

Jason Cox, MBA, MRED
Controller
NC Real Estate Projects, LLC dba Grenelefe Utility
PO Box 1447
Haines City, FL 33845
jason@roninassets.com

June 29, 2026

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

re: PSC Docket No. 20250023-WS - June 16, 2026 Grenelefe Utility Customer Meeting

Commission

On June 16, 2026 at 10:30 am The Grenelefe Utility hosted a Conference Call open to all Customers of the Utility. The purpose of this meeting was to meet the PSC Order which called for the Utility to do a Customer Meeting to inform them of the improvements being done to facility, steps being taken to improve their services (both customer and delivered Water and Wastewater), and progress being made toward the items that were approved by the Order.

This letter is being filed to comply with that Orders requirement that the Utility file a "Report Summarizing the results of that meeting".

The Meeting lasted for about 30 minutes; Jason Cox delivered the attached prepared remarks to the customers. Several Customers Spoke. Because it was difficult to provide answers to the customers on the virtual meeting, customers were repeatedly encouraged to submit written comments and questions to the Utility by email, and the utility promised to provide timely response. To date we have received no follow-up questions or comments from customers.

A few customers requested a copy of the read remarks; they were provided to those customers upon request.

Respectfully

Jason Cox

Jason Cox
NC Real Estate Projects, LLC
d/b/a Grenelefe Utility

Grenelefe Utility — Customer Meeting Speech

Good morning, everyone, and thank you so much for being here today. We genuinely appreciate you taking the time to join us for this Customer Service Update meeting. This morning, we have a lot of exciting and important news to share with you — news about the meaningful steps we are taking to improve your experience as our customers, both in terms of the quality of service you receive and the quality of the water we deliver to your home every single day.

Before we dive in, I want to take a moment to acknowledge something that many of you are already aware of. We recently went through a rate case with the Florida Public Service Commission — the PSC — which is the state regulatory body that oversees utilities like ours. That process was thorough, and we are pleased to report that the PSC granted us a rate increase. That additional revenue is not simply going into a general fund — it is being directly invested back into this community, into our infrastructure, and into improvements that benefit each and every one of you. Everything I am going to talk about this morning is a direct result of that investment.

So let's get into it.

Golf Carts — Improving How We Serve You in the Field

One of the first things the PSC recognized and approved was our need for motorized work golf carts. I know that might sound like a small thing, but let me explain why it matters to you as a customer.

Accurate meter reading is essential to making sure your bill reflects exactly what you used — nothing more, nothing less. Our staff covers a lot of ground to do those reads and to service our lift stations, perform system updates, and carry out the routine maintenance that keeps everything running smoothly. Having two new work golf carts means our team can move through the community more efficiently, more safely, and more reliably. The PSC recognized the value of these vehicles, and we are already seeing the benefit in our day-to-day operations.

Hydrotank Refurbishment — Protecting Your Water Supply

Next, I want to talk about our Hydrotanks. For those who may not be familiar, our utility draws water from the aquifer through two currently operating wells — Well Number 6 and Well Number 10. Each of those wells has its own Hydrotank, which stores water before it is distributed to your home.

Well Number 10's Hydrotank has already been fully cleaned, lined, and repainted. This refurbishment is critical because a well-maintained Hydrotank ensures the water stored inside remains clean and safe before it ever reaches your tap. The PSC recognized and approved the cost of this work.

We are also scheduled to complete the same refurbishment on Well Number 6's Hydrotank. We are currently on our vendor's calendar, and as soon as they are available, that work will be completed as well. This is an investment in reliability — making sure that we always have clean, properly stored water ready to deliver to our customers without interruption.

Digital Water Meters – Timely and Accurate

The Utility is in the process of replacing all the meters reporting water usage to improve the timeliness and accuracy of the meters reporting monthly usage. Staff have been diligently recording

every water meter in the system that is used and requires replacement. This is a substantial investment for the Utility but one that will cause more accurate and timely water meter reads through the replacement of manual water meters well beyond their useful life. This investment into Digital meters will allow once a month these meters to transmit their monthly reads to the system and the software will calculate the bills. These meters coupled with the new customer portal you'll learn about later, will allow you to see your monthly reads reported on the portal and those reads will be evidenced by the monthly transmittal.

Valve Replacements — Limiting Disruptions When Problems Occur

Now I want to talk about something that I think will make a very real difference in your day-to-day experience as a customer, and that is our Valve Replacement and Installation Program.

When the Owner acquired the Water System in 2022 many of the System Components were over 40 years old and beyond their useful life. IN addition, may of those old components were malfunctioning when we used them. The Shut Off valves through the system are a case in point.

Here is the challenge we have been working to solve. When a problem occurs somewhere in the water system — a line break, for example, or necessary maintenance work — if we do not have the working valves in the right places, we sometimes have to shut off water to the entire community while we fix the issue. That is not acceptable to us, and we know it is not acceptable to you.

Our goal is to strategically install valves throughout the system so that when a problem occurs, we can isolate just the affected area. That means the majority of our customers remain completely unaffected while our team addresses the issue in a specific, contained zone.

Let me give you a real example. This past May, we installed two new valves on Burnaway Road. Those valves allowed us to isolate that section of the system while we completed the installation of two new fire hydrants in that area. Yes, there was a Boil Water Notice during that work — but the good news is that the work was completed, water samples were drawn and cleared, and the Boil Water Notice was lifted. And here is the most important part: going forward, if any issue arises on Burnaway Road, only the customers on Burnaway will be affected. The rest of the community will have no interruption to their service whatsoever.

That is exactly the kind of targeted, community-focused approach we are committed to building across the entire system. The PSC has formally recognized the need for 20 valves — but honestly, we expect the actual number we install to be significantly higher than that. We will continue adding and replacing valves throughout the system until we are confident that we have done everything possible to protect our customers from unnecessary and widespread service interruptions.

Fire Hydrant Testing and Replacement — Your Community Safety Matters

We have recently also completed a full round of testing on every fire hydrant in the community. Where hydrants were found to be underperforming or not meeting standards, we replaced them. As of today, all of our fire hydrants meet the Polk County Fire Department's required standards.

This is not just a utility matter — this is a community safety matter. Properly functioning fire hydrants are a critical line of defense in the event of a fire in our neighborhood. The PSC has always been supportive of investments that improve community safety, and we are proud to say that this important work has been completed.

Well Pump Improvements — Reliability You Can Count On

Both Well Number 6 and Well Number 10 are also scheduled for pump improvements that will enhance the performance and long-term reliability of each well. The PSC has recognized and approved these expenses as well. We are implementing these improvements in a careful, systematic way that is specifically designed not to interrupt your water service during the process.

Our Team — People Committed to Serving You

We have grown our service people from 1 to 4 staff members. Our intention is to create a efficient team that professionally manages the facility, provide thoughtful service to our customers and are proactive in their prevention of problems and solutions for when they occur.

I also want to take a moment to introduce you to the team that makes all of this work possible. Our utility staff includes full-time staff: Billing Manager, System Operator and 2 technicians-. We have also recently added a part-time administrative assistant, funded in part by the revenue from the rate increase. This addition allows our Billing Manager to focus exclusively on what matters most — making sure your bill is accurate and that you have a knowledgeable, helpful person to speak with when you have questions about your account.

We are a small but dedicated team, and every one of these individuals is committed to providing you with the best possible service. If you have any questions about your service they are there to assist you.

Nexbill — Your New Customer Portal, Launching June 30th

Now, one of the things I am most excited to tell you about this morning is the launch of our brand new customer billing portal, called **Nexbill**. This portal goes live on **June 30th, 2026** — just a few weeks away.

Nexbill will be your one-stop destination for everything related to your utility account. Through this portal, you will receive your monthly bill electronically, and you will be able to clearly see your water usage in gallons, along with the actual meter readings that generated that usage. You will also be able to pay your bill directly through the portal, view your complete billing history, and receive all utility notices — whether that is information about system improvements, service alerts, or any credits or adjustments to your account.

This is a significant step forward in how we communicate with you. Our goal is for Nexbill to become the primary communication channel between Grenelefe Utility and our customers — transparent, accessible, and always up to date.

Wastewater Facility Rebuild — An Important Challenge Ahead

Finally, I want to be transparent with you about a significant challenge we are facing as a utility. We are required by the Florida Department of Environmental Protection — the FDEP — to comply with their BMAP policy, which stands for Basin Management Action Plan. Under this mandate, we must reduce the Total Nitrogen levels in our wastewater output to less than 6, and Total Phosphorus to less than 3, by **January 1st, 2027**.

Meeting these environmental standards will require a substantial rebuild of our Wastewater Facility. This is a large financial undertaking, and we want you to be aware that it is coming. We are committed to meeting this deadline, protecting our environment, and keeping you informed every step of the way as we move through this process.

Closing

In closing, I want you to leave here today knowing that every decision we make — every dollar we spend — is focused on one thing: delivering you reliable, safe, high-quality water and wastewater service, with the transparency and communication you deserve.

Thank you again for being here this morning. If you have any questions about your service or how our implementation of these changes to the system and the billing system affect you, please email us at support@greenelefewaterutilities.com or message us through the portal.

cc: Florida Public Service Commission