

From: Tristan Davis on behalf of Records Clerk
Sent: Tuesday, December 23, 2025 8:47 AM
To: 'Lynn Harris'
Cc: Consumer Contact
Subject: RE: Maintenance for Grenelefe Community 2025-0023-WS

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

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 email message may be subject to public disclosure.

From: Lynn Harris <sofla032690@gmail.com>
Sent: Tuesday, December 23, 2025 8:42 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Fwd: Maintenance for Grenelefe Community 2025-0023-WS

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

Per request from PSC, I am responding regarding the maintenance in Grenelefe.

My name is Lynn Harris and I own my home at 25 Robyn Ln, Haines City, FL 33844 Grenelefe, Country Homes.

Maintenance has significantly declined since the Scott House purchase of the Grenelefe Community, as outlined below:

The common grounds look terrible. Let me say, that when I first moved here in 2018, one of the first things that I noticed (and loved) was the beautiful, green tropical quality. Although they are adequately maintained by the lawn service for the community, the grass and hedges in the common areas is burned up and dying in some areas, leaving sandy patches where there was once grass. The hedge on the west side as you exit Country Homes is completely dead due to lack of water.

This has occurred because, for some unknown reason, the community sprinkler system has been shut off, or doesn't work.

Also, further to the water issues, it usually takes at least 8 hours for repair, leaving us unable to flush toilets, wash dishes, do laundry, take a shower, and so on. I do not have a log of how many times the water has been out, but it's at least once a month. The water pressure is barely passable.

Also, while I don't know if this is relative, but the entry/exit gates are sometimes not working and have to be left open indefinitely allowing anyone access to the community.

Also, the property behind me and many other houses (which is an abandoned golf course) used to be regularly mowed. Now it is rarely mowed. It is my understanding that Mr. House has not made it a "routine" maintenance priority.

Since I own my home here, I have not had to rely on their maintenance personally. I have seen in some of the areas, a lot of trash laying around that used to be cleaned up.

I hope this helps support our efforts to return our community to what it was when I moved here. I realize it is an older community, but it deserves the care it once had to keep it beautiful!

Thanks for your attention in this matter.

Lynn Harris

----- Forwarded message -----

From: **Records Clerk** <CLERK@psc.state.fl.us>
Date: Fri, Dec 5, 2025, 8:05 AM
Subject: RE: 2025-0023-WS
To: Lynn Harris <sofla032690@gmail.com>
Cc: Consumer Contact <Contact@psc.state.fl.us>

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: Lynn Harris <sofla032690@gmail.com>
Sent: Thursday, December 4, 2025 6:06 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: 2025-0023-WS

Good afternoon,

I live in Grenelefe Country Homes and am writing to you regarding the proposed water bill increase for existing residents.

I have been living in Country Homes since 2018. I love it here...EXCEPT for the issues regarding the water bill increases.

It is not fair that the current residents of the area should be billed for water changes that are due to Scott House's development plans. Why should we pay for his plans when we receive absolutely no benefits from his development plans? I can tell you that since he has purchased the development, it has gone downhill. All common areas used to be watered regularly and now the common areas are dried and burned up because of lack of water.

I, like many others in this development, am a senior citizen dealing with health problems (I have a serious autoimmune disease). I would sell my home and move out if I was physically capable, but sadly, it just seems unsurmountable to me because of my condition.

Like many others, I live on a fixed income and it will be near impossible to pay such an astronomical increase for the same water I am currently receiving a bill of about \$56 per month. Even that amount has almost doubled since I have been here. But ..I am not complaining as I can handle it.

Why should we be held responsible for paying for water expansion to HIS development when we will not receive any benefit whatsoever from his building plans? Is he going to pay us back for any of the profit he makes on new construction?? I think not ..

In closing, I believe it is greedy and egregious for Mr. House to expect existing residents to help finance his expansion plans. I question even if it is legal to raise our water rates to what he is proposing...I have heard our bills will be increased to \$300-\$500 per month for the exact same service we get now. I might add that we are often without water as yesterday the water was non-existent for most of the day. And that is not rare..it happens quite frequently.

I hope you can put yourself in my place and reject this proposed increase. Thank you for your attention in this matter.

Thank you,

Lynn Harris

25 Robyn Lane

Haines City, FL 33844

305 302-7920