

Antonia Hover

From: Antonia Hover on behalf of Records Clerk
Sent: Monday, November 17, 2025 2:17 PM
To: 'Jesenia Martinez'
Cc: Consumer Contact
Subject: RE: GRENELEFE - DOCKET NUMBER 20250023

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!

413-6467

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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From: Jesenia Martinez <jmar2501@yahoo.com>
Sent: Monday, November 17, 2025 2:01 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: GRENELEFE - DOCKET NUMBER 20250023

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Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Subject: Complaint Regarding Grenelefe Water – Docket No. 20250023

To Whom It May Concern,

I am writing to formally express my concerns regarding the ongoing issues with Grenelefe Water, as referenced in Docket Number 20250023. As a customer, I am deeply troubled by the frequency and severity of service interruptions and the lack of adequate maintenance provided by this utility company.

We are subjected to boil water notices nearly every month, and sometimes as often as two to three times per month. In addition, water pressure fluctuates dramatically multiple times a month, significantly impacting the quality and reliability of our water service.

It is unacceptable that Grenelefe Water is now seeking a rate increase when it is clear that the company has failed to properly maintain the utility since acquiring it. The current state of the infrastructure is concerning, and it is evident that customers should not be expected to pay more for such substandard service.

I respectfully urge the Commission to carefully consider these ongoing problems before approving any rate increases and to hold Grenelefe Water accountable for improving its service and infrastructure.

Thank you for your attention to this matter.

Sincerely,

Jesenia Martinez

26 Bow Court

Haines City, FL 33844