC REAL ESTATE PRODUCTS, LLC DBA GREENLEAF ESTATES 1984 YEAR END DOCKET FOR 2024 MONTHLY WASTEWATER RATES		DOCKET NO. 20250023-WS		
	UTILITY CURRENT RATES	UTILITY INTERIM RATES	STAFF RECOMMENDED RATES	
Residential Services				
All Meter Service	\$0.00	\$29.12	\$127.36	
Charge per 1,000 gallons (8,000 gallon cap)	\$2.92	\$7.38	\$37.11	
General Services				
Base Facility Charge by Meter Size				
1/2" x 3/4"	\$0.00	\$29.12	\$127.36	
1/2"	\$14.97	\$37.00	\$191.07	
1"	\$24.99	\$62.00	\$318.45	
1-1/2"	\$40.00	\$125.00	\$616.00	
2"	\$74.00	\$200.00	\$1,019.00	
3"	\$159.00	\$401.00	\$2,038.00	
4"	\$249.00	\$620.00	\$3,184.00	
6"	\$409.00	\$1,240.00	\$6,368.00	
Charge per 1,000 gallons - General Service	\$2.92	\$4.00	\$44.53	
Typical Residential 1/2" x 3/4" Meter Bill Comparison				
2,000 Gallons	\$15.84	\$30.80	\$261.90	
6,000 Gallons	\$23.56	\$40.00	\$350.00	
8,000 Gallons	\$23.56	\$40.00	\$424.26	

AFFIDAVIT

STATE OF FLORIDA

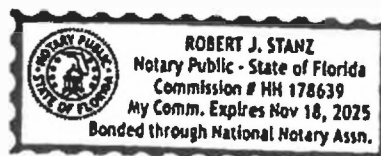
COUNTY OF POLK

I, Frederick Scott House, am the Managing Member and 100% Owner of Grenelefe Resort Utilities Development, LLC. In that capacity, I am filing this Affidavit in order to assure the Florida Public Service Commission that I or my other controlled entities will provide or assist Grenelefe Resort Utilities Development, LLC in securing necessary funding to meet all reasonable capital needs and any operating deficits of the utility, which may arise as the result of the utility's operation of a certificated water and wastewater utility in its PSC certificated service territory. Such funding will be provided on an as and when needed basis.


Frederick Scott House
Managing Member

The foregoing instrument was acknowledged before me this 5th day of August, 2022, by Frederick Scott House, as Managing Member of Grenelefe Resort Utilities Development, LLC. Mr. House is personally known to me or who has produced FL Drivers License as identification.


NOTARY PUBLIC
My Commission Expires:



On Sep 19, 2025, at 4:46 PM, Jennifer Augspurger <JAugspur@psc.state.fl.us> wrote:

Dear Mr. Wagner:

Thank you for reaching out to General Counsel Adria E. Harper regarding Docket No. 20250023-WS (NC Real Estate Projects, LLC d/b/a Grenelefe Utility). We understand that this matter is important to you, as well as to many others.

At this time, the docket is still under active review by our technical staff and thus we cannot provide specific comment on these proceedings. I can assure you that Staff is aware of filings made by and on behalf of Grenelefe Utility in other dockets, including affidavits provided by Mr. House. For this docket, the Staff Recommendation is currently expected to be filed on October 23, 2025, with consideration by the Commission anticipated at its November 4, 2025 Commission Conference. Please note that these dates may be subject to change.

To assist you in tracking the status of this matter, please note the following hyperlinks:

1. To access the Commission calendar, go to www.floridapsc.com and click on "Consumer Assistance" to access the calendar through the drop down menu.
2. To review filings for this docket on the Commission's website: [Florida PSC](http://FloridaPSC.com).
3. To view Commission proceedings online, please visit: [Florida PSC](http://FloridaPSC.com).

(Please note that although two of the links share the same shortcut name, they lead to different web pages.)

You are welcome to attend the Commission Conference in person. You also have a legal right to speak to the Commission during the conference on this matter. If you wish to exercise this right, please let me or Attorney Jacob Imig know. You may also submit further correspondence to the Commission Clerk, as you have done before, for inclusion in the official filings for this matter.

Thank you again for your engagement in this process.

Kind regards,

Jen Augspurger

Jennifer Augspurger / Senior Attorney / Office of General Counsel 
FLORIDA PUBLIC SERVICE COMMISSION
Direct Line: (850) 413-6584
JAugspur@psc.state.fl.us

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 e-mail message may be subject to public disclosure.

From: Joe Wagner <jwagsx4@gmail.com>
Sent: Friday, September 19, 2025 8:02 PM
To: Jennifer Augspurger <JAugspur@psc.state.fl.us>
Cc: Jacob Imig <JImig@psc.state.fl.us>; Adria E. Harper <AHarper@psc.state.fl.us>
Subject: Re: Docket No. 20250023-WS

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I appreciate you responding and understand and I also respect your legal positional response. However, and on behalf of the community, the question is not at what point this case is in within the process.

We'd like to know how or why this case, at the absurd magnitude of the fee increase request, is even on record to be perceived as possible by the PSC commissioners? Can you explain the internal process of how such an increase request is even possible to be requested in the first place?

Is this a usual and normal situation where a utility asks for an absorbent amount to see what sticks? Is there precedent, by a water company, to ask for a rate increase this incredible and the PSC allowing it to show on record to be considered?

With all due respect how can this increase (which would put this community on the map to have the highest water bills anywhere in Florida and the United States) make it on the docket for consideration in the first place? Does this body really realize and or want to be responsible for anywhere near that outcome of what would literally destroy a community?

Attached is an aired ABC Tampa spot. The station is interested in a follow up based on the magnitude of this situation. The community feels unheard with the PSC so far and the calls to seek and raise the attention at the Governor's office to intervene is loud.

<https://www.facebook.com/share/v/19P9BUdyK9/?mibextid=wwXIfr>

I respectfully ask that you please give a more concentrated and concerted response that can give more clarification to this horrendous assault to the livelihoods of so many people.

Sincerely,

Joe Wagner

Jennifer Augspurger

From: Jennifer Augspurger
Sent: Tuesday, September 23, 2025 4:34 PM
To: 'Joe Wagner'
Cc: Jacob Imig; Rehwinkel, Charles; Adria E. Harper
Subject: RE: Docket No. 20250023-WS

Dear Mr. Wagner:

Thank you for your continued engagement regarding Docket No. 20250023-WS (NC Real Estate Projects, LLC d/b/a Grenelefe Utility). We understand the depth of concern expressed by you and members of the community, and we appreciate your commitment to participating in this process. As previously noted, this docket remains under active review by the Commission's technical staff.

Regarding your broader questions about the rate increase request and the Commission's process: utilities are permitted to file rate requests under applicable statutes and rules, and those filings are subject to rigorous review by Commission staff, comprised of technical staff from our Engineering, Accounting, and Economics divisions and the Office of General Counsel. Chapter 367 of the Florida Statutes and Chapter 25-30 of the Florida Administrative Code is the controlling law that the Commission staff relies upon in its review of a water and wastewater utility's request. Specifically, Rule 25-30.455 addresses staff-assisted rate cases ("SARCs"). The Florida Legislature created a law that permits small utilities to seek recovery for costs through a process conducted by the Commission's staff. This is intended to provide more efficient regulation by minimizing rate case expense borne by the utility and passed on to customers. However, the inclusion of a request in a docket does not imply endorsement or approval; rather, it initiates a formal evaluation process that considers technical, financial, and legal factors, as well as public input. After considering the Staff Recommendation, the Commission will base its Proposed Agency Action (PAA) on the information gathered by Commission staff during their review. Rule 25-22.029 of the Florida Administrative Code provides more details about the PAA process and explains how substantially affected persons may request a hearing after the PAA is issued.

To clarify the current status of this docket: the Commission has made a decision related to interim rates and interim service availability charges at this time. **No final decision has been made regarding the utility's requested rates or charges.** The Staff Recommendation, once filed, will reflect the results of its comprehensive review and will be subject to consideration by the Commission. Because the docket remains open and under active review, we are not in a position to respond directly to the broader questions you have raised.

Once the Staff Recommendation is filed, it will be publicly available for review in the docket. At that time, you and other interested parties will have the opportunity to respond directly to the Staff Recommendation - either by submitting written comments to the Commission Clerk for inclusion in the docket, or by speaking directly to the Commission during the public portion of the Commission Conference.

Further, the Office of Public Counsel (OPC), established by the Florida Legislature in Section 350.061, Florida Statutes, is tasked with representing Floridians in proceedings before the Commission. At the last Commission Conference on this docket (regarding interim service availability rates) on September 4, 2025, Deputy Public Counsel Charles Rehwinkel indicated that this docket has OPC's attention and is being monitored. I have cc'ed Deputy General Counsel Rehwinkel on this email.

The Commission is actively listening to the concerns of the Grenelefe community. To date, over 200 letters and public comments from customers have been filed in the official docket, reflecting a broad range of perspectives and concerns. Additionally, several customers participated and spoke during the recent customer meeting. These contributions are an important part of the review process and are being considered alongside all other filings in this SARC. We recognize the seriousness of the concerns raised and assure you that all filings, including public correspondence and comments, will be taken into account.

Kind regards,
Jen Augspurger

Jennifer Augspurger / Senior Attorney / Office of General Counsel

FLORIDA PUBLIC SERVICE COMMISSION

Direct Line: (850) 413-6584

JAugspur@psc.state.fl.us

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Jennifer Augspurger

From: Joe Wagner <jwagsx4@gmail.com>
Sent: Thursday, September 25, 2025 3:44 PM
To: Jennifer Augspurger
Cc: Jacob Imig; Adria E. Harper
Subject: Re: Docket No. 20250023-WS
Attachments: image (6).png; SunshineRCO.pdf

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Ms. Augspurger,

Your responses are truly appreciated.

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Which were \$2.93 (interim) to \$7.38 Interim to \$37.11 Recommended per 1,000 gallons

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Sincerely,

Joe Wagner

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

DOCKET NO. 20250023-WS

	UTILITY CURRENT RATES	UTILITY INTERIM RATES	STAFF RECOMMENDED RATES
<u>Residential Service</u>			
All Meter Sizes	\$9.98	\$25.12	\$127.38
Charge per 1,000 gallons (8,000 gallon cap)	\$2.93	\$7.38	\$37.11
<u>General Service</u>			
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"	\$24.45	\$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
<u>Typical Residential 5/8" x 3/4" Meter Bill Comparison</u>			
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



Florida Public Service Commission RATE CASE OVERVIEW

DECEMBER 2024

Application for increase in water and wastewater rates by Sunshine Water Services Company

DOCKET NO. 20240068-WS

On June 28, 2024, Sunshine Water Services Company (Sunshine or Utility) filed an application with the Florida Public Service Commission (Commission or PSC) for increased water and wastewater rates for its customers in Charlotte, Highlands, Lake, Lee, Marion, Orange, Pasco, Pinellas, Polk, and Seminole Counties. Sunshine is a Class A utility providing service to 34,740 water and 28,892 wastewater customers.

QUESTIONS & ANSWERS

1. Why is Sunshine requesting a rate increase?

Sunshine is requesting a rate increase to recover the cost of operating the Utility and allow the company an opportunity to earn a fair rate of return on its investment.

2. When was Sunshine's last approved rate increase?

Sunshine's last rate case was in 2020.

3. Is there an opportunity for public input on this rate case?

Yes. As part of the evaluation process of Sunshine's rate request, Commission staff will conduct virtual and in-person service hearings to allow feedback about Sunshine's quality of service and the rate setting process. Comments will be reviewed before the Commission reaches a decision. Commissioners will attend and participate during the service hearings.

Customers may register to speak at the virtual service hearings in one of the following ways: (1) register using the PSC's online registration form, which will be available at www.FloridaPSC.com, under the "Hot Topics" heading, (2) call the PSC at (850) 413-7080 or (3) email speakersignup@psc.state.fl.us. Online registration for the virtual service hearings will open on November 19, 2024 at 9:00 a.m., and close at noon two business days prior to each virtual service hearing.

One day prior to the virtual service hearings customers who signed up to speak will be provided further instructions from PSC staff on how to participate.

Customers who wish to speak at the in-person service hearings may register upon arrival at the venue.

All persons who wish to comment, either virtually or in-person, are urged to appear promptly at the scheduled times because the service hearings may be adjourned early if no customers are present to testify or when those present have testified. 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.

Virtual Service Hearings

**Tuesday, December 03, 2024
3:00 p.m.**

**Thursday, December 19, 2024
1:00 p.m.**

In-person Service Hearings

**Tuesday, December 17, 2024
10:00 a.m.**

**Eustis Community Center
601 Northshore Dr.
Eustis, FL 32726**

**Tuesday, December 17, 2024
6:00 p.m.**

**Commissioners Chambers
225 Newburyport Avenue
Altamonte Springs, FL 32701**

4. Can I obtain more information online?

Detailed docket information is available on the PSC website at www.FloridaPSC.com. Click on Clerk's Office then Dockets. Type in the docket number 20240068.

* Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

5. What if I cannot attend the virtual or in-person service hearings or prefer not to speak? Are there other ways to comment on this case?

Any interested person who wants to comment or provide information to the Commission regarding this matter may do so orally at the virtual or in-person service hearings or in writing.*

Written comments should be mailed to:

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

The PSC will also accept emailed comments at: clerk@psc.state.fl.us

Please be sure to include the docket number, **20240068-WS**

Comments are placed on the correspondence side of the docket file. In accordance with Florida Statutes, the PSC will also consider Sunshine's quality of service and other matters. If you have questions, contact the PSC's Office of Consumer Assistance & Outreach at (800) 342-3552.

6. How much is the current and proposed monthly water bill for a Sunshine customer using 4,000 gallons?

The current monthly water bill for a Sunshine customer using 4,000 gallons is \$21.17. The proposed monthly water bill for a Sunshine customer using 4,000 gallons would be \$25.95.

7. How much is the current and proposed monthly wastewater bill for a Sunshine customer using 6,000 gallons?

The current monthly wastewater bill for a Sunshine customer using 6,000 gallons is \$68.53. The proposed monthly wastewater bill for a Sunshine customer using 6,000 gallons would be \$79.47.

8. Who provides legal representation for customers in utility related matters before the Public Service Commission?

The Office of Public Counsel was established by the Florida Legislature to advocate on behalf of you and the other utility customers before the Commission and other state and federal regulatory authorities. The Office of Public Counsel is independent from the Commission, and accountable only to the people of the State of Florida through the Florida Legislature. You can reach the Office of Public Counsel at (800) 342-0222 or www.floridaopc.gov.

9. Who can answer technical or legal questions?

For technical questions, contact:

Justin Sowards
Quality of Service and Engineering
(850) 413-6844

Sonica Bruce
Rates and Charges
(850) 413-6994

Wesley Thurmond
Accounting
(850) 413-6443

For legal questions, contact:

Ryan Sandy
(850) 413-6856

10. How can I follow the service hearings and Commission Conferences?

You can watch the service hearings and Commission Conferences live from the PSC website at www.FloridaPSC.com. Look for the "Watch Live and Archived PSC Events" icon on the left side of the webpage. An audio only option is available by dialing (850) 413-7999. If you are hearing or speech impaired, you may contact the PSC by using the Florida Relay Service at (800) 955-8771 (TDD).

11. When will the PSC make a decision?

After the technical hearing is completed, the PSC staff will file a recommendation with the Commission that addresses Sunshine's proposed revenue increase. The Commissioners will then vote on this matter at a future Commission Conference.

Based on the Commission's decision on Sunshine's proposed revenue increase, staff will prepare another recommendation that addresses the specific rates to be charged to each class of customers. The Commission will then vote on Sunshine's rates at a future Commission Conference.

PSC Commissioners



COMMISSIONER
Andrew Giles Fay



COMMISSIONER
Art Graham



CHAIRMAN
Mike La Rosa



COMMISSIONER
Gary F. Clark



COMMISSIONER
Gabriella Passidomo
Smith

Sunshine Water Services Company Monthly Water Rates

	Utility Current Rates	Utility Proposed Rates
<u>Residential and General Service</u>		
Base Facility Charge by Meter Size		
5/8"x3/4"	\$13.57	\$16.63
3/4"	\$20.36	\$24.95
1"	\$33.93	\$41.58
1-1/2"	\$67.85	\$83.15
2"	\$108.56	\$133.04
3"	\$217.12	\$266.08
4"	\$339.25	\$415.75
6"	\$678.50	\$831.50
8"	\$1,085.60	\$1,330.40
10"	\$1,967.65	\$2,411.35
<u>Gallonage Charge - Residential Service</u>		
0 - 4,000 Gallons	\$1.90	\$2.33
4,001 - 12,000 Gallons	\$2.84	\$3.49
Over 12,000 Gallons	\$4.76	\$5.84
<u>Charge per 1,000 gallons - General Service</u>	\$3.23	\$3.96
<u>Private Fire Protection</u>		
Base Facility Charge by Meter Size		
1-1/2"	\$67.85	\$83.15
2"	\$108.56	\$133.04
3"	\$217.12	\$266.08
4"	\$339.25	\$415.75
6"	\$678.50	\$831.50
8"	\$1,085.60	\$1,330.40
10"	\$1,967.65	\$2,411.35

Sunshine Water Services Company Monthly Wastewater Rates		
	Current Rates	Proposed Rates
<u>Residential Service (RS1)</u>		
All Meter Sizes	\$34.99	\$40.59
Charge per 1,000 gallons 8,000 Gallon Cap	\$5.59	\$6.48
<u>Residential Service (RS2) - (Mid-County/Tierra Verde)</u>		
All Meter Sizes	\$70.01	\$81.22
Charge per 1,000 gallons 16,000 Gallon Cap	\$5.59	\$6.48
<u>Residential Service (RS3)</u>		
Flat Rate	\$62.95	\$73.03
<u>Residential Service (RS4) - (Mid-County/Tierra Verde)</u>		
Flat Rate	\$125.91	\$146.07
<u>General Service (GS1)</u>		
Base Facility Charge by Meter Size		
5/8"X3/4"	\$34.99	\$40.59
3/4"	\$52.49	\$60.89
1"	\$87.48	\$101.48
1-1/2"	\$174.95	\$202.95
2"	\$279.92	\$324.72
3"	\$559.84	\$649.44
4"	\$874.75	\$1,014.75
6"	\$1,749.50	\$2,029.50
8"	\$2,799.20	\$3,247.20
10"	\$5,073.55	\$5,885.55
<u>General Service (GS2) - (Mid-County/Tierra Verde)</u>		
Base Facility Charge by Meter Size		
5/8"X3/4"	\$70.00	\$81.21
3/4"	\$105.00	\$121.82
1"	\$175.00	\$203.03
1-1/2"	\$350.00	\$406.05
2"	\$560.00	\$649.68
3"	\$1,120.00	\$1,299.36
4"	\$1,750.00	\$2,030.25
6"	\$3,500.00	\$4,060.50
8"	\$5,600.00	\$6,496.80
10"	\$10,150.00	\$11,775.45

Continued on page 5

Sunshine Water Services Company Monthly Wastewater Rates		
	Current Rates	Proposed Rates
<u>Charge per 1,000 gallons - General Service</u>	\$6.70	\$7.77
<u>General Service (GS3)</u>		
Flat Rate	\$62.95	\$73.03
<u>General Service (GS4) - (Cross Creek HOA)</u>		
Flat Rate - (905 ERCs)	\$56,969.75	\$66,092.15
<u>General Reuse Service (GRS1)</u>	\$0.00	\$0.00
<u>Residential Reuse Service (RRS1)</u>		
All Meter Sizes	\$10.21	\$11.84
Charge per 1,000 gallons	\$1.92	\$2.23
<u>Bulk Service (BS1) - (DeeAnn Estates)</u>		
All Meter Sizes - (58 ERCs)	\$2,029.42	\$2,354.22
Charge per 1,000 gallons	\$5.59	\$6.48

Application for increase in water and wastewater rates by

Sunshine Water Services Company

DOCKET NO. 20240068-WS

Name _____

Address _____

To submit your comments about this docket to the Florida Public Service Commission, please complete this comment form and return it by mail, or scan and email to the Commission Clerk at clerk@psc.state.fl.us. Correspondence will be placed in the docket file.

CUSTOMER COMMENTS

FOLD & TAPE-- See back for address

Any email or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such email or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

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STAMP

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

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