

Tristan Davis

From: Ellen Plendl
Sent: Wednesday, April 1, 2026 11:59 AM
To: Consumer Correspondence
Subject: Docket No 20250023
Attachments: Re: PSC #1495752W Padilla, Lynn; Consumer Inquiry - NC Real Estate Projects, LLC d/b/a Grenelefe Utility; Re: Consumer Inquiry - NC Real Estate Projects, LLC d/b/a Grenelefe Utility; Fwd: PSC #1495752W Padilla, Lynn; Fwd: Robyn Lane in Grenelefe Country Homes

See attached customer correspondence for Docket 20250023

Tristan Davis

From: LIN WAGS <lovepurple07@gmail.com>
Sent: Tuesday, March 31, 2026 11:13 PM
To: Cox Jason; Consina Griffin-Greaux
Subject: Re: PSC #1495752W Padilla, Lynn

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

Your welcome
My phone conversation was ok with Joyce
I asked about the State stating
a meeting with all residents
To understand price increase and more
No date has been issued for this meeting
So many are asking for real time meeting

Sent from my iPhone

On Mar 31, 2026, at 1:42 PM, Jason Cox <jason@roninassets.com> wrote:

Lynn,

Thank you for letting us know about the water issue. Sadly when companies dig on the property and break a line, that is not a planned event so we must do the Boil Water Notice.

Thank you for speaking with Joyce Roberts today and confirming the situation is resolved.

Attached is a letter I have written to and the PSC per your complaint from 3/5/2026.

Respectfully

--

Jason Cox, MBA, MRED
Controller
NC Real Estate Projects, LLC
(704)996-4543
jason@roninassets.com
<1495752W Padilla Response letter.pdf>

Tristan Davis

From: Ellen Plendl
Sent: Wednesday, April 1, 2026 9:01 AM
To: 'lovepurple07@gmail.com'
Cc: 'Jason Cox'
Subject: Consumer Inquiry - NC Real Estate Projects, LLC d/b/a Grenelefe Utility

Ms. Lynn Padilla
lovepurple07@gmail.com

Dear Ms. Padilla:

This is a follow up to your March 31st E-mail to the Florida Public Service Commission (FPSC) regarding NC Real Estate Projects, LLC d/b/a Grenelefe Utility (Grenelefe).

You expressed concern about Grenelefe's petition for a rate increase. On January 10, 2025, Grenelefe filed an application with the FPSC for a staff-assisted rate case. The FPSC held a virtual customer meeting on September 15, 2025. Aside from that meeting, customers have been welcome to provide comments to the FPSC regarding the docket by telephone, fax, E-mail and US mail. We are still accepting and adding comments to the docket.

On February 3, 2026, the FPSC voted to establish revised water and wastewater rates for customers of Grenelefe Utility in Polk County. The Commission's decision follows a comprehensive review of the utility's financial condition, infrastructure needs, service quality, and extensive customer input.

Grenelefe Utility's rates were last set in 2011. Since that time, the utility has experienced significant increases in operating costs, and portions of its water and wastewater systems have reached or exceeded their useful lives. The FPSC recognized the need to upgrade the utility's aging system infrastructure, but also found the performance of the utility's management to be concerning. The Commission voted to keep the docket open to monitor the progress of the utility's responsiveness, quality of service, and overall performance.

The new rates will take effect once revised tariffs are filed and customers are properly notified. The approved rates reflect only those investments and expenses the Commission found to be prudent, necessary, and adequately documented.

The rate adjustments are driven primarily by targeted infrastructure improvements to address aging equipment, including replacement of obsolete water meters, rehabilitation of storage tanks and wells, and refurbishment of wastewater lift stations; and correction of historically low rates that no longer reflected the true cost of providing service.

Please contact me at 1-800-342-3552 if you have questions or concerns.

Sincerely,

Ellen Plendl
Regulatory Analyst IV
Florida Public Service Commission
Office of Consumer Assistance
1-800-342-3552 (phone)

1-800-511-0809 (fax)

Tristan Davis

From: LIN WAGS <lovepurple07@gmail.com>
Sent: Wednesday, April 1, 2026 11:20 AM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - NC Real Estate Projects, LLC d/b/a Grenelefe Utility

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I appreciate your time in sending important information Grenelefe community is crumbling All water line plans are non-existent The utility company waits for main pipes breaks to be able to repair and we experience brown water for days The owner bought this property unaware of owning a water utility, many treehouse apartments that should be condemned and more. Crazy right. Well not knowing anything about running a water company he has made hell to all residents that have been here many years I do not rent I own and to sell my home would be a problem due to the water. We were promised all increases would be put on the new homes not the existing homes. All lies A lit if us are 70 years or older. This is a disgrace

Sincerely

Sent from my iPhone

> On Apr 1, 2026, at 9:01 AM, Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

>

> Ms. Lynn Padilla
> lovepurple07@gmail.com

>

> Dear Ms. Padilla:

>

> This is a follow up to your March 31st E-mail to the Florida Public Service Commission (FPSC) regarding NC Real Estate Projects, LLC d/b/a Grenelefe Utility (Grenelefe).

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> You expressed concern about Grenelefe's petition for a rate increase. On January 10, 2025, Grenelefe filed an application with the FPSC for a staff-assisted rate case. The FPSC held a virtual customer meeting on September 15, 2025. Aside from that meeting, customers have been welcome to provide comments to the FPSC regarding the docket by telephone, fax, E-mail and US mail. We are still accepting and adding comments to the docket.

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> Please contact me at 1-800-342-3552 if you have questions or concerns.

>
> Sincerely,

>
> Ellen Plendl
> Regulatory Analyst IV
> Florida Public Service Commission
> Office of Consumer Assistance
> 1-800-342-3552 (phone)
> 1-800-511-0809 (fax)

Tristan Davis

From: LIN WAGS <lovepurple07@gmail.com>
Sent: Wednesday, April 1, 2026 11:23 AM
To: Ellen Plendl
Subject: Fwd: PSC #1495752W Padilla, Lynn

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

Received this today

Making calls to certain people is not having the meeting the state requested

I am not going to be used as a person to rely on instead of calling a meeting to ALL residents

Sent from my iPhone

Begin forwarded message:

From: LIN WAGS <lovepurple07@gmail.com>
Date: March 31, 2026 at 11:12:57 PM EDT
To: Cox Jason <jason@roninassets.com>, Consina Griffin-Greaux <CGriffin@psc.state.fl.us>
Subject: Re: PSC #1495752W Padilla, Lynn

Your welcome

My phone conversation was ok with Joyce

I asked about the State stating

a meeting with all residents

To understand price increase and more

No date has been issued for this meeting

So many are asking for real time meeting

Sent from my iPhone

On Mar 31, 2026, at 1:42 PM, Jason Cox <jason@roninassets.com> wrote:

Lynn,

Thank you for letting us know about the water issue. Sadly when companies dig on the property and break a line, that is not a planned event so we must do the Boil Water Notice.

Thank you for speaking with Joyce Roberts today and confirming the situation is resolved.

Attached is a letter I have written to and the PSC per your complaint from 3/5/2026.

Respectfully

--

Jason Cox, MBA, MRED

Controller

NC Real Estate Projects, LLC

(704)996-4543

jason@roninassets.com

<1495752W Padilla Response letter.pdf>

Tristan Davis

From: LIN WAGS <lovepurple07@gmail.com>
Sent: Wednesday, April 1, 2026 11:25 AM
To: Ellen Plendl
Subject: Fwd: Robyn Lane in Grenelefe Country Homes

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

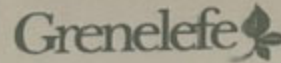
Sent from my iPhone

Begin forwarded message:

From: LIN WAGS <lovepurple07@gmail.com>
Date: March 4, 2026 at 4:36:19 PM EST
To: Griffin-Greaux Consina <CGriffin@psc.state.fl.us>
Subject: Re: Robyn Lane in Grenelefe Country Homes

I will be attaching my information you have requested MY CELL is 5618010359
I used to work at the resort under Mr. House until Jan 1, 2025
Bentex was running the water company during my employment and I have attached my bill when they were operating the water system. We all miss them as they put us in a stable billing and very little water breaks
I have remained friends with them. Good people
Now its an unknown company not to be tangible at all. Online billing and communication

First bill is from Bentex and the other bill lacking very important information is from the company running it now. Stay a home solo home worker



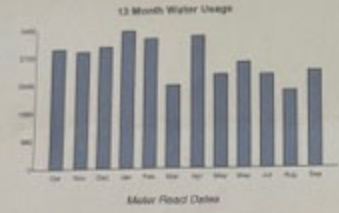
Monthly Water Bill

PO Box 1447
Haines City, Florida 33845
OFFICE # (863) 422-7511

REGULAR BILL

ACCOUNT #	203164
CUSTOMER NAME	Lynn Padilla
SERVICE ADDRESS	8 Robyn Lane
SERVICE PERIOD	08/10/24 - 09/05/24
BILLING DATE	08/10/24
INVOICE #	2080845
SECURITY CODE	10-203164-KFAM

METER NO.	PRIOR READ DATE	PRIOR READ	CURRENT READ DATE	CURRENT READ	TOTAL USAGE
81338429	08/15/24	124,871	08/25/24	138,163	2,300



Description	Amount
Previous Balance	\$25.90
Payment - Thank You!	(\$25.90)
Balance	\$0.00
Current Billing	
Water Charges	\$10.29
Sewer Charges	\$16.78
Polk County Water Tax (10%)	\$1.03
Total Current Billing Charges	\$28.10
Payments must reach us by 3pm on date due	
TOTAL DUE BY 09/30/24	\$28.10
TOTAL DUE AFTER 09/30/24	\$33.35

Register online to enable e-bills, view invoices, make payments and more!

To register go to <https://grenelefe.waterutilities.stamk.net> and use the security code located on the upper right corner of your bill. Or call the office for assistance.

BILLING INQUIRIES
 MONDAY THRU FRIDAY 8:00 AM TO 3:00 PM
 OFFICE # (863) 422-7511
 24 HOUR EMERGENCY # (407) 572-2053

To view this year's Water Consumer Confidence Report, please use the following link:
https://berkshire.sherappo.io/wtrhy_app
 This report provides detailed information

Grenelefe Utility
 PO Box 1447
 Haines City, FL 33845

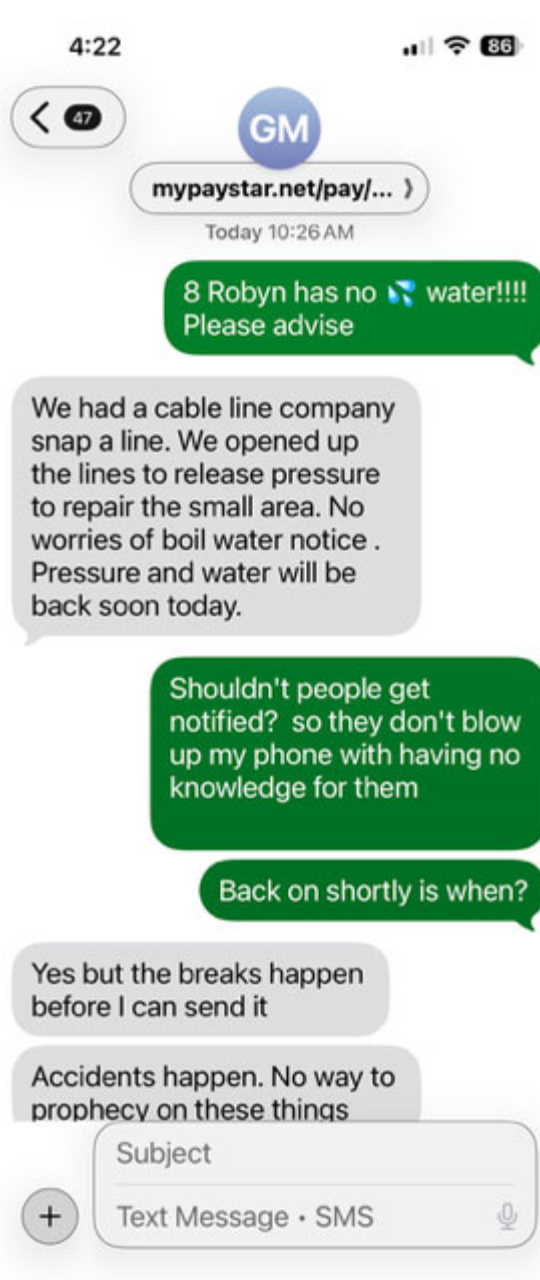
NAME	LYNN PADILLA
SERVICE ADDRESS	8 Robyn Lane
ACCOUNT #	203164
Statement Due Date	09/30/24
TOTAL DUE BY 09/30/24	\$28.10
TOTAL DUE AFTER 09/30/24	\$33.35
Amount Paid	\$

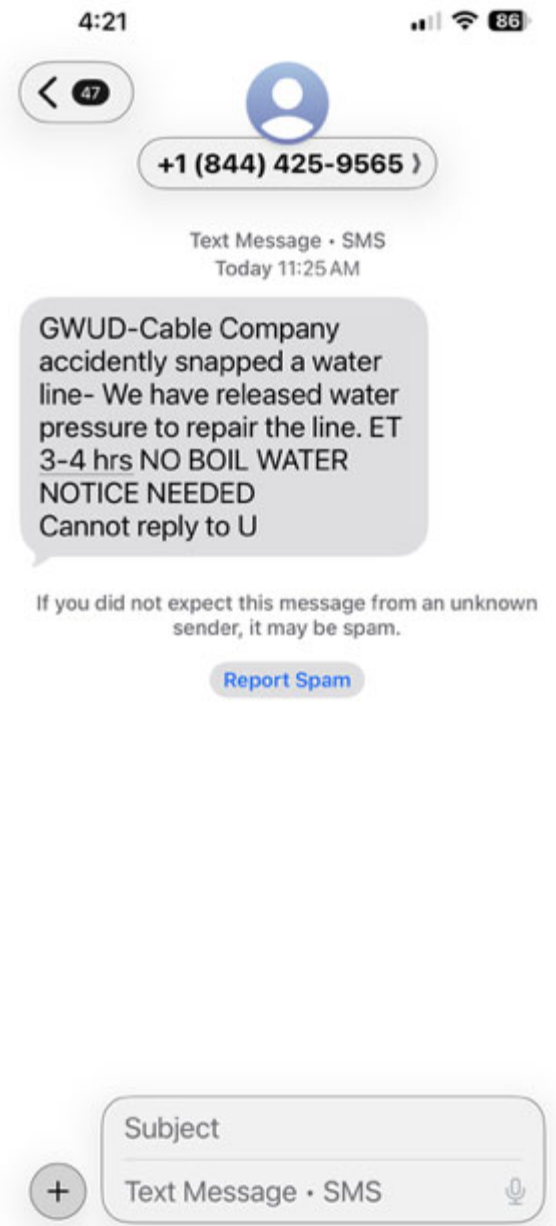
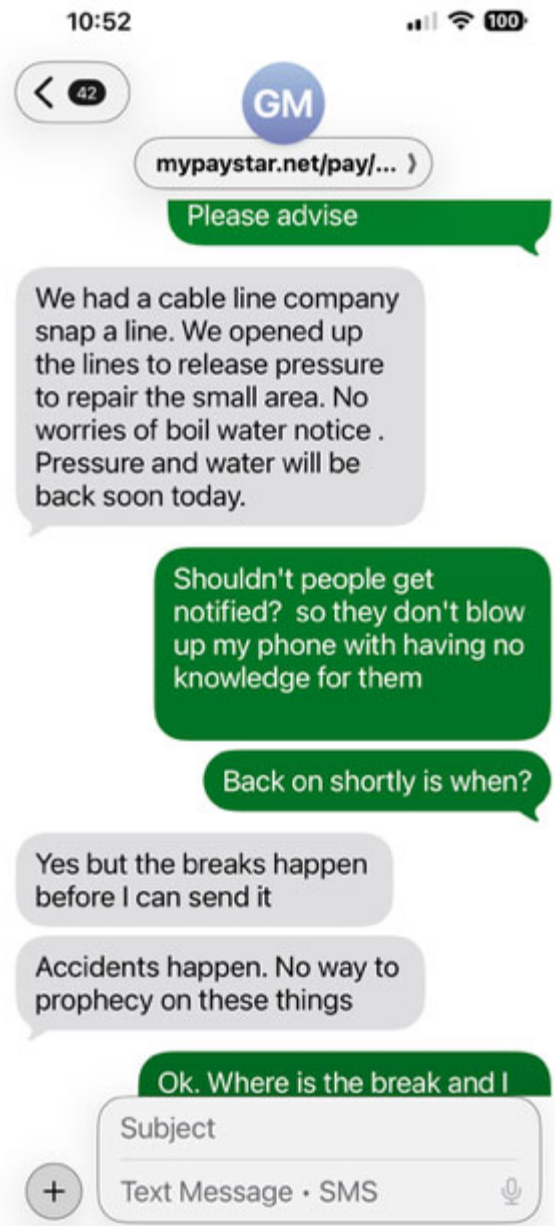
PLEASE MAIL CHECK OR MONEY ORDER ONLY. DO NOT SEND CASH.

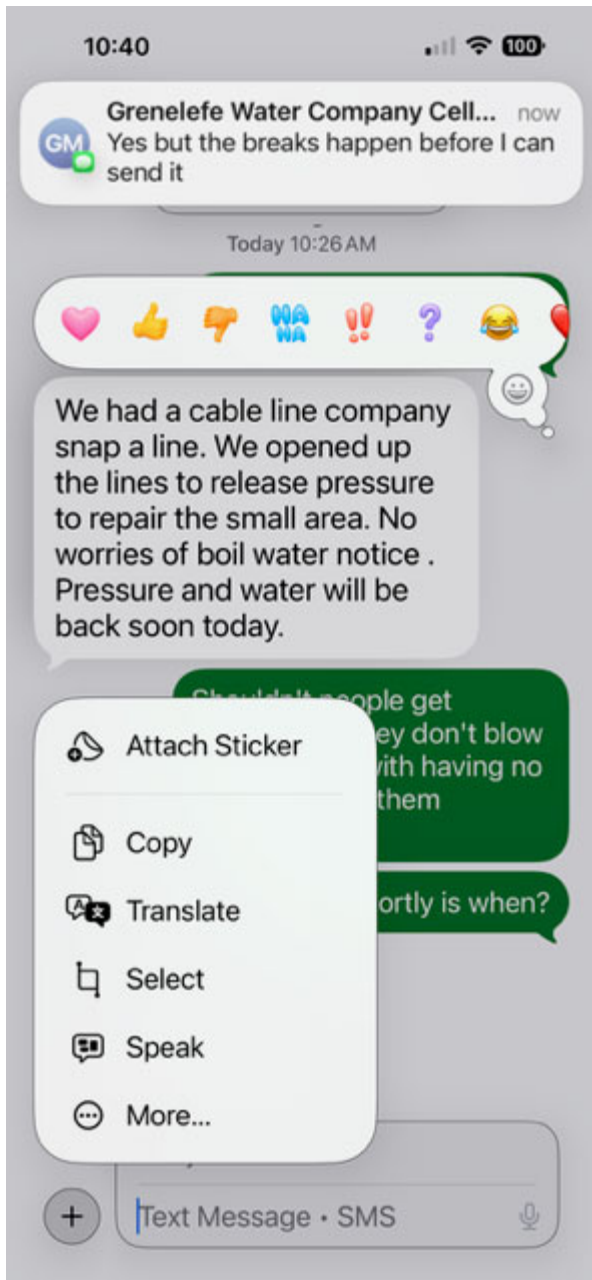
080916A MIXED AADC 339
700000430 00 0001 0042 420/1

LYNN PADILLA
 8 ROBYN LANE
 HAINES CITY FL 33844-9714

GRENELEFE UTILITY
 PO BOX 1447
 HAINES CITY, FL 33845







Sent from my iPhone

On Mar 4, 2026, at 2:52 PM, Consina Griffin-Greaux <CGriffin@psc.state.fl.us> wrote:

3/4/26

Dear Lin Wags:

This email is in response to your recent inquiry to the Florida Public Service Commission (FPSC).

It would be beneficial if you could provide the following information:

- The name of the person contacting the PSC
- The name on the account
- The account number
- The complete address (city, state, zip) on the account
- A telephone number where the customer can be reached
- A brief description of the service or billing problem

You may send this information to me by reply e-mail or at the address and/or fax number listed below.

Sincerely,

Consina Griffin-Greaux - Analyst II
Office of Consumer Assistance
contact@psc.state.fl.us
Toll Free - 800-342-3552
Toll Free Fax 800-511-0809
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

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 e-mail message may be subject to public disclosure.

From: LIN WAGS <lovepurple07@gmail.com>
Sent: Wednesday, March 4, 2026 10:56 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Robyn Lane in Grenelefe Country Homes

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

Concern with this non-professional response I received when I realized I had no water for laundry I inquired and got this response below

<image0.png>
<image1.png>

Sent from my iPhone