

Tristan Davis

From: John Plescow
Sent: Thursday, April 16, 2026 8:32 AM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: Hometown Palm Valley LLC dba Palm Valley Utilities

Please, add to docket 20260039.

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> **On Behalf Of** Consumer Contact
Sent: Thursday, April 16, 2026 7:25 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: Hometown Palm Valley LLC dba Palm Valley Utilities

Forward to clerks. 20260039

From: Lorraine Hickson <lorrainehickson@msn.com>
Sent: Wednesday, April 15, 2026 6:17 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Hometown Palm Valley LLC dba Palm Valley Utilities

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Dear Public Service Commission,

I am writing regarding the water management for my community of Palm Valley in Oviedo, FL. I understand that this utility is requesting a water/sewer price increase for the residents at Palm Valley. The quality of the water in this community is horrible. I have lived here for two years and have been subjected to boil water notices numerous times, sometimes without advanced warning and for several days at a time. We are never given clear communication, and I worry for my neighbors who do not utilize email and text messaging as I do and who may not receive the messages in a timely manner. I also bought new toilets for my home, and this water makes them look like they are twenty years old.

This is a retirement community, and most of us are on a fixed income. The lot rentals are very high and now they want to increase the price of filthy water. We own our homes but not the land and get very little say over what happens to the lots, including in matters regarding the safety and quality of the utilities.

This public utility company does not bill residents in the name of the utility but in the name of an unregulated affiliated company. This is concerning because water is a public commission yet it is billed via an unregulated private company with no transparency.

Please consider the residents of this community when this request comes up. We should not be charged even more for unclean, unreliable water. Thank you for your consideration.

Kind regards,

Lorraine Hickson
lorrainehickson@msn.com