

Tristan Davis

From: Ellen Plendl
Sent: Tuesday, June 23, 2026 10:12 AM
To: Consumer Correspondence
Subject: Docket Nos. 20250023
Attachments: (Docket No. 20250023-WS) Grenelefe Utility; Constituent Elsa Palamidis/Grenelefe Utilities

See attached customer correspondence for Docket Nos. 20250023

Tristan Davis

From: Chris & Elsa Palamidis <cep3pal@gmail.com>
Sent: Friday, June 12, 2026 4:55 PM
To: Records Clerk
Cc: Ellen Plendl; Consina Griffin-Greaux
Subject: (Docket No. 20250023-WS) Grenelefe Utility

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June 12, 2026

Dear Sir or Madam,

I am writing regarding the upcoming customer meeting concerning Grenelefe Utility.

When residents first became aware of the proposed rate increase, many of us submitted our concerns to the Florida Public Service Commission through emails and public comments. Despite the significant opposition expressed by customers, the approximately 400% increase in water rates was ultimately approved.

I respectfully request clarification on several issues:

1. How was such a substantial rate increase justified and approved despite the concerns raised by affected residents?
2. Why are customers being required to pay for system upgrades and repairs before those projects have been completed?
3. Shouldn't the utility first complete the necessary upgrades and repairs so that the actual costs can be determined, rather than passing estimated costs on to customers in advance?
4. What safeguards are in place to ensure that customers are only charged for reasonable and necessary expenses?
5. Residents served by Grenelefe Utility have no practical alternative water provider. We are required to use this utility service and are restricted from switching to another provider or relying on private wells without facing potential penalties. As a result, customers are effectively being asked to subsidize infrastructure improvements without having a meaningful choice in the matter.

In most situations, payment follows the delivery of a product or service. For example, a customer typically pays a mechanic after repairs are completed, a patient pays after receiving services from a dentist, and a borrower repays a loan after the funds have been provided. The current situation appears to reverse that principle by requiring customers to bear the financial burden before the work has been completed and before the final costs are known.

I respectfully request a detailed explanation of the basis for this decision and the protections in place for residents who are being asked to fund these improvements through dramatically increased rates.

Thank you for your time and consideration.

Sincerely,

Chris & Elsa Palamidis

Tristan Davis

From: Willis, Ranay <WILLIS.RANAY@flsenate.gov> on behalf of Office of Senator Burton <BURTON.COLLEEN.WEB@flsenate.gov>
Sent: Tuesday, June 23, 2026 9:55 AM
To: Ellen Plendl
Cc: Willis, Ranay; DeBow, Denise
Subject: Constituent Elsa Palamidis/Greenelefe Utilities

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

Good morning, Ellen,

It was a pleasure speaking with you this morning. Please see the email below from our constituent Elsa Palamidis regarding her concerns with the changes for the Greenelefe community's utilities.

Thank you in advance for your direction for our constituents.

Kindest regards,

Ranay Willis

Legislative Aide
Senator Colleen Burton, District 12
(863) 413-1529 - District
(850) 487-5012 – Tallahassee
Willis.Ranay@FLSenate.gov



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-----Original Message-----

From: cep3pal@gmail.com <cep3pal@gmail.com>
Sent: Sunday, June 21, 2026 5:06 PM
To: Office of Senator Burton <burton.colleen.web@flsenate.gov>
Subject: Other (flsenate.gov)

Preferred Response By: Email

Elsa Palamidis
cep3pal@gmail.com
120 Arrowhead Lane
Haines City, FL 33844
This address is in Senate District 12.

Receive updates via email: Yes

Comment or Question:

June 21, 2026

Dear Senator Burton

Attached is a:

Community Request for Fair Treatment, Transparency, and Accountability Regarding Grenelefe Utility Rate Increases

The residents of Grenelefe respectfully express our concern regarding the recent approval by the Florida Public Service Commission (PSC) of significant increases to water and wastewater rates for Grenelefe Utility.

Many residents—including retirees, individuals living on fixed incomes, working families, and homeowners—are already facing substantial financial pressures due to rising costs of living. The approved rate increases place an additional burden on our community.

The PSC has also determined that Grenelefe Utility's quality of service was marginal and directed the utility to meet with customers regarding service concerns. Given these findings, we believe our community deserves fair treatment, transparency, and accountability moving forward.

Accordingly, we respectfully request the following:

1. Public Town Hall Meeting in Grenelefe

A public meeting should be held within the Grenelefe community with utility representatives, county officials, state officials, and residents present to discuss:

The approved rate increases

Ongoing service concerns

Planned infrastructure improvements

Potential solutions that address both utility needs and customer affordability.

2. Full Transparency

Residents deserve complete and accessible information regarding:

Infrastructure improvement costs

Planned capital projects

Revenue generated through the approved rate increases

Project timelines and completion schedules

How collected funds will be allocated and spent.

3. Exploration of Alternative Funding Sources

Before placing the full financial burden on customers, we request that all available funding opportunities be explored, including:

State grants

Federal infrastructure funding programs

Low-interest financing options

Development impact fees or other growth-related funding sources.

4. Consideration of Phased Implementation and Customer Relief Programs

We request consideration of:

A phased implementation of rate increases; and/or

Customer assistance and hardship relief programs for residents experiencing financial difficulty.

Such measures would help lessen the impact on vulnerable residents while still supporting necessary utility improvements.

5. Ongoing Oversight and Accountability

We request ongoing oversight by the appropriate regulatory and governmental agencies to ensure that all funds collected through the approved rate increases are used directly for utility system improvements that benefit Grenelefe residents.

Our community supports reliable and sustainable utility infrastructure. However, residents must be assured that rate increases are justified, necessary, transparent, and accompanied by measurable improvements in service quality.

We respectfully ask our elected officials, regulatory agencies, and Grenelefe Utility representatives to work collaboratively with residents to address these concerns and identify solutions that balance infrastructure needs with affordability and fairness.

Respectfully submitted,

Chris & Elsa Palamidis

120 Arrowhead Lane, Haines City

Grenelefe Resident and Property Owner