

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Wednesday, December 10, 2025 8:14 AM
To: 'Anony Mous'
Cc: Consumer Contact
Subject: RE: For Docket 20250023 Grenelefe

Good Morning,

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!

Tristan Davis
Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

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From: Anony Mous <angelatrenor@gmail.com>
Sent: Tuesday, December 9, 2025 5:48 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: For Docket 20250023 Grenelefe

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Hello,

I own a condo in Grenelefe that was purchased in 2024. There have been a whirlwind of events with living in the community and it all started with no water. We were immediately turned off with no water while we had to prove ourselves at the Grenelefe office that the old owners moved out without paying their final bill and that we were new owners. Imagine sweating moving in while having no water to shower or bathe, your clothes are sticking to you and you have to go try to wash up in a Walmart bathroom using all your time and gas. We also had extra expenses of buying water jugs while we were at Walmart to bring home to be able to flush the toilet. We had to not only prove we were the new owners but had to look up the previous owners and give their new address for the final bill to go to them. We did all the work while we got nothing from the office but attitude. When they finally came out to restore the water, they turned the wrong one on so we were still without water. Instances after this included billing problems where our payments would be credited to accounts that were not ours. I even have one check where my account number is clearly on it and it was scratched out with another account number placed over it. I've spent several lunch breaks on correcting billing issues with Grenelefe

utilities. They will turn your water off for non payment so each time they credited our money elsewhere or not at all or late, I had to pay a fee on the app last minute to double up on the payment and not have my water turned off yet again. I have had to pay that app fee multiple times on the last day out of fear although I religiously send my payment the day it arrives on the 11th each month.

The constant billing nightmares are only half the issue. It seems we are constantly having water breaks or on boil notices. From reading other notes in the file, this has been going on way before we moved here. Why is this not being disclosed on seller disclosures when moving in? I surely would have never moved to a community where I have to go bathe in a Walmart sink because I have an interview or somewhere important to be. I can not count the times I have already had to leave my house dirty with no shower because I had an appointment.

This water is not worth 30 or 50 dollars let alone any extra and will we be refunded for the gallons upon gallons that we have had to buy when we have no water? Will we be billed 300 a month or more for these same issues described above?

To sum things up, I already have a full time job but I have a second full time job managing Grenelefe issues. It is nothing but pure incompetence and dishonesty. I moved here to make my life easier and it has become harder than when I had my single family home with several acres to cut if that tells you anything.

Angela Billings
518 Maple Leaf Court
Haines City