

Tristan Davis

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**From:** Ellen Plendl  
**Sent:** Tuesday, August 4, 2026 12:55 PM  
**To:** Consumer Correspondence  
**Subject:** Docket No 20240068  
**Attachments:** FW: Rates; FW: PLEASE HELP!; FW: Community Sewer Rates  
  
**AttachCount:** 3

See attached customer correspondence for Docket 20240068

**Tristan Davis**

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, August 4, 2026 12:08 PM  
**To:** Ellen Plendl  
**Subject:** FW: 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

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**From:** Linda Ortiz <ortiz.linda@hotmail.com>  
**Sent:** Friday, July 31, 2026 5:06 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Fw: Rates

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Dear Governor DeSantis,

I am a resident of Cross Creek of Fort Myers at 13011 Cross Creek Blvd, #1271, 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,

Fred & Linda Ortiz

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

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, August 4, 2026 12:07 PM  
**To:** Ellen Plendl  
**Subject:** FW: PLEASE HELP!

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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:** Ray Dalrymple <radkj77@cox.net>  
**Sent:** Sunday, August 2, 2026 1:32 PM  
**To:** dist5@leegov.com; Jonathan Martin <martin.jonathan.web@flsenate.gov>; Tiffany Esposito <tiffany.esposito@flhouse.gov>; GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** PLEASE HELP!

Dear Commissioner,

I am a resident of Cross Creek of Fort Myers, 13071 Cross Creek BLVD, Unit #414, 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,

Ray A. Dalrymple

Jennifer L. Marvin

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## Tristan Davis

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**From:** Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>  
**Sent:** Tuesday, August 4, 2026 11:59 AM  
**To:** Ellen Plendl  
**Subject:** FW: Community 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:** DorothyCR <king614@verizon.net>  
**Sent:** Monday, August 3, 2026 4:18 PM  
**To:** GovernorRon.DeSantis@eog.myflorida.com  
**Subject:** Community Sewer Rates

Dear Governor DeSantis:

I am a resident of Cross Creek of Fort Myers 13080 White Marsh Ln. #202, 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,

Dorothy Rosick

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