

Hong Wang

From: Ellen Plendl
Sent: Wednesday, September 3, 2025 3:14 PM
To: Hong Wang
Subject: FW: Consumer Inquiry - Grenelefe Utility. (JOHN MILLS)

Follow Up Flag: Follow up
Flag Status: Flagged

Please add Mr. Mills correspondence to Docket 20250023.

From: John Mills <jmills8675@hotmail.com>
Sent: Wednesday, September 3, 2025 2:30 PM
To: Willis, Ranay <WILLIS.RANAY@flsenate.gov>; John Mills <jmills8675@hotmail.com>; Records Clerk <CLERK@PSC.STATE.FL.US>; Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Re: Consumer Inquiry - Grenelefe Utility. (JOHN MILLS)

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

Respectfully, it appears the Governors Office, and you, simply forwarded the emails and concerns to the Agency that, OBVIOUSLY, has caused the concerns.

This did not cause any action. You basically all just sent my concerns to the exact office that has created the concern, THUS, DID NOTHING.

Please forward this to the Governor's Office, as I need some type of assistance. It's already been on the news, and it needs to be solved.

PLEASE FORWARD BACK TO THE GOVERNORS OFFICE, OR ANYWHERE THAT CAN ASSIST AT ALL.

Sending it to the group that is doing this is kinda, well, less than thought out.

I understand bureaucracy, but this is worse.....Please forward BACK to the Governors Office, as all THEY DID was pass the buck to you, in turn you passed the buck back to where it all began.

John Mills 2265 Burnway 33844

From: Willis, Ranay <WILLIS.RANAY@flsenate.gov>
Sent: Wednesday, September 3, 2025 11:49 AM
To: jmills8675@hotmail.com <jmills8675@hotmail.com>
Cc: Willis, Ranay <WILLIS.RANAY@flsenate.gov>
Subject: FW: Consumer Inquiry - Grenelefe Utility.

Good morning, Mr. Mills,

After reaching out to the Public Service Commission on your behalf regarding the email sent regarding rate increases for Grenelefe, the PSC called to let our office know you had reached out to the Governor's Office as well. Below is the reply shared with us from the PSC regarding your inquiry.

Sincerely,

Ranay Willis

Legislative Aide
Senator Colleen Burton, District 12
(863) 413-1529 - District
(850) 487-5012 – Tallahassee
Willis.Ranay@FLSenate.gov



Florida has a very broad public records law. Written communication to or from Florida Senators or Senate employees regarding legislative business are public records available to the public and media upon request, unless exempt from disclosure under one of the limited exceptions provided in the Florida Statutes. Your email address and all or significant portions of email communications may therefore be subject to public disclosure.

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

From: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Sent: Tuesday, September 2, 2025 1:07 PM
To: 'jmills8675@hotmail.com' <jmills8675@hotmail.com>
Subject: Consumer Inquiry - Grenelefe Utility.

Mr. John Grant Mills
jmills8675@hotmail.com

RE: FPSC Inquiry 1480014C

Dear Mr. Mills:

The Governor's office forwarded a copy of your correspondence regarding North Carolina Real Estate Projects LLC d/b/a Grenelefe Utility (Grenelefe) to the Florida Public Service Commission (FPSC). The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. The FPSC has authority in the telephone industry which is limited to the Lifeline Assistance Program, Florida Relay Service, and pay telephone service. We appreciate the opportunity to respond directly to you.

On January 10, 2025, Grenelefe applied for a staff-assisted rate case in Polk County and filed an application requesting an interim increase of its water and wastewater rates. On March 11, 2025, the FPSC approved Grenelefe's interim increase of its water and wastewater rates. On March 13, 2025, the company sent notification to all customer's regarding the interim rate increase.

We will add your comments to Docket 20250023 regarding the petition.

You may review all the information filed for Commission consideration in docket 20250023 by accessing the FPSC website at floridapsc.com. Under the Clerk's Office tab at the top of the page, click on Dockets. Type in the docket number 20250023. Click the Search button. Then select Document Filings Index for a list of all filings in the docket. This procedure allows you to view all of the information filed by the utility and other parties in the docket.

If you have any questions, please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Analyst IV
Florida Public Service Commission
Office of Consumer Assistance