

**Antonia Hover**

**From:** John Plescow  
**Sent:** Tuesday, May 13, 2025 3:28 PM  
**To:** Consumer Correspondence; Consina Griffin-Greaux  
**Subject:** FW: E-Form Other Complaints TRACKING NUMBER: 209883

Please, add to docket 20250023.

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

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact  
Sent: Tuesday, May 13, 2025 3:24 PM  
To: John Plescow <JPlescow@PSC.STATE.FL.US>  
Subject: FW: E-Form Other Complaints TRACKING NUMBER: 209883

John,

Please forward to clerk's office. 20250023

C'Griffin-Greaux

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
Sent: Tuesday, May 13, 2025 12:25 PM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Other Complaints TRACKING NUMBER: 209883

**CUSTOMER INFORMATION**

Name: Dan Hart  
Telephone:  
Email: fire37bee@fastmail.fm  
Address: 187 Palm View Ct Haines City FL 33844

**BUSINESS INFORMATION**

Business Account Name: Dan Hart  
Account Number: 204001  
Address: 187 Palm View Ct Haines City FL 33844

Water County Selected: Polk

**COMPLAINT INFORMATION**

Complaint: Other Complaints against NC Real Estate Projects, LLC d/b/a Grenelefe Utili  
Details:

HOW is it that the PSC allows this water utility to jack up its water and sewage rates? My water and sewage bill just doubled for the month of May and yet this same idiot utility CANNOT be relied upon for consistent water service. They've had two interruptions that required boil-water advisories in the past month and this has been a constant recurring theme for this utility since its ownership changed two-plus years ago. Would've been nice if the commission had done its JOB instead of rubber-stamping the rate-increase request.