

State of Florida



Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

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

CORRESPONDENCE
11/17/2025
DOCUMENT NO. 15128-2025

DATE: November 17, 2025

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

FROM: Ailynnee Ramirez-Abundez, Public Utility Analyst II, Division of Engineering *ARA LK*

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 place the attached email thread regarding "Service-Related Issues" in the correspondence side of the docket file referenced above.

ARA/da

Attachment

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

From: [Marissa Ramos](#)
To: [Allynee Ramirez-Abundez](#)
Cc: [Lee Smith](#)
Subject: FW: Grenelefe SARC -- Docket No. 20250023-WS
Date: Thursday, November 13, 2025 8:16:08 AM
Attachments: [71A4CA3D-5698-4EE8-9CDD-8DE5563895C9.png](#)

Good morning, please see the below and draft a memo to place this in the correspondence side of the docket file.

Thank you

From: Fletcher, Bart <FLETCHER.BART@leg.state.fl.us>
Sent: Wednesday, November 12, 2025 4:53 PM
To: Marissa Ramos <mramos@psc.state.fl.us>
Cc: Jen.Saffer@sclogistics.com; Charles Rehwinkel <rehwinkel.charles@leg.state.fl.us>; Marshall Deterding (martyd@rsbattorneys.com) <martyd@rsbattorneys.com>
Subject: Grenelefe SARC -- Docket No. 20250023-WS

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

Good afternoon,

As the FPSC's Division of Engineering is tasked with evaluating the quality of service provided by the Utility in the above-referenced SARC, I am forwarding you the email below that I received from Ms. Saffer yesterday regarding service-related issues.

Best Regards,
Bart Fletcher
Legislative Analyst
Office of the Public Counsel
111 West Madison Street, Room 812
Tallahassee, FL 32399-1400
(850) 488-9330
(850) 717-0337 Direct Line

From: Jen Saffer <Jen.Saffer@sclogistics.com>
Sent: Tuesday, November 11, 2025 12:47 PM
To: Fletcher, Bart <FLETCHER.BART@leg.state.fl.us>
Subject: Grenelefe Water

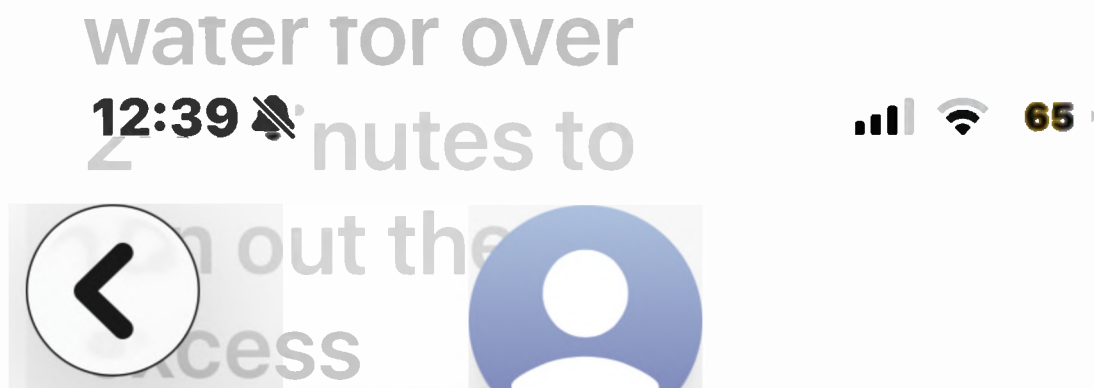
Hey, Bart.

Yesterday I received the attached text from the water utility. Once again, it's ambiguous if there is a boil water notice in effect for the entire area or just the areas listed in the text. This time there are not signs posted in the area about a boil water, nor has there been any update since the attached yesterday.

Beyond the frequent service issues with unscheduled repairs, the utility's ambiguous communications create confusion and safety issues. Particularly since this is an ongoing pattern of behavior, I wanted to bring this most recent instance to your attention.

Thanks.

Jen Saffer



+1 (844) 425-... >

chlo
water. NO BOIL
notice
NO Reply

Yesterday 11:35 AM

**GWUD Water
will be off until
repair is done.
Boil water
notice is in
effect.
Greenelefe club
estate, piper
pass ,Huntley , 1
-29 Abbey
8632327181**



Text Messag... 

Jen Saffer
Assistant General Counsel
Saddle Creek Logistics Services
3010 Saddle Creek Road
Lakeland, FL 33801
O: (863) 669-2741
M: (863) 446-1358

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