

Tristan Davis

From: Ellen Plendl
Sent: Thursday, May 28, 2026 7:31 AM
To: Consumer Correspondence
Subject: Docket Nos. 20250023
Attachments: Re: Grenelefe customer meeting and improvement to serve customers; Re: Consumer Inquiry - Grenelefe Resort Utility

See attached customer correspondence for Docket Nos. 20250023

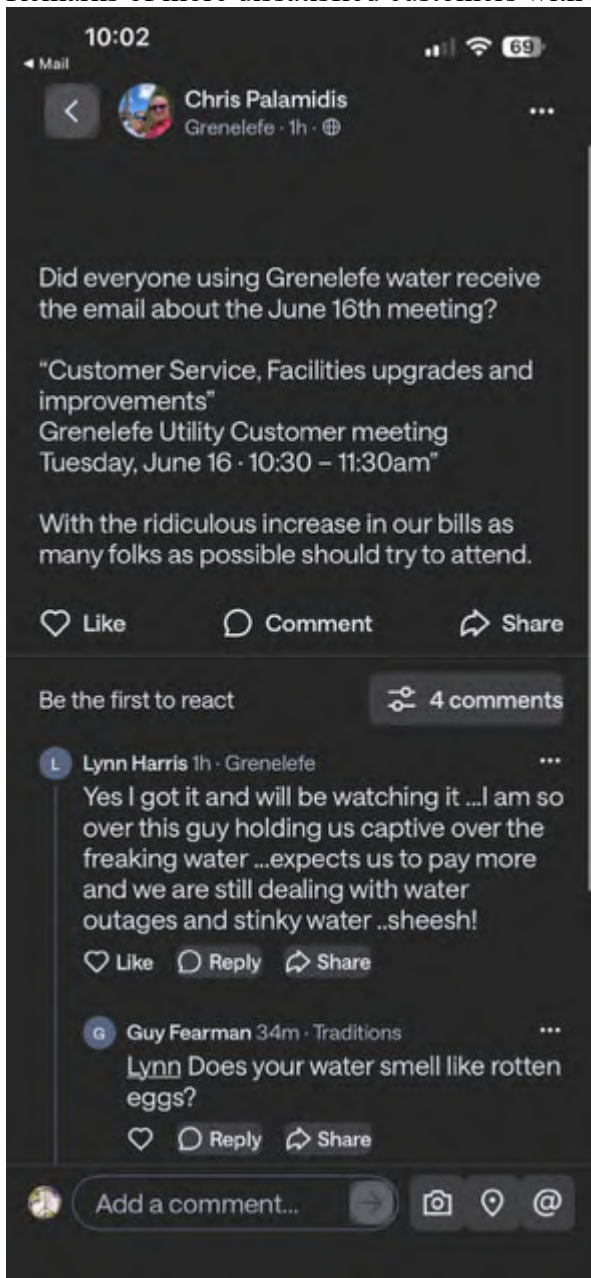
Tristan Davis

From: LIN WAGS <lovepurple07@gmail.com>
Sent: Wednesday, May 27, 2026 10:07 PM
To: Ellen Plendl
Subject: Re: Grenelefe customer meeting and improvement to serve customers

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

Sent from my iPhone

Remarks of more dissatisfied customers with no customer service office



On May 27, 2026, at 3:27 PM, LIN WAGS <lovepurple07@gmail.com> wrote:

Sent from my iPhone

Begin forwarded message:

From: LIN WAGS <lovepurple07@gmail.com>

Date: May 27, 2026 at 3:24:37 PM EDT

To: CGriffin@psc.state.fl.us

Subject: Grenelefe customer meeting and improvement to serve customers

Wanted to keep you updated on the progress of the customer meeting
What is unfair is short notice, time for people that work and not a zoom call
Many are seniors that are not tech savvy

What can you do to help the residents of Grenelefe on a well deserved meeting
who have many concerns. Sadly more and more are moving out of the
community who are not respected on simple customer care



3:17

98



102

2 Messages



Re: Grenelefe Water Utilities Customer Meeting

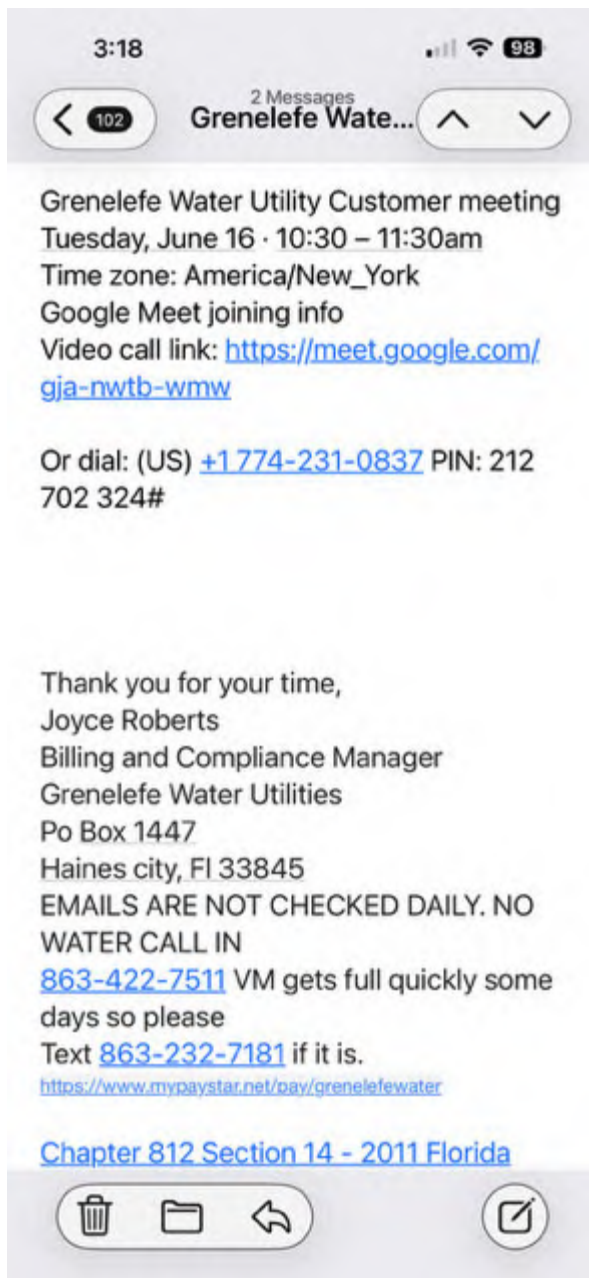
I hope this is not a zoom meeting
Where is the meeting taking place
I am getting many questions

Lynn
Sent from my iPhone

On May 26, 2026, at 12:56 PM, Grenelefe
Utilities
<support@grenelefewaterutilities.com>
wrote:

[See More](#)





Sent from my iPhone

Tristan Davis

From: LYNN LUVS PURPLE <lovepurple07@gmail.com>
Sent: Wednesday, May 27, 2026 4:17 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Grenelefe Resort Utility

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Thank you

We all know that the time of day and on the phone is not legit for the size of the community and how many work full time

Can someone fight for the residents and not the misleading leaders for over 4 yrs now!!!

HAPPINESS 4 EVA/ LYNN LUVS PURPLE

On Wed, May 27, 2026 at 4:00 PM Ellen Plendl <EPlendl@psc.state.fl.us> wrote:

Ms. Lynn Padilla

lovepurple07@gmail.com

RE: FPSC Inquiry 1499936C

Dear Ms. Padilla:

This is in response to your May 27, 2026 email to the Florida Public Service Commission (FPSC) regarding Grenelefe Resort Utility, Inc.'s (Grenelefe) upcoming customer meeting.

On February 25, 2026, the FPSC issued PAA Order PSC-2026-0054-PAA-WS, which stipulates that Grenelefe staff must schedule a meeting within 90 days of the issuance of the final order to discuss quality of service issues with its customers. You may review the PAA order by using the following link:

<https://www.floridapsc.com/pscfiles/library/filings/2026/01265-2026/01265-2026.pdf>

On May 22, 2026, the FPSC received Grenelefe's letter advising that a virtual customer meeting has been scheduled for June 16, 2026. The company plans to send out notice to its customers no less than 14 days prior to the meeting and will include a link to the virtual meeting. You may review the letter by using the following link:

<https://www.floridapsc.com/pscfiles/library/filings/2026/03080-2026/03080-2026.pdf>

I will add your correspondence to Docket No. 20250023.

You may review all the information filed for Commission consideration in Docket No. 20250023, by accessing the FPSC website at floridapsc.com. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20250023. Click the Search button. Then select Document Filings Index for a list of all filings in each docket. This procedure allows you to view all of the information filed by the utility and other parties in each docket.

Sincerely,

Ellen Plendl

Regulatory Analyst IV

Florida Public Service Commission

Office of Consumer Assistance

1-800-342-3552 (phone)

1-800-511-0809 (fax)

From: LIN WAGS <lovepurple07@gmail.com>

Sent: Wednesday, May 27, 2026 3:28 PM

To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>; Lin  <lovepurple07@gmail.com>

Subject: Fwd: Grenelefe customer meeting and improvement to serve customers

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2 Messages



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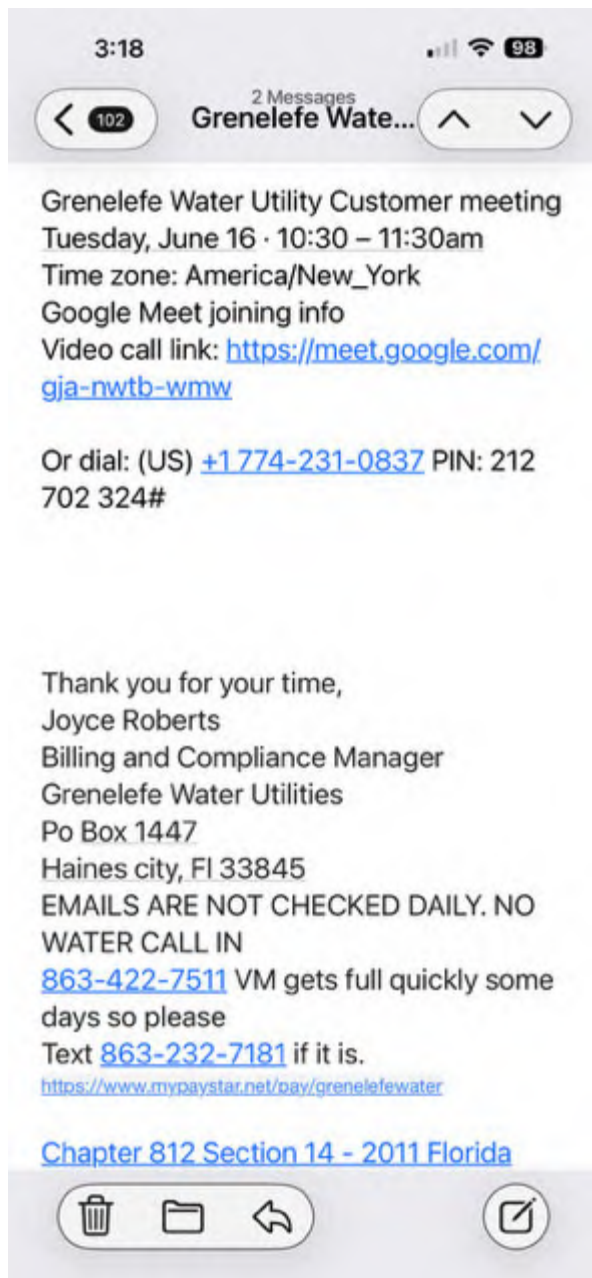
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