

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Monday, November 17, 2025 1:47 PM
To: 'Lang Yaping'
Cc: Consumer Contact
Subject: RE: Regarding water rate increases

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 and Outreach.

Thank you!

Toni Hover
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6467

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-----Original Message-----

From: Lang Yaping <myra.l@hotmail.com>
Sent: Monday, November 17, 2025 1:37 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Regarding water rate increases

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Hi,FPSC

I live in Grenelefe country home

At present our water company is Grenelefe water utilities My problem is :

1 the irrigation water supply has been shut off for several months, but they still collect irrigation water fees every month. They says :it was to keep the cost of the water meter, is this charge reasonable? Is there a legal basis ? As for when to resume irrigation water supply , asked several times but they didn't answer . No one told us why they shut down irrigation water ,We have a lot of opinions on such a water company.

2 our water bill has already increased a lot and it should've go up any further this has brought us great life pressure we hope the commission will consider the opinions of our residents.

3water Bill is simple and we can't see the details of the account, I have applied for ACH payment for several months ,it still can't be used until now . Therefore , it is strongly recommended that we need a professional accountant to handle finance.

Thank you!

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