

Antonia Hover

From: John Plescow
Sent: Friday, June 19, 2026 1:17 PM
To: Consina Griffin-Greaux
Cc: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: Grenelefe proposed water increase in Haines City, Polk Co. Florida

Please, add to docket 20250023.

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> **On Behalf Of** Consumer Contact
Sent: Friday, June 19, 2026 12:43 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: Grenelefe proposed water increase in Haines City, Polk Co. Florida

Please forward to clerks 20250023

From: Lynn Harris <sofla032690@gmail.com>
Sent: Thursday, June 18, 2026 7:27 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Grenelefe proposed water increase in Haines City, Polk Co. Florida

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To whom it may concern:

I live in Grenelefe, Country Homes division, a gated community in Haines City. When I moved here about 9 years ago, our water rates were around \$45 per month. Now they are running at least double that amount, and a huge water utility increase has been approved by the Polk County Commissioners, effective June 30, 2026. Apparently, the owner of the water utility, Scott House, has been directed by the DEP to upgrade the water treatment facility.

The water service and quality leaves much to be desired. Mr. House has received approval from the commission to raise our rates to some \$300 - \$400, expecting the residents to pay for the required upgrade.

This is an older, established community filled with townhomes and some single family homes and we are mostly retirees living on fixed incomes.

Needless to say, the increase is a shock and seems like Mr. house is expecting residents to pay for his endeavors.

How will we ever be able to pay \$4800 per year just for the same water we are getting now...this has to be one of the most drastic increases in the country. Additionally, how would I ever be able to sell my home to someone who is looking at a \$400 monthly water bill?

I urge you to review this matter and reject this water increase! There has to be some sort of accountability on the utility owner's side to absorb the costs of the upgrade. Part of the "upgrade" is also requesting new vehicles for staff to read the meters. It is my understanding that new meters will be installed so there will eventually be no need for meter reading since they will be transmitted directly to the Grenelefe Water Utility.

Please help us!

Lynn Harris
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305 302-7920