

State of Florida



Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

CORRESPONDENCE
12/5/2025
DOCUMENT NO. 15357-2025

DATE: December 5, 2025

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Ailynnee Ramirez-Abundez, Public Utility Analyst II, Division of Engineering *ARA me*

RE: Docket No. 20250023-WS - Application for staff-assisted rate case in Polk County, by NC Real Estate Projects, LLC d/b/a Grenelefe Utility.

Please place the attached email regarding "Service and Safety Issues" in the correspondence side of the docket file referenced above.

ARA/da

Attachments

CC: Office of Commission Clerk (Docket No. 20250023-WS)

From: [Marissa Ramos](#)
To: ["Fletcher, Bart"](#)
Cc: [Charles Rehwinkel](#); [Jen Saffer](#); [Marshall Deterding \(martyd@rsbattorneys.com\)](#); [Ailynne Ramirez-Abundez](#); [Lee Smith](#)
Subject: RE: Grenelefe SARC -- Docket No. 20250023-WS
Date: Thursday, December 4, 2025 11:34:29 AM
Attachments: [image001.png](#)

Good morning, thank you again for this information. We will also be placing this correspondence into the docket file.

Marissa Ramos

Bureau Chief – Reliability & Resource Planning
Division of Engineering
[Florida Public Service Commission](#)
P: (850) 413-6473

From: Fletcher, Bart <FLETCHER.BART@leg.state.fl.us>
Sent: Thursday, December 4, 2025 11:32 AM
To: Marissa Ramos <mramos@psc.state.fl.us>
Cc: Charles Rehwinkel <rehwinkel.charles@leg.state.fl.us>; Jen Saffer <Jen.Saffer@sclogistics.com>; Marshall Deterding (martyd@rsbattorneys.com) <martyd@rsbattorneys.com>
Subject: RE: Grenelefe SARC -- Docket No. 20250023-WS

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

Good morning, Ms. Ramos.

As the FPSC's Division of Engineering is tasked with evaluating the quality of service provided by Grenelefe in the above-referenced SARC, please place the email below from Ms. Saffer this morning regarding service-related issues in the docket file. The OPC would note the precedent of Order No. PSC-2002-0593-FOF-WU, issued April 30, 2002 (Aloha). On page 30 of that order, the Commission set the rates for the utility at the minimum of the range of return on equity because of the overwhelming dissatisfaction of that utility's customers due to the poor quality of the water service and their treatment by the utility in regards to customer complaints and inquiries. Further, on pages 30 and 31 of the same order, the Commission reduced that officers' salaries of that utility by 50% based on poor quality of service and the performance of management.

Best Regards,
Bart Fletcher
Legislative Analyst
Office of the Public Counsel
111 West Madison Street, Room 812
Tallahassee, FL 32399-1400
(850) 488-9330
(850) 717-0337 Direct Line

From: Jen Saffer <Jen.Saffer@sclogistics.com>
Sent: Thursday, December 4, 2025 5:13 AM
To: Fletcher, Bart <FLETCHER.BART@leg.state.fl.us>
Cc: Rehwinkel, Charles <REHWINKEL.CHARLES@leg.state.fl.us>; Marissa Ramos <mramos@psc.state.fl.us>
Subject: Re: Grenelefe SARC -- Docket No. 20250023-WS

Good morning.

I am writing to advise, that yet again, the Grenelefe water utility has significant service and safety issues.

As shown on the attached, yesterday morning the utility advised customers by text that they were doing repairs that would impact service from approximately 9 am to 5pm. They did not advise of a boil water notice.

This morning at a little after 3am, the utility sent a text saying that there has been a main break that had been fixed and advising of a boil water notice.

Less than two hours after that, they sent another text advising that there was another water main break and that service would be shut off for at least 5 hours, after which there would be a boil water in effect.

(I note that like all text messages sent on service issues, these state that replies won't be read. My experience has been that calls about these issues are not answered either).

The fact that in less than two hours, there have been two water main breaks interrupting service and requiring a boil water notice and that these occurred less than 24 hours after supposed repairs is appalling.

This ongoing poor service and lack of service and boil water notices that (as I advised previously) are not uniformly communicated is especially disturbing in the context of the exorbitant requested rate increase.

I ask that you do whatever is in your power to remedy these ongoing service and safety issues and express to the Commission that these issues are yet another reason why the rate increase should be denied.

Thank you.

Jen Saffer
Assistant General Counsel
Saddle Creek Logistics Services
3010 Saddle Creek Road
Lakeland, FL 33801
O: (863) 669-2741
M: (863) 446-1358

From: Marissa Ramos <mramos@psc.state.fl.us>
Sent: Thursday, November 13, 2025 8:15 AM
To: 'Fletcher, Bart' <FLETCHER.BART@leg.state.fl.us>
Cc: Jen Saffer <Jen.Saffer@sclogistics.com>; Charles Rehwinkel <rehwinkel.charles@leg.state.fl.us>; Marshall Deterding (martyd@rsbattorneys.com) <martyd@rsbattorneys.com>
Subject: RE: Grenelefe SARC -- Docket No. 20250023-WS

Good morning, thank you for sending this over.

Marissa Ramos

Bureau Chief – Reliability & Resource Planning
Division of Engineering
[Florida Public Service Commission](#)
P: (850) 413-6473

From: Fletcher, Bart <FLETCHER.BART@leg.state.fl.us>
Sent: Wednesday, November 12, 2025 4:53 PM
To: Marissa Ramos <mramos@psc.state.fl.us>
Cc: Jen.Saffer@sclogistics.com; Charles Rehwinkel <rehwinkel.charles@leg.state.fl.us>; Marshall Deterding (martyd@rsbattorneys.com) <martyd@rsbattorneys.com>
Subject: Grenelefe SARC -- Docket No. 20250023-WS

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

Good afternoon,

As the FPSC's Division of Engineering is tasked with evaluating the quality of service provided by the Utility in the above-referenced SARC, I am forwarding you the email below that I received from Ms. Saffer yesterday regarding service-related issues.

Best Regards,
Bart Fletcher
Legislative Analyst
Office of the Public Counsel
111 West Madison Street, Room 812
Tallahassee, FL 32399-1400
(850) 488-9330
(850) 717-0337 Direct Line

From: Jen Saffer <Jen.Saffer@sclogistics.com>
Sent: Tuesday, November 11, 2025 12:47 PM
To: Fletcher, Bart <FLETCHER.BART@leg.state.fl.us>
Subject: Grenelefe Water

Hey, Bart.

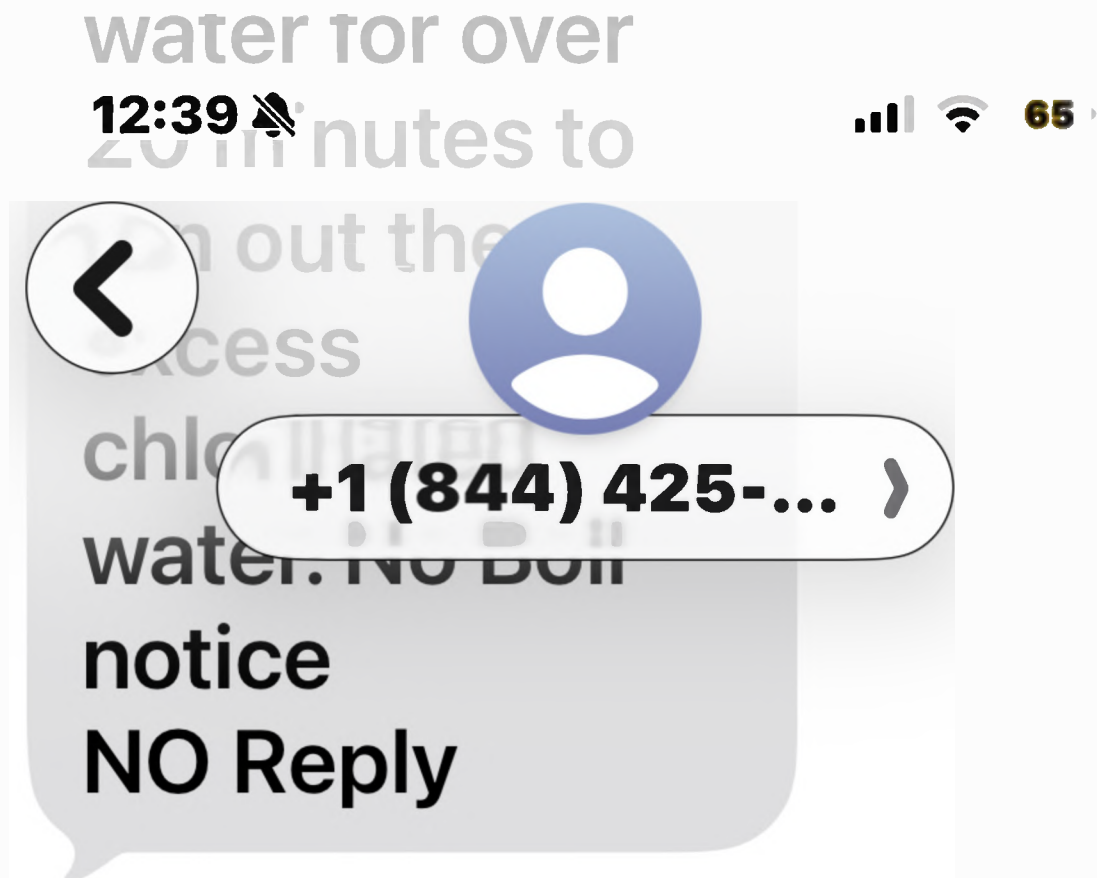
Yesterday I received the attached text from the water utility. Once again, it's ambiguous if there is a boil water notice in effect for the entire area or just the areas listed in the text. This time there are not signs posted in the area about a boil water, nor has there been any update since the

attached yesterday.

Beyond the frequent service issues with unscheduled repairs, the utility's ambiguous communications create confusion and safety issues. Particularly since this is an ongoing pattern of behavior, I wanted to bring this most recent instance to your attention.

Thanks.

Jen Saffer



Yesterday 11:35 AM

**GWUD Water
will be off until
repair is done.
Boil water**

**notice is in
effect.
Grenelefe club
estate, piper
pass ,Huntley , 1
-29 Abbey
[8632327181](tel:8632327181)**



Text Messag... 

Jen Saffer
Assistant General Counsel
Saddle Creek Logistics Services
3010 Saddle Creek Road
Lakeland, FL 33801
O: (863) 669-2741
M: (863) 446-1358

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