

February 20, 2026

VIA ELECTRONIC FILING

Adam Teitzman, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

RE: Docket No. 2025-0094-SU – Application for a Staff-Assisted Rate Case in Polk County by GCP Plantation Landings, LLC.

Dear Mr. Teitzman:

On behalf of GCP Plantation Landings, LLC (“Utility”) this letter is the response to Staff’s Fourth Data Request dated February 6, 2025.

1. Explain whether the Utility was aware, prior to the customer meeting, of customers’ concerns regarding the smell of the water. If so, what actions has GCP taken to correct this issue?

***Response:** No, the Utility was not aware of new concerns prior to the customer meeting. If any concerns are brought to our attention, they are promptly addressed.*

2. Explain whether the Utility was aware, prior to the customer meeting, of customers’ concerns regarding foul odors emanating from the wastewater treatment plant. If so, what actions has GCP taken to correct this issue?

***Response:** The Utility was not aware of any foul odors coming from the plant. The property’s community office is located directly behind the utility facility and they monitor conditions regularly. As stated above, if a customer concern arises, it is addressed as quickly as possible.*

3. Did GCP reach out to each customer that commented at the customer meeting? If so, when was contact made, and how were the customer’s concerns addressed? If not, please explain why no contact was made.

Response: There were four residents who commented at the meeting. The team was able to connect with three of the four by phone.

During those calls, we listened to their concerns and provided the following information:

- There was no issue with the lift station. A portable generator was used temporarily due to a planned upgrade to the electrical panel. Duke Energy required a few days to restore permanent power, so the generator was used to keep the lift station operational until they returned.
 - One resident mentioned sediment at her home. we explained that sediment at a residence may be related to the home's water heater and that residents should flush their water heaters once a year as part of routine maintenance.
 - Recent shutoffs described by the residents at the customer meeting have not been related to issues at the water treatment plant. Water shutoffs in the community are typically related to homesite upgrades, repairs, unexpected line breaks, installation of new shut-off valves, or damage to lines (for example, vehicles parking on lawns and breaking pipes). The community does not allow parking on lawns; however, on occasion residents have parked on the grass after hours, which can sometimes result in line damage. The Utility strives to isolate repairs and schedule downtime in a manner to minimize impact to its customers.
 - In one instance, chlorine levels ran slightly low and caused an earthy or sulfur-type smell. The injector point was replaced within a day or two, and it improved the odor. At times, if chlorine levels run low, residents may notice this natural smell. While unpleasant, it is not unsafe. Our team monitors the water and wastewater plants daily, performs regular inspections, and stays ahead on chlorine orders to maintain proper treatment levels and water quality.
4. Pursuant to Rule 25-30.251(1) and (2), Florida Administrative Code, each utility is required to maintain a record of all interruptions in service which affect 10 percent or more of its customers, and to notify the Commission of those interruptions. The record is required to show the cause of the interruption, its date, time, duration, remedy, and steps taken to prevent recurrence. Please provide this record for the period of January 1, 2021, through today.

Response: The responsive documents are being provided electronically to Commission Staff as an enclosure to this response. Note when the Utility needs to turn off the water for a planned repair, it endeavors to complete multiple repairs at once (such as shut-off valve or line replacements). The Utility's standard remedy is replacement of the affected line or valve instead of just a repair.

If the Commission has any questions or concerns, please do not hesitate to contact me.

Sincerely,

/s/ Daniel McGinn

Daniel J. McGinn

DJM:

CC: Clayton Lewis (via email)

Lee Smith (via email)

Enclosures: Notices and Reports Related to Staff Inquiry #4