

Tristan Davis

From: Ellen Plendl
Sent: Monday, June 1, 2026 10:57 AM
To: Consumer Correspondence
Subject: Docket Nos. 20250023
Attachments: Re: Grenelefe Water Residents not happy with Service 20250023; 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 12:49 PM
To: Records Clerk; Ellen Plendl
Subject: Re: Grenelefe Water Residents not happy with Service 20250023

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

Sent from my iPhone

> On May 28, 2026, at 12:23 PM, LIN WAGS <lovepurple07@gmail.com> wrote:

>

>

> <image1.png>

>

> Sent from my iPhone

>

>> On May 28, 2026, at 10:50 AM, LYNN LUVS PURPLE <lovepurple07@gmail.com> wrote:

>>

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>>

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>>

>> HAPPINESS 4 EVA/ LYNN LUVS PURPLE

>> <IMG_4705.png>

>> <IMG_4706.png>

> <IMG_4671.png>

> <IMG_4670.png>

> <IMG_4672.png>

Tristan Davis

From: LIN WAGS <lovepurple07@gmail.com>
Sent: Monday, June 1, 2026 10:55 AM
To: Ellen Plendl
Cc: Records Clerk
Subject: Re: Grenelefe customer meeting and improvement to serve customers

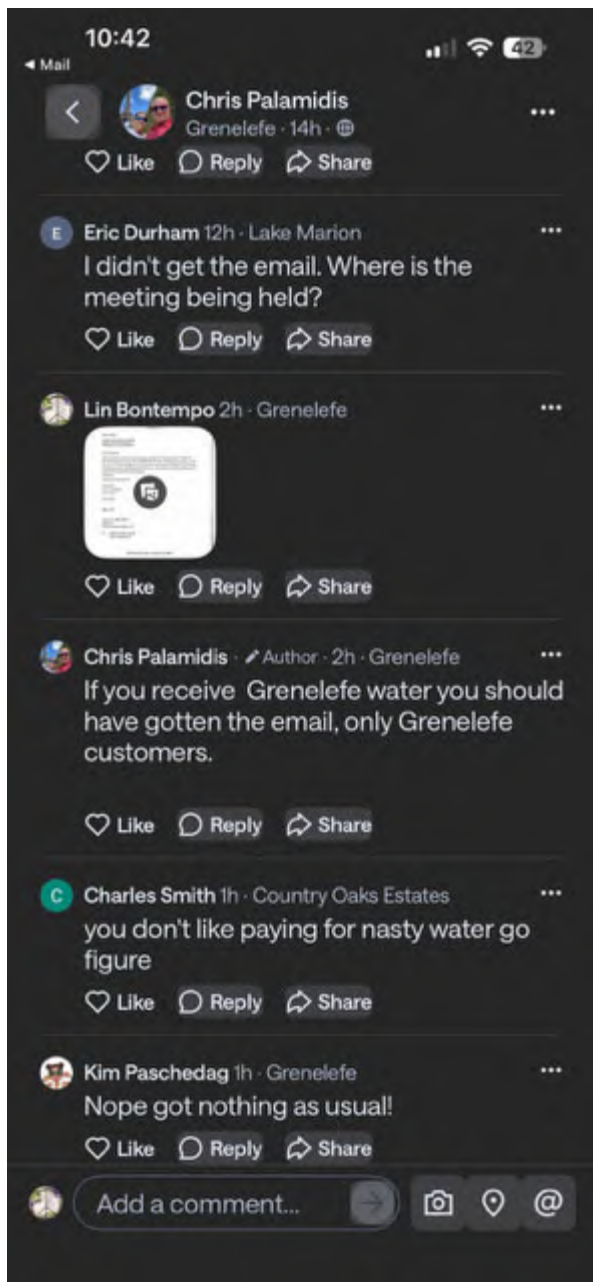
CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Sent from my iPhone

On May 28, 2026, at 10:46 AM, LIN WAGS <lovepurple07@gmail.com> wrote:

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



No water No warnings
What the heck!!!
Sunday dinner time

Apparently electric went out
so did the well

Whattttttt. No Generators
This is wrong

So now what
Where's the communication

How many other phone calls
do you think I answer? I don't
have just you calling so i'm
sorry I can't get back to your
phone call

Exactly my point
If you on top of it
You would put word out
instead of everyone stressing
about water Why now
But when the customers are

Subject

Text Message • RCS

10:52

88%



mypaystar.net/pay/...

Exactly my point
If you on top of it
You would put word out
instead of everyone stressing
about water Why now
But when the customers are
ignored shit will hit the fan
This company never
responded and respected
customer service. Only
wants money and will take it
with no professional service

Still No water running out of
my faucet !!!!!

The electric one out I got
phone calls at 6 o'clock. Then
I got a response saying, Duke
Energy was back on. I waited
for the electric back onto
build the pressures back up.
Now that it's now later, the
water still not back up. I'm
going to check the well ,
thank you so much for all you

Subject



Text Message • RCS



10:52

88%



mypaystar.net/pay/...

GWU- Electric went out at Grenelefe. Reported at 430pm . The well lost pressures. Electric is now back on. Water pressure should be rising. On site now to find out why.

You must have signed up to be the answer to the problem whe they should be calling me

Yes. They say you never answer their calls or respond to emails
They have always come to me when heated thinking I have a connection with Scott still
Funny right
We know that is incorrect
But since I worked there 4 yrs they still think it for some reason. You do respond to me and I appreciate it.

Subject



Text Message • RCS



10:53

88%



mypaystar.net/pay/...

I reply to all always have I'm
replying now to people

Well I hope so
I can only listen and wonder
why they would make it up

I need water
Dishes, laundry and shower
on my schedule tonight

[863-422-7511](tel:863-422-7511)
[863-232-7181](tel:863-232-7181) text and
emergencies [407-572-2053](tel:407-572-2053)
is your reply

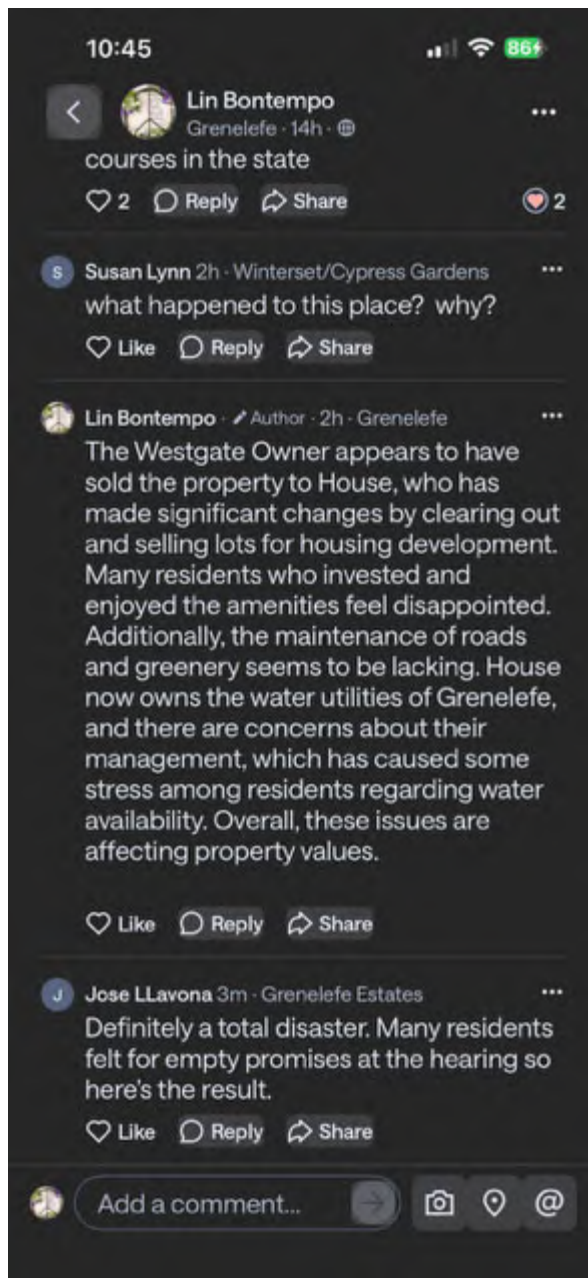
Yup.
I ask them, and those are the
numbers. Voicemail is
always full or never returned.
Just telling you this is what
they all say
Hope tonight's issue is fixed
Very soon

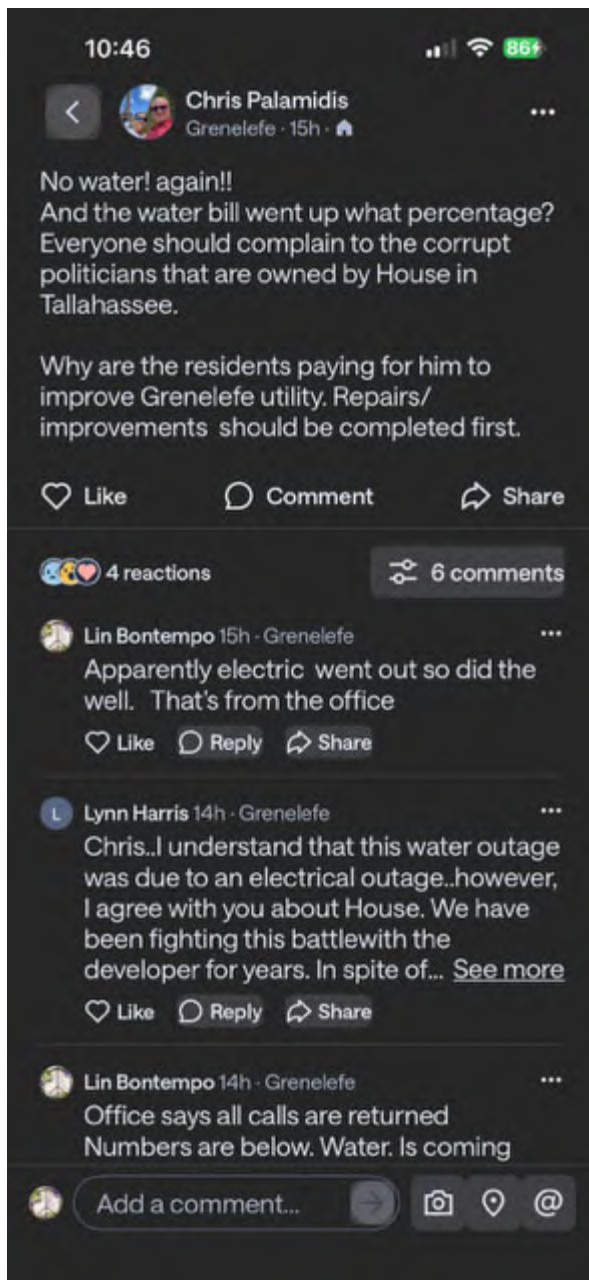
Subject



Text Message • RCS







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

Sent from my iPhone

Begin forwarded message:

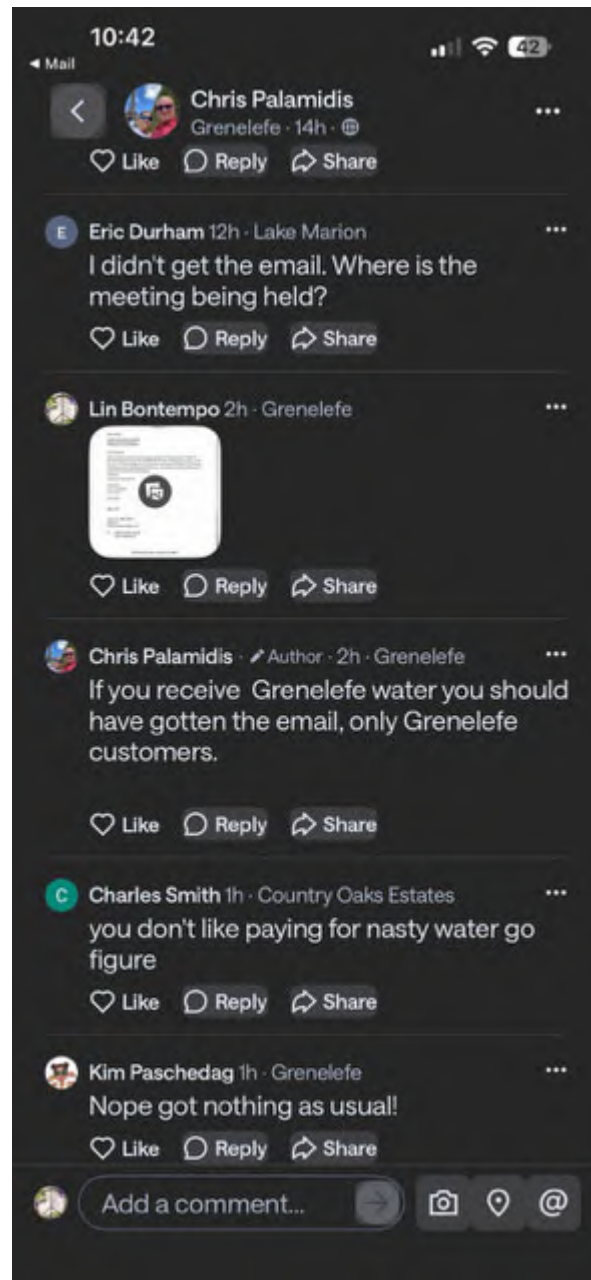
From: LIN WAGS <lovepurple07@gmail.com>
Date: May 27, 2026 at 3:24:37 PM EDT
To: CGriffin@psc.state.fl.us
Subject: Grenelefe customer meeting and
improvement to serve customers

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



<image1.png>

<image2.png>

Sent from my iPhone