

Tristan Davis

From: Ellen Plendl
Sent: Tuesday, August 4, 2026 7:27 AM
To: Consumer Correspondence
Subject: Docket No 20240068
Attachments: FW: Flat rate sewer obscene charges verses usage; FW: Sewage Rate; FW: Water & sewer rates; FW: Prohibitively High Sewer Charges at Cross Creek in Fort Myers; FW: Cross Creek sewer issues; FW: Flat-rate Sewer Charges; FW: Sewage rate; FW: Sewer Fairness!!!; FW: FL Public Service Commission - Current Sewage Rate

See attached customer correspondence for Docket 20240068

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, July 31, 2026 10:09 AM
To: Ellen Plendl
Subject: FW: Flat rate sewer obscene charges verses usage

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

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Kelly Turk <msibuy@gmail.com>
Sent: Thursday, July 30, 2026 6:52 PM
To: GovernorRon.DeSantis@eog.myflorida.com; tiffany.esposito@flahouse.gov; dist5@leegov.com; Jonathan Martin <martin.jonathan.web@flsenate.gov>
Subject: Flat rate sewer obscene charges verses usage

Dear Florida Representatives,

I am a resident of Cross Creek of Fort Myers. My address is 13283 Oak Hill Loop., Fort Myers, FL 33912, a community of 905 mostly retired homeowners.

In 2017, the Florida Public Service Commission (PSC) required our community to be billed for sewage at a flat rate that assumes 5,000 gallons of usage per unit per month. Our actual usage, as certified by Lee County Utilities, averages only about 1,400 gallons per unit per month. This is less than 30% of the assumed amount. The PSC's own 2017 order acknowledged our lower usage level but applied a system-wide average anyway, with no adjustment or exception for low-usage communities like ours.

As a result, our sewage rate increased by 71.6% in 2017 and has continued rising to \$82.93 per unit today. It is now our Association's largest expense and is more than six times higher than our average monthly water bill. We negotiated with Lee County Utilities to take over our sewage service at a projected savings of approximately \$500,000 per year, but were informed by the PSC that Florida law does not permit us to make this switch.

I respectfully urge you to support legislation or oversight measures requiring the PSC to review flat-rate sewage assumptions and ensure that rates fairly reflect actual community usage, especially for

low-usage communities. Florida's seniors and homeowners deserve utility rates grounded in reality—not system-wide averages that penalize the most frugal users, promote waste, and negatively impact our environment.

Thank you for your time and service.

Sincerely,

Kelly Turk

330-351-8414

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, July 31, 2026 2:58 PM
To: Ellen Plendl
Subject: FW: Sewage Rate

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

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Tara Romanchuk <tromanchuk1@yahoo.com>
Sent: Friday, July 31, 2026 9:59 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Sewage Rate

Governor Ron Desantis,

I am a resident of Cross Creek of Fort Myers (12707 Inverary Circle, Fort Myers, FL 33912), a community of 905 mostly retired homeowners.

In 2017, the Florida Public Service Commission (PSC) required our community to be billed for sewage at a flat rate that assumes 5,000 gallons of usage per unit per month. Our actual usage, as certified by Lee County Utilities, averages only about 1,400 gallons per unit per month. This is less than 30% of the assumed amount. The PSC's own 2017 order acknowledged our lower usage level but applied a system-wide average anyway, with no adjustment or exception for low-usage communities like ours.

As a result, our sewage rate increased by 71.6% in 2017 and has continued rising to \$82.93 per unit today. It is now our Association's largest expense and is more than six times higher than our average monthly water bill. We negotiated with Lee County Utilities to take over our sewage service at a projected savings of approximately \$500,000 per year, but were informed by the PSC that Florida law does not permit us to make this switch.

I respectfully urge you to support legislation or oversight measures requiring the PSC to review flat-rate sewage assumptions and ensure that rates fairly reflect actual community usage, especially for low-usage communities. Florida's seniors and homeowners deserve utility rates grounded in reality—not system-wide averages that penalize the most frugal users, promote waste, and negatively impact

our environment.

Thank you for your time and service.

Sincerely,

Tara Romanchuk

Sent from my iPad

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, July 31, 2026 2:59 PM
To: Ellen Plendl
Subject: FW: Water & sewer rates

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

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Rick <whitemarsh70@gmail.com>
Sent: Friday, July 31, 2026 1:12 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Water & sewer rates

I am a resident of Cross Creek of Fort Myers, 13091 Crosscreek Blvd unit 303, Fort Myers, FL 33912), a community of 905 mostly retired homeowners.

In 2017, the Florida Public Service Commission (PSC) required our community to be billed for sewage at a flat rate that assumes 5,000 gallons of usage per unit per month. Our actual usage, as certified by Lee County Utilities, averages only about 1,400 gallons per unit per month. This is less than 30% of the assumed amount. The PSC's own 2017 order acknowledged our lower usage level but applied a system-wide average anyway, with no adjustment or exception for low-usage communities like ours.

As a result, our sewage rate increased by 71.6% in 2017 and has continued rising to \$82.93 per unit today. It is now our Association's largest expense and is more than six times higher than our average monthly water bill. We negotiated with Lee County Utilities to take over our sewage service at a projected savings of approximately \$500,000 per year, but were informed by the PSC that Florida law does not permit us to make this switch.

I respectfully urge you to support legislation or oversight measures requiring the PSC to review flat-rate sewage assumptions and ensure that rates fairly reflect actual community usage, especially for low-usage communities. Florida's seniors and homeowners deserve utility rates grounded in reality—not system-wide averages that penalize the most frugal users, promote waste, and negatively impact our environment.

Thank you for your time and service.

Sincerely,

Richard & Mavis Looft

Thank you for your continued support and for helping advocate on behalf of our Cross Creek community.

Sincerely,

Master Board

Cross Creek of Fort Myers Community Association

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, July 31, 2026 2:13 PM
To: Ellen Plendl
Subject: FW: Prohibitively High Sewer Charges at Cross Creek in Fort Myers

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

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: pdf conley <pdfconley@yahoo.com>
Sent: Friday, July 31, 2026 11:50 AM
To: Tiffany Esposito <tiffany.esposito@flhouse.gov>; GovernorRon.DeSantis@eog.myflorida.com; dist5@leegov.com; Jonathan Martin <martin.jonathan.web@flsenate.gov>; byron@byrondonalds.com
Subject: Prohibitively High Sewer Charges at Cross Creek in Fort Myers

Dear Governor Ron DeSantis, Commissioner Patricia Petrosky, Senator Jonathan Martin, Congressman Byron Donalds, and Representative Tiffany Esposito,

I would like to please ask each of you do everything within your respective powers to lower the sewer charge for myself and my neighbors.

My name is Patrick D. Conley. I am a 67 year-old retiree living on a small pension and Social Security in the community of Cross Creek Country Club in Fort Myers, Florida; a proud community of over 900 God Fearing, Law Abiding, Tax Paying homeowners (12648 Inverary Circle, Fort Myers, FL 33912-4634) I am a US Citizen who is proud to vote in all eligible elections and I pay all of my taxes on time!

In 2017, the Florida Public Service Commission (PSC) required our community to be billed for sewage at a flat rate that assumes 5,000 gallons of usage per unit per month. Our actual usage, as certified by Lee County Utilities, averages only about 1,400 gallons per unit per month. This is less than 30% of the assumed amount. The PSC's own 2017 order acknowledged our lower usage level but applied a system-wide average anyway, with no adjustment or exception for low-usage communities like ours.

As a result, our sewage rate increased by 71.6% in 2017 and has continued rising to \$82.93 per unit today. It is now our Association's largest expense and is more than six times higher than our average monthly water bill. We negotiated with Lee County Utilities to take over our sewage service at a projected savings of approximately \$500,000 per year, but were informed by the PSC that Florida law does not permit us to make this switch.

I respectfully urge you to support legislation or oversight measures requiring the PSC to review flat-rate sewage assumptions and ensure that rates fairly reflect actual community usage, especially for low-usage communities. Florida's

seniors and homeowners deserve utility rates grounded in reality—not system-wide averages that penalize the most frugal users, promote waste, and negatively impact our environment.

Thank you for your time and service.

Sincerely,

Patrick D. Conley

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, July 31, 2026 2:59 PM
To: Ellen Plendl
Subject: FW: Cross Creek sewer issues

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

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Diane Savvas <dsavvas5@gmail.com>
Sent: Friday, July 31, 2026 9:56 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Cross Creek sewer issues

Dear Governor,

I am a resident of Cross Creek of Fort Myers 13252 White Marsh Lane, #18, Fort Myers, FL 33912, a community of 905 mostly retired homeowners.

In 2017, the Florida Public Service Commission (PSC) required our community to be billed for sewage at a flat rate that assumes 5,000 gallons of usage per unit per month. Our actual usage, as certified by Lee County Utilities, averages only about 1,400 gallons per unit per month. This is less than 30% of the assumed amount. The PSC's own 2017 order acknowledged our lower usage level but applied a system-wide average anyway, with no adjustment or exception for low-usage communities like ours.

As a result, our sewage rate increased by 71.6% in 2017 and has continued rising to \$82.93 per unit today. It is now our Association's largest expense and is more than six times higher than our average monthly water bill. We negotiated with Lee County Utilities to take over our sewage service at a projected savings of approximately \$500,000 per year, but were informed by the PSC that Florida law does not permit us to make this switch.

I respectfully urge you to support legislation or oversight measures requiring the PSC to review flat-rate sewage assumptions and ensure that rates fairly reflect actual community usage, especially for low-usage communities. Florida's seniors and homeowners deserve utility rates grounded in reality—not system-wide averages that penalize the most frugal users, promote waste, and negatively impact

our environment.

Thank you for your time and service.

Sincerely,

Diane Savvas

Sent from my iPhone

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, August 3, 2026 2:12 PM
To: Ellen Plendl
Subject: FW: Flat-rate Sewer Charges

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

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Pam Mager <psmager@yahoo.com>
Sent: Saturday, August 1, 2026 3:32 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Flat-rate Sewer Charges

Dear Governor Ron DeSantis,

I am a resident of Cross Creek of Fort Myers (13111 Cross Creek Blvd. #211, Fort Myers, FL 33912), a community of 905 mostly retired homeowners.

In 2017, the Florida Public Service Commission (PSC) required our community to be billed for sewage at a flat rate that assumes 5,000 gallons of usage per unit per month. Our actual usage, as certified by Lee County Utilities, averages only about 1,400 gallons per unit per month. This is less than 30% of the assumed amount. The PSC's own 2017 order acknowledged our lower usage level but applied a system-wide average anyway, with no adjustment or exception for low-usage communities like ours.

As a result, our sewage rate increased by 71.6% in 2017 and has continued rising to \$82.93 per unit today. It is now our Association's largest expense and is more than six times higher than our average monthly water bill. We negotiated with Lee County Utilities to take over our sewage service at a projected savings of approximately \$500,000 per year, but were informed by the PSC that Florida law does not permit us to make this switch.

I respectfully urge you to support legislation or oversight measures requiring the PSC to review flat-rate sewage assumptions and ensure that rates fairly reflect actual community usage, especially for low-usage communities. Florida's seniors and homeowners deserve utility rates grounded in reality—not system-wide averages that penalize the most frugal users, promote waste, and negatively impact

our environment.

Thank you for your time and service.

Sincerely,
Pamela Mager

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, August 3, 2026 2:13 PM
To: Ellen Plendl
Subject: FW: Sewage rate

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

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Pamela Zernzach <noreply@flgov.com>
Sent: Saturday, August 1, 2026 2:06 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Sewage rate

Submitted
Sat, 08/01/2026 - 14:05

Sender Information
Pamela Zernzach
bamabapa@gmail.com
2395617306

Subject
Sewage rate

Message

I am a resident of Cross Creek of Fort Myers a community of 905 mostly retired homeowners of which about 30% are snowbirds. The Florida commission required our community to be billed for sewage at a flat rate of 5000 gallons per unit per month when our actual usage is about 1400 gallons per month per unit. Please support legislation to review flat rate sewage assumptions to fairly reflect usage thank you.

IP Address
172.68.12.214

User Agent:

Mozilla/5.0 (iPhone; CPU iPhone OS 26_5_0 like Mac OS X) AppleWebKit/605.1.15 (KHTML, like Gecko) GSA/431.2.950282168 Mobile/15E148 Safari/604.1

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, August 3, 2026 2:13 PM
To: Ellen Plendl
Subject: FW: Sewer Fairness!!!

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

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

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

From: Bev Bradley <flygirlbev@hotmail.com>
Sent: Friday, July 31, 2026 5:54 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Sewer Fairness!!!

Sent from my iPad

Dear Ron DeSantis

>

> I am a resident of Cross Creek of Fort Myers 12753 Cold Stream Dr, Fort Myers, FL 33912), a community of 905 mostly retired homeowners.

>

> In 2017, the Florida Public Service Commission (PSC) required our community to be billed for sewage at a flat rate that assumes 5,000 gallons of usage per unit per month. Our actual usage, as certified by Lee County Utilities, averages only about 1,400 gallons per unit per month. This is less than 30% of the assumed amount. The PSC's own 2017 order acknowledged our lower usage level but applied a system-wide average anyway, with no adjustment or exception for low-usage communities like ours.

>

> As a result, our sewage rate increased by 71.6% in 2017 and has continued rising to \$82.93 per unit today. It is now our Association's largest expense and is more than six times higher than our average monthly water bill. We negotiated with Lee County Utilities to take over our sewage service at a projected savings of approximately \$500,000 per year, but were informed by the PSC that Florida law does not permit us to make this switch.

>

> I respectfully urge you to support legislation or oversight measures requiring the PSC to review flat-rate sewage assumptions and ensure that rates fairly reflect actual community usage, especially for low-usage communities. Florida's seniors and homeowners deserve utility rates grounded in reality—not system-wide averages that penalize the most frugal users, promote waste, and negatively impact our environment.

>

> Thank you for your time and service.

> Sincerely,

> Bev Bradley

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Monday, August 3, 2026 4:40 PM
To: Ellen Plendl
Subject: FW: FL Public Service Commission - Current Sewage Rate
Attachments: Cross Creek Sewage Use.docx

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

Please find attached email received by the Governor's Office of Citizen Services. This email is forwarded to your office for review and any response or action appropriate.

Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Ronald and Barbara Heller <noreply@flgov.com>
Sent: Sunday, August 2, 2026 11:35 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: FL Public Service Commission - Current Sewage Rate

Submitted
Sun, 08/02/2026 - 11:34

Sender Information
Ronald and Barbara Heller
bheller1254@gmail.com
724-448-5487

Subject
FL Public Service Commission - Current Sewage Rate

Message
Dear Governor Ron DeSantis.

Please see attached letter regarding the above subject.

IP Address
104.22.104.145

User Agent

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/147.0.0.0
Safari/537.36 Edg/147.0.0.0

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.