

Tristan Davis

From: Ellen Plendl
Sent: Friday, August 7, 2026 3:09 PM
To: Consumer Correspondence
Subject: Docket No 20240068
Attachments: FW: Cross Creek Water Charge; FW: Sewer charges; FW: Cross Creek of Fort Myers

See attached customer correspondence for Docket 20240068

Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Thursday, August 6, 2026 4:49 PM
To: Ellen Plendl
Subject: FW: Cross Creek Water Charge

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: Wayne Johnson <wmcjohnson@msn.com>
Sent: Thursday, August 6, 2026 11:27 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Cross Creek Water Charge

Dear Representative/Governor Ron DeSantis,

I am a resident of Cross Creek of Fort Myers ([Your Home Address], 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,

Wayne Johnson

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: Thursday, August 6, 2026 4:50 PM
To: Ellen Plendl
Subject: FW: Sewer charges

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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: Judy Jankowski <judyjankowski2938@gmail.com>
Sent: Thursday, August 6, 2026 9:46 AM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Sewer charges

Dear Governor DeSantis

I am a resident of Cross Creek of Fort Myers ([Your Home Address], 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,

Judith Jankowski

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Tristan Davis

From: Governor's Office of Citizen Services <EOGCitizenServices@eog.myflorida.com>
Sent: Friday, August 7, 2026 10:53 AM
To: Ellen Plendl
Subject: FW: Cross Creek of Fort Myers

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Thank you.

Sincerely,

Martha Lynn
Office of Citizen Services
Executive Office of the Governor

From: Celeste Richards <ladyazzurra@icloud.com>
Sent: Thursday, August 6, 2026 5:00 PM
To: GovernorRon.DeSantis@eog.myflorida.com
Subject: Cross Creek of Fort Myers

Dear Governor DeSantis,

I am a resident of Cross Creek of Fort Myers 13288 White Marsh Ln Unit 26, 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,

Celeste Richards

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