

Docket # 20250023-WS

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Controller
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6/17/26

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: Docket # 20250023-WS NC Real Estate Projects, LLC dba Grenelefe Utility

Commissioners:

First Quarterly Issues Report per Order PSC-2026-0054-PAA-WS

Thank you all for your attentive and thoughtful handling of our rate case. We look forward to continuing our collegial partnership with the PSC in the operating and improving of the Grenelefe Utility Water and Wastewater Facility.

As a part of the order, we are required to provide a quarterly report of any incidents that involves line breaks or Boil Water Notices. The following is that list events that happened this year.

Issues

Date	Where	What	Rptd by:	Resolution
1/7/26 - 1/8/26	Coventry Abbey Huntley Pipers Pass	Leak	5 Abbey Ct	Repaired
2/10/26	Lefe Ct	Line Break	1 Lefe Ct	Fixed before need for BWN
2/26/26	Tuxford	Line Break	105 Tuxford	Fixed before need for BWN
3/3/26	Coventry & Lefe	Fiber Company (Spectrum) hit main line	Clifton	Repaired
3/11/26	102-104 Fairway	Main Water Line Break	109 Fairway	To Clifton and WAG (customer side Irrigation)
3/22/26	10 Coventry	Main Water Line Break	Clifton	DMC and emailed signs as well for BWN cleared 3/24/2026

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4//26	Boil Water Notice issued	Installed 2 new Valves to isolate a portion of the system. Emailed all HOA and customers, no BWN no pressure loss	Clifton	DMC and emailed all Customers (Accomplish System Improvement) BWN Rescinded 3/27/2026
5/4/2026	25 Pipers Pass line break	Emailed all HOA and customers, no BWN no pressure loss	Customer	Repaired
5/6/2026	25 piper pass and Huntley Ct	No BWN no pressure loss	Customer	Repaired
5/9	17 Abbey Before Meter	Line break localized and repaired no BWN	Customer	Repaired
5/11	1-23 Abbey Ct Line Break loss of Pressure	Repaired line and no pressure loss so no BWN	Customer	Repaired
5/31	4501 Abbey Ct	Electric Went off at Well #6 issued BWN loss of Pressure	Duke Energy	Electricity came back BWN issued Rescinded 6/2/2026
6/3/2026	Burnaway Road	Break on Burnaway Rd	Customer	Visited and analyzed for fix
6/4/2026	Burnaway Road	Fixed the Line affected and issued a BWN	Clifton	Repaired BWN Rescinded 6/6/2026

These events were either planned for improvement installation or unplanned events caused by the environment or negligence by contractors. Our staff reacted in a timely manner and accomplished the resolution to the event in the fastest manner possible to achieve the positive result. Our staff followed protocols and issued Boil Water Notices (BWN) when required and rescinded the notice upon proper testing clearance for safety of the water sampled.

Events caused by outside contractors like the Spectrum Fiber break were due to the negligence of that Contractor. Our staff reacted to the events upon notice and fixed the damage as soon as possible to restore the system to proper operations. These events are outside the control of the operation and our staff react to the events and solve the issues caused.

The capital improvement projects to add valves to the system are enabling the Utility to isolate affected areas and thus not disturb the entire customer base. This program of installing valves at critical areas in order to enable the system to isolate any line breaks or events is a foundational program to helping the Utility to affect fewer and fewer people as the valves get installed throughout the system.

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Note: We have gotten compliments that the BWN periods have been short and rescinded fast.

Thank you.

Respectfully Submitted

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