

Nickalus Holmes

From: Nickalus Holmes on behalf of Records Clerk
Sent: Monday, October 6, 2025 12:46 PM
To: 'ncassidy@greenelefecondominium.com'
Cc: Consumer Contact
Subject: FW: PSC Docket No. 20250023-WS - Greenelefe Utility Rate Increase and Outstanding Maintenance Issues
Attachments: 2071-1.jpg; 2071-2.jpg; 2071-3.jpg; 2071-4.jpg; 2071-5.jpg; 2071 man hole.jpg; 2071-9.jpg; 2071-8.jpg
Importance: High

Good Afternoon

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

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From: ncassidy@greenelefecondominium.com <ncassidy@greenelefecondominium.com>
Sent: Monday, October 6, 2025 12:41 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>; Adria E. Harper <AHarper@psc.state.fl.us>
Cc: Records Clerk <CLERK@PSC.STATE.FL.US>; ye@alyaequities.com; 'Stefanie Agudelo' <info@greenelefecondominium.com>; 'Ryan Knight' <rknight@shepardfirm.com>; 'Joe Wagner' <jwagsx4@gmail.com>
Subject: PSC Docket No. 20250023-WS - Greenelefe Utility Rate Increase and Outstanding Maintenance Issues
Importance: High

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To Whom It May Concern,

I would like to bring to your attention that on **September 29, 2025**, one of the unit property managers contacted our office to report major damage believed to have been caused by a sewer backup. Following a thorough inspection of the premises, it was confirmed that the **sewer lines maintained by the HOA were clear and free of any clogs**. However, the backup occurred due to a **blockage in the main manhole**, as shown in the attached photos documenting its condition.

The **manhole belongs to the municipal/utility authority—Greenelefe Water Utility Company**—which is responsible for maintaining, clearing clogs, and addressing any backups originating from its system. Since the clog originated in the

Scott House manhole and not within the HOA's cleanout pipes, **responsibility lies with Scott House's ownership or management**, not the HOA.

As a result of this failure, **Buildings 206 and 207** experienced severe backups and required urgent intervention to clear the obstruction. Our office immediately reached out to **Scott House (Grenelefe Water Utility Company)**, who is responsible for maintaining the manholes. We were informed on **Friday, October 3, 2025**, that a crew would be dispatched on **Saturday, October 4, 2025**, to perform the necessary cleaning and unclogging.

Unfortunately, by that time, significant damage had already occurred. The **2071 Corner Lake unit** was **completely destroyed and rendered uninhabitable** due to the overflow.

We are requesting your **immediate involvement** to address this matter and ensure that the responsible parties are held accountable for their failure to properly maintain the manholes, pump stations, and irrigation lines. It is especially concerning that the Water Utility Company continues to impose **substantial rate increases** while critical infrastructure maintenance has been neglected for years, resulting in extensive property damage.

To avoid future manhole blockages and overflows, the following **preventative measures** are essential:

- **Regular Inspection & Cleaning:** Annual or semi-annual inspections of manholes and downstream lines for grease, sediment, or debris buildup.
- **Jetting / Hydro-Flushing:** Periodic high-pressure cleaning of sewer lines leading to and from the manhole.
- **Grease Control:** Resident education to prevent disposal of grease, oils, wipes, and other non-biodegradable materials into drains.
- **Root Control:** Application of root inhibitors where trees are near sewer lines to prevent root intrusion.
- **CCTV Camera Inspection:** Periodic internal inspections to identify cracks, root intrusion, or structural issues.

Additionally, to prevent sewage from entering units during future backups, the following **safeguards** are suggested:

- **Properly Installed Backflow Valves:** One-way valves that prevent sewage from flowing backward into building plumbing.
- **Dedicated Cleanouts:** Easily accessible cleanouts to allow maintenance crews to relieve pressure and clear blockages quickly.
- **Routine Maintenance of Main Sewer Lines:** To ensure consistent flow and reduce pressure buildup.
- **Adequate System Design:** Proper pipe slope and capacity to maintain efficient drainage.
- **Timely Response to Early Warning Signs:** Immediate attention to slow drains, gurgling sounds, or other early indicators of blockage.

We respectfully request that this situation be reviewed promptly and that corrective actions be taken to resolve ongoing sewer and utility issues **before any further rate adjustments are considered**.

Your prompt attention and cooperation in addressing this matter are greatly appreciated.

Sincerely,



Nasiba Cassidy
General Manager

Grenelefe Association of
Condominium Owners No. 1, Inc
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