

Tristan Davis

From: Tristan Davis on behalf of Records Clerk
Sent: Friday, July 17, 2026 4:21 PM
To: Anony Mous
Cc: Consumer Contact
Subject: RE: Docket No. 20250023-WS

Good Afternoon,

We will be placing your comments below in consumer correspondence in Docket No. 20250023, and forwarding them to the Office of Consumer Assistance.

Thank you!

Tristan Davis

Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6121

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From: Anony Mous <angelatrenor@gmail.com>
Sent: Friday, July 17, 2026 4:16 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>; Joyce Roberts <acctsetupandend@greenelefewaterutilities.com>
Subject: Docket No. 20250023-WS

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

Dear commissioners,

I am writing once again regarding the ongoing issues with Grenelefe Utilities. In addition to being placed under yet another boil water notice, I continue to experience recurring problems with the utility's payment processing practices.

Each month, my payment check is mailed promptly after I receive my bill, typically within 10 to 20 minutes of receipt because I am aware of the serious issues of the water company. However, the utility consistently fails to retrieve and process payments from the P.O. Box in a timely manner. As a result, my account is regularly assessed late fees despite my payments being submitted immediately. Most recently, my June bill was delivered to Grenelefe Utilities by June 22, yet the payment was not credited until the following month, resulting in another unwarranted late charge.

Billing practices also appear highly inconsistent. Bills arrive on varying dates each month—previously around the 11th, and sometimes not until the 15th—leaving residents with only a short period to submit payment before due dates approach. Additionally, there are occasions when utility meters are not read regularly, resulting in unexpectedly large bills when readings are eventually completed.

Residents have also been significantly impacted by recent rate increases while being provided with no payment options that do not impose additional fees. Payments made by phone, mobile app, or debit card all incur service charges. Mailing a check directly from a bank bill pay appears to be the only fee-free option, yet checks are not picked up from the p.o. box and are often not processed promptly, leading to late fees that effectively create another unnecessary charge. Furthermore, there is no clearly communicated physical location where residents can submit payments in person. The utility's mailbox is frequently full, and attempts to reach representatives by email often go unanswered for long periods of time if you do get an answer.

Due to reports from other residents regarding unauthorized charges and payment processing errors, I am not comfortable placing a credit card on file. There have been instances where simple input errors have reportedly resulted in withdrawals of thousands of dollars instead of the intended amount, creating significant concern about the security and reliability of the payment system.

I respectfully request that these ongoing issues be addressed, including the timeliness of payment processing, communication regarding billing and meter readings, and the availability of secure, fee-free payment options for residents.

The screenshot displays a payment processing interface. At the top, there are two tabs: "Pending" and "Processing". The "Pending" tab is active. Below the tabs, there is a list of transactions. The first transaction is for "grenelefe water utilities" with a "water bill" icon. To the right of this transaction, a yellow box highlights the text: "Check 995062 was mailed to grenelefe water utilities for receipt the money withdrawn, before, on, or after Jun 22, 2026." Below this text, there is a section for "Pay From" and "Amount". The "Pay From" field is redacted with a black box, and the "Amount" is listed as "\$60.19".

Payment received on June 22nd 2026
cashed on 7/7/2026 below with late fees added to the account again

7/7/2026, 11:33:36
41604
EWILL24

07/08/2026

CHECK 000000995062 | 

-\$60.19

Late fee again for on time payment plus water meter not even read below

SERVICE	PRESENT READING	PREVIOUS READING	USAGE	AMOUNT
Last Payment				\$60.19
Previous Balance				\$60.19
Water Usage	2052400	2052400		\$0.00
Late Fee				\$5.25
Water Base Rate				\$15.61
Sewer Base Rate				\$26.69
Tax				\$1.56

Thank you,
Angela Billings
518 Maple Leaf Court
Haines City FL 33844