

Tristan Davis

From: Ellen Plendl
Sent: Thursday, April 2, 2026 9:55 AM
To: John Plescow; Tristan Davis
Subject: RE: PSC #1495752W Padilla, Lynn

The email should be added to Docket 20250023 regarding Grenelefe's staff assisted rate case. Thanks!

From: John Plescow <JPlescow@PSC.STATE.FL.US>
Sent: Thursday, April 2, 2026 9:27 AM
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>; Tristan Davis <TrDavis@psc.state.fl.us>
Subject: FW: PSC #1495752W Padilla, Lynn

Ellen,
This E-mailed correspondence appears to be related to Case 1495752W,

From: Tristan Davis <TrDavis@psc.state.fl.us> **On Behalf Of** Records Clerk
Sent: Thursday, April 02, 2026 9:05 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Cc: Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: FW: PSC #1495752W Padilla, Lynn

Good Morning,

Please see the e-mail below. Please let us know whether this needs to be entered in CMS as consumer correspondence, and what docket it should be placed in.

Thank you!

From: LIN WAGS <lovepurple07@gmail.com>
Sent: Wednesday, April 1, 2026 11:08 AM
To: Cox Jason <jason@roninassets.com>; Records Clerk <CLERK@PSC.STATE.FL.US>; Lin  <lovepurple07@gmail.com>
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.

Was this a meeting in September with a sign-in document?
I was not invited or received notice of the meeting along with others residents
My understanding was that before any increase happens a meeting with All residents would take place. Also
make we all understood all increases that promised by Scott and You would only effect New customers in New
Homes. All increases would not affect existing customers!!!!
This is the Lie we are all disappointed in!!
This makes one's words ineffective
We are living with the worst water leaving brown stains in the toilets and sink
Costs of bottled water should not be a burden on residents
Sincerely

Sent from my iPhone

On Apr 1, 2026, at 10:37 AM, Jason Cox <jason@roninassets.com> wrote:

Lynn

Good I am glad Joyce's talk went Ok.

We did the customer meeting pertaining to the rates September 15, 2025, the final rates were just approved and Joyce distributed the final rates. Also, with the April 2026 billing, JOyce is adding an example calculation to the invoices to explain how the rates in Place as of the May 2026 billing for April 2026 usage will be put in place.

On the Customer meeting, it must be done within 90 days of the final tariff issuance. The FL PSC goal for this meeting is to provide update on our customer service improvements. The 90 days gives us time to implement some of the items approved by the FL PSC Commission so we are going to work to get as much of that done as possible before we do that customer meeting, My target is mid June but we have until July 2026 to do the meeting.

Thank you Lynn.

Respectfully,
Jason Cox, MBA, MRED
Controller
NC Real Estate Projects, LLC
(704)996-4543

On Tue, Mar 31, 2026 at 11:12 PM LIN WAGS <lovepurple07@gmail.com> wrote:

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

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

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Jason Cox, MBA, MRED
CFO
Ronin Assets, LLC
(704)996-4543
jason@roninassets.com