

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Tuesday, September 2, 2025 8:20 AM
To: 'Christine McCode'
Cc: Consumer Contact
Subject: RE: "Docket No. 20250023-WS, NC Real Estate Projects, LLC d/b/a Grenelefe Utility"

Good Morning

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,
Nick Holmes
Commission Deputy Clerk II
Office of Commission Clerk
Florida Public Service Commission
850-413-6770

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.

From: Christine McCode <christinemccode@yahoo.com>
Sent: Sunday, August 31, 2025 5:41 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: "Docket No. 20250023-WS, NC Real Estate Projects, LLC d/b/a Grenelefe Utility"

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

Hello, pleasant greetings Commissioner/whom it may concern,

My name is Christine McCode my water bill has doubled soon after the community here at Grenelefe switched over to this particular utility company. I apologize if I sound upset because I am but I want to submit my point of view and I'll offer extra details.

I moved here 3 years ago and the community switched to a different provider soon after, recently this last switch over has definitely doubled my bill. I'm a disabled veteran and I'm careful with my spending. For a necessity to double in the pricing structure is alarming because it has happened with my electricity bill as well. Utility companies that service areas such as this one do not have cheaper options or competitors, so I feel helpless and vulnerable.

The utility company gains large profits, that creates huge amounts of interest, so I truly feel that although improvements are made along with maintenance costs. The customer should not be penalized and incur the extra expenses by immediately raising our rates.

I strongly feel that if rates are raised it should be conducted in a long term manner not applied immediately but incrementally over years and the utility company should apply interest earned on revenue to off set higher rates that is passed onto the customers.

Most people are already struggling financially so for a utility company to have the ability to apply higher costs to customers without weighing ethical and moral implications, shows that businesses should be regulated on profit earnings when providing services that people literally cannot exist without.

Disconnecting services should allow people who are financially struggling a more adequate timeframe to pay what's owed and a payment plan should be considered so families do not suffer and go without.

If I could sell my home and gain enough profit to start over and move I would. The changes once a developer purchased land here has caused negative changes to this community and more financial hardships for most, we are obligated to pay HOA fees which increases each year .

I say no to a utility price increase everything including home insurance has increased and this utility company already charges me around 50% percent higher than the previous company it feels preditorial and greedy for profit versus providing a much needed necessity at a fair price, customers don't truly have a choice, it's this utility company or nothing at all so a increase in charges should not take effect it hasn't even been a year and more money is the topic.

Respectfully

Christine McCode
homeowner within the community,
(689) 213-1578

P.S. my correspondence is in reference to the upcoming meeting details are down below.

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION
NOTICE OF CUSTOMER MEETING
TO THE CUSTOMERS OF NC REAL ESTATE PROJECTS, LLC D/B/A GRENELEFE UTILITY
AND
ALL OTHER INTERESTED PERSONS
DOCKET NO. 20250023-WS
APPLICATION FOR A STAFF-ASSISTED RATE CASE IN POLK COUNTY
BY NC REAL ESTATE PROJECTS, LLC D/B/A GRENELEFE UTILITY