

Tristan Davis

From: Ellen Plendl
Sent: Thursday, May 28, 2026 10:48 AM
To: Consumer Correspondence
Subject: Docket Nos. 20250023
Attachments: Re: Grenelefe customer meeting and improvement to serve customers

See attached customer correspondence for Docket Nos. 20250023

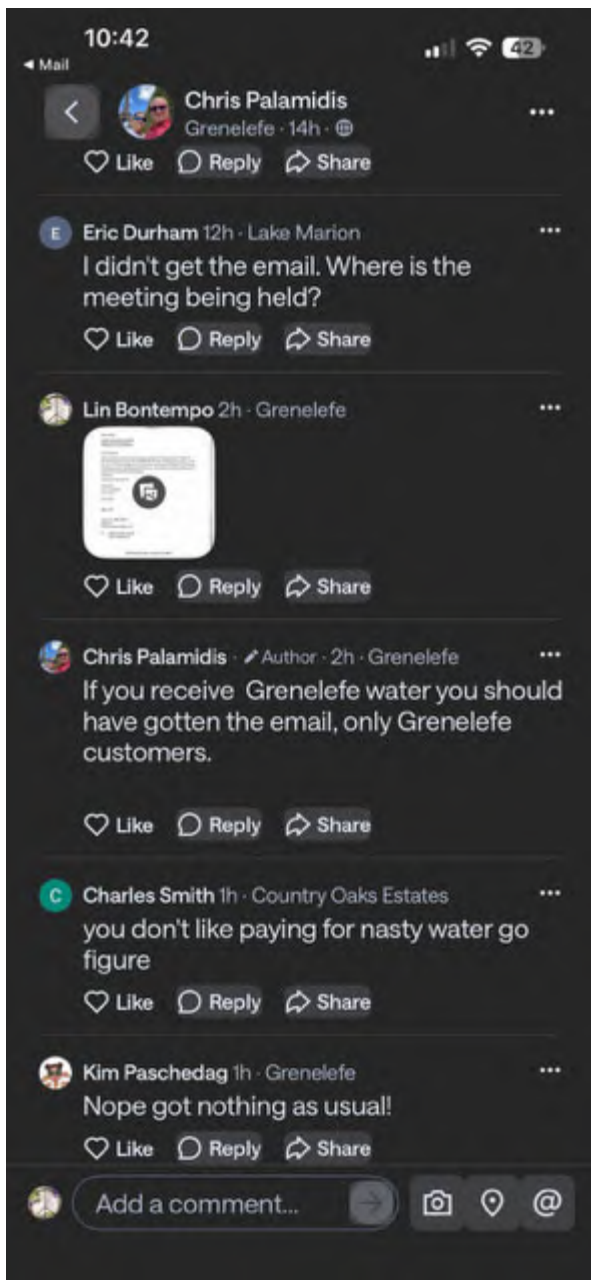
Tristan Davis

From: LIN WAGS <lovepurple07@gmail.com>
Sent: Thursday, May 28, 2026 10:46 AM
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.

More customers not receiving information by email from the get go. No matter how many times they update with the office

You cannot allow such a so called company should be able to serve customers as sad as it is. Update on communication online



Sent from my iPhone

On May 27, 2026, at 10:06 PM, LIN WAGS <lovepurple07@gmail.com> wrote:

Sent from my iPhone

Remarks of more dissatisfied customers with no customer service office
<image0.png>

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

<image0.png>

<image1.png>

<image2.png>

Sent from my iPhone