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PAUL RENNER
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February 16, 2024

VIA: ELECTRONIC FILING

Adam Teitzman
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Docket No. 20230083-WS – Application for Increase in Water and Wastewater Rates in Orange County by Pluris Wedgefield, LLC.

Dear Mr. Teitzman:

The intent of this letter is to alert the Commission staff and Pluris Wedgefield, LLC (Pluris or Utility) of the Office of Public Counsel's (OPC) concerns regarding the quality of service provided by the Utility, the recalculation of depreciation, working capital allowance and common equity, cash level included in working capital, prepayments included in working capital, annualizing operating revenues, income taxes, contractual services – management fees, non-recurring expenses in Accounts 636, 659, 759, and 675, non-recurring hurricane expenses related to the wastewater system, normalization adjustments to O&M Expenses, and other potentially either non-recurring or non-recoverable expenses.

Section 350.0611(1), F.S., states that the Public Counsel shall have the powers to recommend to the Commission in any proceeding and urge therein any position deemed to be in the public interest. Section 350.0611(4), F.S., states that the Public Counsel shall have the powers to prepare and issue recommendations to the Commission on any matter or subject within the jurisdiction of the Commission.

Quality of Service

There is overwhelming evidence in the record that the Commission can rely upon to determine that this utility has an unsatisfactory history of customer service. At the customer meeting held on January 24, 2024, 25 customers provided evidence that regarding excessive level of the rates, poor water quality, health effects of the water provided, and poor customer service provided by the Utility. According to the Wedgefield Golf Course and Restaurant manager, Mr.

Craig Cooke, even Pluris' graywater was of such poor quality (excessive levels of sodium, as a result of their choice of disinfectant) that it was killing the grass. The poor quality of the drinking water and high water costs for the restaurant also made it difficult for the "Rocket City" neighborhood business to keep its doors open. Mr. Marlow, a retired U.S. Navy veteran, stated that water prices were so high that he resorted to what he referred to as a submariner's shower: get wet, turn off the water, lather up, turn on the water to rinse off, and then jump out of the shower. We heard from retired teachers, other military veterans, retirees, couples, young families, and single moms. They don't drink the water. They have installed water filters and softener systems. There were complaints about hard water, iron stains on household items and clothing, and plumbing and appliances were harmed and had to be replaced due to the sediment suspended in the water. They spoke of health issues, concerns, and anxiety concerning their water quality. Several described their neighborhood as a great place to live, except for the water. One customer stated that she wished she knew about the water problems before moving in and another said that they were moving away because of the water problems. Mr. Cooke's comments and those of 24 other customers who spoke at the meeting, plus comments from a local County Commissioner, can be found in the customer meeting transcript, Attachment A.

According Volume III of the MFRs, 81 customers provided various complaints to the Utility during the 2022 test year; this is five percent of the total customer base. These are unprecedented numbers during the Florida Covid-19 and post Covid era. 10 complaints related to sewer back-ups. Six complaints related to leaks, and 24 complaints involved leak indicator checks. Three complaints related to usage. 10 complaints related to low pressure, and eight complaints related to billing. Five complaints related to odor, and four related to other service complaints. Five complaints related to no water service, and four related to meter tests. Three complaints related to water quality, and one was a noise complaint.

In addition, there were 46 water quality complaints received from 2018 to 2021, regarding odor (e.g. rotten egg, bleach smell, etc.), discolored (e.g. cloudy, black, and predominantly brown), and greasy to the touch.

Of the 38 customers who sent correspondence to the Commission in this docket, all opposed the requested final rate increase. 17 customers believe the Utility's request is a scheme to make the customers so unhappy that Orlando Utility Commission (OUC) will purchase the system. 26 customers believe the water quality is poor. Nine customers believe the requested rate increase is in retaliation to the water quality lawsuit and settlement, and four customers protested the requested interim rate increase.

To provide the Commission a greater outlook on the Utility customers' water quality concerns, Attachment B contains the First Amended Class Action Complaint brought by certain customers against Pluris and its parent company.

The maximum contaminant level (MCL) for Total Trihalomethanes (TTHMs) is 80 mg/L or ug/L. Based on a search through the Florida Department of Environment Protection's OCULUS database, the OPC found three Utility samples taken on 9/16/16, 11/29/16, and 2/2/17 which had analysis results of 92.5 ug/L, 116 ug/L, and 105 ug/L, respectively, for TTHMs.

On page 3 of the Preliminary Engineering Report prepared by Kimley-Horn and Associates, Inc. in August 2017 for the Utility, it reflects, in pertinent part, the following:

> Pluris Wedgefield ("Pluris") Inc. in Orlando, FL completed a pilot study that began on March 1st 2017 in an effort to improve water quality through the use of chlorine dioxide (ClO2) as the primary disinfectant. Although Pluris' drinking water treatment facility was in compliance, the study was initiated after quarterly TTHM analyst test results indicated concentrations were nearing the regulatory Stage 2 DBP compliance limit at a compliance sampling location.

(Underline Emphasis added)

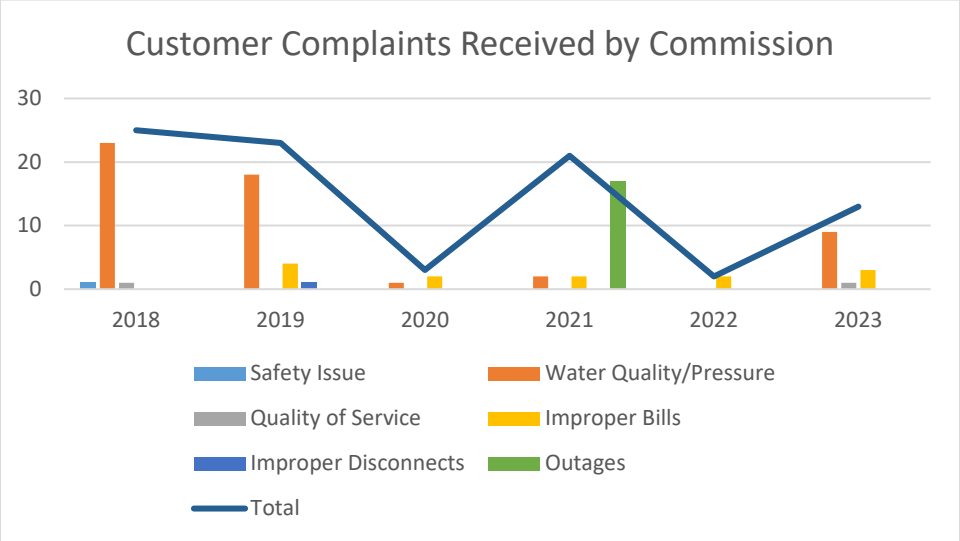
According to a news coverage article entitled "Orange County: Only the State can handle Wedgefield water problems" by News 13 Florida published on May 11, 2016,[1] Wedgefield customers have repeatedly complained over the years about the water quality provided by the Utility and cited concerns over rates. Following a series of complaints in February of 2016, Orange County, FL conducted independent testing through the Florida DEP of Wedgefield homes in April 2016. The Florida DEP said the Wedgefield water facility exceeded TTHM for two quarters in the past. The following are independent testing results at some Wedgefield customer homes.

Wedgefield Testing	Total Trihalomethanes (initial)	Total Trihalomethanes (after 20 min of flushing)
Home 1	159.13 ug/L	160.01 ug/L
Home 2	132.55 ug/L	123.18 ug/L
Home 3	134.43 ug/L	129.75 ug/L
Home 4	142.81 ug/L	131.85 ug/L
Home 5	116.38 ug/L	127.14 ug/L
Home 6	195.43 ug/L	67.47 ug/L
Home 7	116.34 ug/L	96.31 ug/L
Home 8	155.12 ug/L	126.19 ug/L
Home 9	105.04 ug/L	164.01 ug/L
Home 10	199.73 ug/L	109.14 ug/L
Home 11	152.14 ug/L	145.79 ug/L
Home 12	77.31 ug/L	70.46 ug/L
Home 13	103.24 ug/L	138.57 ug/L (118.57 ug/L third test)
Home 14	127.22 ug/L	165.70 ug/L

Moreover, from 2018 to 2023, the Commission has received 87 Pluris customer complaints. Over this period, the complaints predominantly involved water quality/pressure,

[1] https://mynews13.com/news/2016/5/11/orange_county_only_s

outages, and improper bills. Attachment C contains all the documentation for these complaints, and the chart below also captures a summary of the customer complaints during this time period.



Based on the evidence proffered by customers and other information provided in this letter, the Utility's quality of service is unsatisfactory. If the Commission approves a positive amount for common equity in the capital structure for ratemaking purposes,[2] the OPC proposes the Commission make a 100-basis point reduction at least to return on equity (ROE), pursuant to Section 367.111(2), Florida Statutes. Otherwise, the OPC proposes a 50%-reduction to the allocated salaries, including associated payroll and other expenses, for the three Utility Executives listed on Schedules E-6 and E-8 of the Utility's 2022 Annual Report recorded in contractual services - management fees for the poor quality of service provided by Pluris.

Recalculation of Depreciation

First and foremost, the OPC appreciates the very thorough Audit Report issued by the Commission staff on January 23, 2024. On page 3 of the Commission staff Audit Report, the stated procedures included the recalculation of accumulated depreciation accruals from the Utility's schedule using the rates authorized in Rule 25-30.140, Florida Administrative Code (F.A.C.). The recalculation of depreciation resulted in Audit Finding 2 captured on pages 12 through 16 of the Audit Report. Prior to the issuance of the Audit Report, the OPC requested a copy of the audit workpapers and received the audit workpapers on January 30, 2024. Based on a review of the audit workpapers, the OPC has only identified three rates for water and four rates for wastewater in the recalculation of depreciation that are not in accordance with Rule 25-30.140, F.A.C.

For water accounts 341-Transportation Equipment, 345-Power Operated Equipment, and 346- Communication Equipment, the Commission staff auditors utilized service lives of six, 10, and 12, respectively. The corresponding water depreciation rates for these services are 16.67%

[2] The $7.9 million equity infusion less $6.3 million related to legal expenses and settlement paid for lawsuit equates to $1.6 million. By adding $1.6 million amount to the negative $1 million common equity test year balance it results in a positive common equity balance of approximately $600,000.

(100/6), 10% (100/10), and 8.33% (100/12), respectively. For wastewater accounts 391-Transportation Equipment, 395-Power Operated Equipment, 396-Communication Equipment, and 398-Other Tangible Plant, the Commission staff auditors utilized service lives of six, 10, 12, and 15, respectively. The corresponding wastewater depreciation rates for these services are 16.67% (100/6), 10% (100/10), 8.33% (100/12), and 6.67% (100/15), respectively.

Pursuant to provisions (1)(f), (2)(a), and (2)(b) of Rule 25-30.140, F.A.C., the average net salvage percent must be accounted for in deriving the service lives and rates. For Transportation Equipment (Accounts 341 and 391), the service life should be 6.67 (6/(1-.1)) years which yields a depreciation rate of 15%. For Power Operated Equipment (Accounts 345 and 395), the service live should be 12.63 (12/(1-.05)) years which yields a depreciation rate of 7.92%. For Communication Equipment (Accounts 346 and 396), the service life should be 11.11 (10/(1-.1)) years which yields a depreciation rate of 9.00%. For Other Tangible Plant (Account 398), the service life should be 10 years, instead of 15 years, which yields a depreciation rate of 10%.[3]

Accordingly, using the correct depreciation rates for the above-referenced accounts, the audited test year accumulated depreciation and depreciation expense should be reduced by $2,908 and $5,816 for water, respectively, and $1,245 and $2,489 for wastewater, respectively.

Working Capital Allowance and Common Equity

Rule 25-30.433(3), F.A.C., states that working capital for Class A utilities shall be calculated it using the balance sheet approach. Rule 25-30.433(5), F.A.C., states, in pertinent part, that the averaging method used by the Commission to calculate rate base and cost of capital shall be a 13-month average for Class A utilities. On MFR Schedules A-18 and A-19, Pluris reported current assets of $1,074,130 and current & accrued liabilities of $7,130,109 which yields a negative working capital allowance of $6,055,979. However, on MFR Schedule A-17 for both final and interim purposes, the Utility reduced its current & accrued liabilities by $3,046,154 for a legal settlement and $3,786,184 for accounts payable – associated companies. Based on the Utility's adjustments to reduce its current & accrued liabilities by $3,046,154 for accrued legal settlement and $3,786,184 for accounts payable – associated companies related predominantly to legal expenses, it resulted in a positive working capital allowance of $389,416 for water and $386,943 for wastewater, as reflected on MFR Schedules A-1, A-2, and A-17.

On MFR Schedule D-2, Pluris made a $6,281,931 specific adjustment to increase its 13-month average historical negative common equity balance of $1,003,979. The $6,281,931 amount was associated with a water lawsuit for which $2,981,931 was legal expenses incurred from 2020-2022 and a $3,300,000 settlement payment in 2022. As reflected in recommendation and on page 4 of Order No. PSC-2023-0387-PCO-WS, the Commission staff stated the following: "The Utility's capital structure was derived from its 13-month average balance sheet shown on MFR Schedules A-18 and A-19. In 2021 and 2022, an investment of approximately $7.9 million was made to recapitalize the Utility. This investment was originally recorded in other accounts and was reclassified and recorded as common equity in December 2022."

[3] The 10-year service life and 10% depreciation rate for Account 398-Other Tangible Plant is also consistent with the life and rate for this account as reflected on audit workpapers 22-6.2 through 22-6.7.

Section 367.081(2)(a)1., F.S., states:

> The commission shall, either upon request or upon its own motion, fix rates which are just, reasonable, compensatory, and not unfairly discriminatory. In every such proceeding, the commission shall consider the value and quality of the service and the cost of providing the service, which shall include, but not be limited to, debt interest; the requirements of the utility for working capital; maintenance, depreciation, tax, and operating expenses incurred in the operation of all property used and useful in the public service; and **a fair return on the investment of the utility in property used and useful in the public service**. However, the commission shall not allow the inclusion of contributions-in-aid-of-construction in the rate base of any utility during a rate proceeding, nor shall the commission impute prospective future contributions-in-aid-of-construction against the utility's investment in property used and useful in the public service; and accumulated depreciation on such contributions-in-aid-of-construction shall not be used to reduce the rate base, nor shall depreciation on such contributed assets be considered a cost of providing utility service.

(Bold Emphasis Added)

The OPC contends that none of the $7.9 million recorded as "Other Equity Capital" nor the amounts previously recorded in "Accounts Payable – Associated Companies" and "Miscellaneous Current and Accrued Liabilities" are associated with the actual plant investment for the provision of water and/or wastewater service, pursuant to Section 367.081, F.S. To provide evidence illustrating this contention, the following table provides a breakdown for how the 2022 year-end utility plant in service amount of $21,515,348 was funded.

Funding Reconciliation of Gross Utility Plant Investment[4]	
2022 Year-End Utility Plant In Service	$21,515,348
2022 Year-End CIAC	(7,346,530)
2009 Common Stock Issued	(1,000)
2015 Incremental Common Stock Issued	(1,000)
2015 Other Paid in Capital	(4,153,190)
2015 Unappropriated Retained Earnings Including Impact of Merger[5]	(5,929,608)
2010 Advances from Associated Companies	(250,000)
2016 Long-Term Debt Issuance	(1,100,000)
2020 Long-Term Debt Issuance	(4,250,000)

[4] Source: MFR Schedules A-18, A-19, & D-5; Utility's 2009-2022 Annual Reports

[5] See External Independent Auditors' Notes to 2016 Independent Audited Financial Statements, pages 12 and 13. ("During 2015, the Company adopted and executed a plan of merger which was precipitated by an involuntary conversion relating to Pluris PCU, Inc. (PCU) wherein substantially all of its assets were sold to Hillsborough County. Immediately following this transaction, Pluris Wedgefield, Inc. (Wedgefield) merged all of its assets and liabilities into PCU thereby allowing utilization of all net operating loss carryforwards as discussed above. The surviving PCU entity completed an "F-Reorganization" under the Internal Revenue Code and changed its name to Pluris Wedgefield, Inc. . . . As a result of the merger, all 2015 income and expenses associated with PCU in the amount of $6,421,318 together with a tax provision of $1,822,854 have been treated as discontinued operations while all operations of Wedgefield have been treated as continuing operations.")

Total Net Excess Funding Amount	($1,427,644)

The OPC notes that an additional source of funding for plant investment could have come from the collective net income amount of over $423,000 for the years 2013, 2014, 2016, and 2018. The OPC contends that the collective plant retirements of the over $1.7 million reported on the Utility's 2009-2022 Annual Reports were funded by the previous owner prior to the acquisition by the Utility's immediate parent company and that this amount is likely well above the actual original cost of plant retirements due to the application of the Commission's practice using 75% of the replacement plant costs when the original costs or in-service dates are not known.

Further, according to the NARUC USOA, Account 426 – Miscellaneous Nonutility Expenses shall contain all expenses other than expenses of utility operations and interest expense, e.g. expenses disallowed in a proceeding before the Commission. In response to OPC's discovery, Pluris stated that the Utility believes the $655,854 of legal fees in 2022 associated with Case No. 2020-CA-004390 to be non-recoverable expenses from customers. As previously stated, Pluris made a $6,281,931 specific adjustment to increase common equity which include the $655,854 amount above, as well as other legal fees and settlement paid associated with the same lawsuit. Rule 25-30.433(13), states that "[n]onutility investment should be removed directly from equity when reconciling the capital structure to rate base unless the utility can show, through competent evidence, that to do otherwise would result in a more equitable determination of the cost of capital for regulatory purposes."

Based on the competent and substantial evidence presented above, it is not fair, just nor reasonable for the customers to pay the Utility a *de facto* return on the legal expenses and settlement paid for the lawsuit from 2020 to 2022 through the Utility's requested and corresponding increases to the overall cost of capital and working capital allowance. Further, the Utility's immediate parent company was a named defendant in Case No. 2020-CA-004390 and provided management oversight through the payment of substantial amounts of contractual services – management fees prior to and subsequent to the civil complaint filed by its customers. Thusly, there is a strong, public interest argument that the intermediate parent company should bear all the burden of the lawsuit costs through the Commission's denial of the Utility's $6.3 million adjustment to common equity on MFR Schedule D-2.

Cash Level Included in Working Capital

Once again, the OPC appreciates the very thorough Audit Report issued by the Commission staff. On page four of the audit report, the audit objectives and procedures for working capital were "to determine the working capital adjustment to be included in rate base per Rule 25-30.433 – Rate Proceedings, F.A.C." and reconcile "the Utility's MFR Schedule A-17 for water and wastewater to the general ledger, the rate base schedules, and the rate base adjustments schedules." Further, according to the Audit Program for working capital on audit workpaper 6.4, the tasks to be completed among other things were to recalculate working capital based on the Commission require method, investigate any unusual accounts or trends for the balance sheet allowances, and review any interest bearing accounts.

In the Utility's last rate case and using the rule-required formula method at that time, the Utility was granted working capital allowances of $71,950 for water and $73,102 for wastewater. On MFR Schedule A-17, Pluris requested a working capital allowances of $389,416 for water and $386,943 for wastewater. This equates to an increase of $317,466 or 441% for water and $313,841 or 429% for wastewater. According to MFR Schedules B-7 and B-8, the Utility has reflected that O&M expenses have increased by 126% for water and 95% for wastewater. Because there is not only a correlation but indeed a causation between the O&M expenses and working capital allowance, the OPC believes the Utility's requested working capital allowances are unusual, excessive, and unreasonable.

In the Utility's MFRs in its last rate case, Pluris had a year-end cash balance of $102,840 and a simple average cash balance of $105,496. On MFR Schedule A-18, Page 1 of 2, Line 9, Column 8, the Utility reflected a 13-month average cash balance of $476,290 in its 2022 requested test year working capital. Between the simple average amount in the last rate case and the 13-month average balance in the instant case, this equates to an increase of $370,794 or 351%.

Through Audit Request Number 42, the Commission audit staff requested the Utility provide: "all interest bearing accounts that are associated with Working Capital and the corresponding interest revenue or expense, how the interest expense or interest revenue was calculated." As reflected on audit workpapers 10-42.1 and 10-42.2, Pluris has two cash accounts that earn interest in 2022 on funds held by Lakeside Bank and Inwood Bank.

It is the Commission's practice to either exclude interest bearing accounts from working capital or to include them provided that the interest income is included in the above-the-line revenues.[6] The OPC respectfully suggests that the reason why the audit program tasks discussed above are performed is to capture the Commission's practice for interest bearing accounts in the audit staff's recalculation of working capital and issue a finding consistent with said practice.[7]

According to audit workpaper 10-42.2, the account with Inwood Bank is a "restricted cash funds money market" account.[8] According to audit workpapers 10-9 (specifically the 2022 External Independent Audit Report) and 12 (the Utility's Trial Balance by month from December 2021 to December 2022), the 13-month average balance of $249,723 at the Lakeside Bank is also deemed restricted cash in by all appearances in a separate money market account. Further, according to the external auditors' Notes to 2022 Independent Audited Financial Statements, the

[6] See Orders Nos. PSC-99-1917-PAA-WS, issued September 28, 1999, in Dockets Nos. 970536-WS and 980245-WS (consummated by PSC-99-2083-CO-WS, issued October 21, 1999) ; PSC-97-1487-FOF-EIt issued November 24, 1997, in Docket No. 97122841; PSC-93-1637-FOF-TL, issued November 8, 1993, in Docket No. 920196-TL; PSC-96-1404-FOF-GU, issued November 20, 1996, in Docket No. 960502-GU; and PSC-97-1225-FOF-W, issued October 10, 1997, in Docket No. 970164-WU.

[7] See Order No. 23911, pages 2-3 - ("Based on our Staff's audit findings, we will make the following adjustments to st. Joe's reports: . . . Adjustment #6 The utility's working capital allowance was adjusted to remove an interest-bearing cash account. It is Commission practice to remove interest-bearing accounts and therefore, we reduced the working capital computation by $134,253. . . . ")

[8] "Restricted cash refers to cash that is held onto by a company for specific reasons and is, therefore, not available for immediate ordinary business use. It can be contrasted with unrestricted cash, which refers to cash that can be used for any purpose." See https://corporatefinanceinstitute.com/resources/accounting/restricted-cash/

$249,723 restricted cash amount "represents cash amounts required to be set aside in accordance with the Company's financing arrangements as contractually required by the lender."

Given the Commission's practice on interest bearing accounts and the evidence presented above, the OPC recommends that the cash restricted money market accounts totaling $308,403 ($249,723-Lakeside + $58,680-Inwood) be excluded from working capital which equates to a reduction of $154,819 for water and $153,584 for wastewater.

Prepayments Included in Working Capital

In the Utility's MFRs in its last rate case, Pluris had a year-end prepayments balance of $8,088 and a simple average prepayments balance of $4,044. On MFR Schedule A-18, Page 1 of 2, Line 9, Column 8, the Utility reflected a 13-month average prepayments balance of $253,742 in its 2022 requested test year working capital. Between the simple average amount in the last rate case and the 13-month average balance in the instant case, this equates to an increase of $249,698 or 61.75%. According to audit workpaper 12 (2022 General Ledger), the 2022 year-end amount of $198,699 for prepayment consists of Account 162.1-Prepaid Insurance in the amount of $34,572 and Account 162.5-Prepaid Other in the amount of $164,127.

Based on the Utility's 2011 through 2022 Annual Reports and MFR Schedule A-18, Pluris has reported the following for prepayments.

Year	Year-End Amount	Month/Year	Amount
2011	$8,088	21-Dec	$235,609
2012	$0	22-Jan	$220,773
2013	$15,136	22-Feb	$210,069
2014	$22,062	25-Mar	$325,218
2015	$22,082	25-Apr	$317,411
2016	$14,186	26-May	$315,812
2017	$19,439	27-Jun	$292,040
2018	$15,204	28-Jul	$252,062
2019	$28,757	28-Aug	$243,890
2020	$21,028	28-Sep	$235,980
2021	$235,080	30-Oct	$229,330
2022	$198,699	30-Nov	$221,750
5-Yr Average	$99,754	31-Dec	$198,699
10-Yr Average	$59,167	13-Month Avg	$253,742

On January 1, 2022, the Utility made a reversing journal entry (J-31375) to credit or decrease Account 162.5-Prepaid Other's beginning balance of $199,666 by $188,282 associated with an accrued December 2021 accounts payable amount for "MIEX Doc Resin - 5 year life." On January 3, 2022, Pluris made a journal entry to debit or increase Account 162.5-Prepaid Other by the $188,282 for "MIEX Doc Resin - 5 year life." Given the above evidence, the Utility has not demonstrated in its previous 11-year history prior the 2022 test year of prepaying the Magnetic Ion Exchange (MIEX) Resin for its water treatment plant. This prepayment occurrence is not

representative of normal, day-to-day operations[9] and is distinguishable for the accrued liabilities associated with the lawsuit in that the ratemaking treatment for this specific prepayment is not bound in anyway by a court approval settlement agreement. Thus, the OPC recommends that working capital should be reduced by $188,282 which equates to a reduction of $94,518 for water and $93,764 for wastewater.

Annualizing Operating Revenues

On MFR Schedule B-3, the Utility failed to make adjustments to operating revenues for any differences in booked revenues and annualized revenues based on rates prior to interim. Based on a recalculation of revenues, an increase to test year revenues of $2,831 and $4,978 for water and wastewater, respectively, are appropriate.[10] Further, on MFR Schedules B-4 and E-2, Pluris did not specifically identify any book revenues nor annualized revenues for private fire protection for its two private fire protection customers. If the private fire protection revenues are not embedded in the test year book and annualized revenues mentioned above, it would be appropriate to impute such revenues.

On MFR Schedule E-4, Pluris has requested substantial increases for its miscellaneous service charges. If the Commission approves any increase for these charges, the incremental increase of these charges should be annualized based on the test year amount of assessment occurrences. Based on a rough calculation, the OPC believes such an adjustment would be over $20,800 for water.

Income Taxes

The purpose of MFR Schedule C-1 is to provide a reconciliation between the total operating income tax provision and the currently payable income taxes on operating income for the test year. The purpose of MFR Schedule C-2 is to provide the calculation of state and federal income taxes for the test year, as well as to provide detail on adjustments to income and investment tax credits generated. The purpose of MFR Schedule C-3 is the provide the amount of interest expense used to calculate income taxes on MFR Schedule C-2, as well as explain any changes in interest expense in detail giving amount of change and reason for change. The purpose for MFR Schedule C-4 is to provide the description and amount of all book/tax differences accounted for as permanent differences, including any items accounted for on a flow through basis. The purpose for MFR Schedule C-5 is to provide the calculation of total deferred income tax for the test year, as well as provide detail on items resulting in tax deferrals other than accelerated depreciation. The purpose for MFR Schedule C-6 is to provide a summary of ending balances for each of the accumulated deferred tax accounts. Among other things, the primary purpose of MFR Schedule C-7 is to provide an analysis of accumulated tax credits generated and amortized on an annual basis beginning with the test year in the last rate case to the end of the current test year. The purpose of MFR Schedule C-8 is to provide the information required to adjust income tax expense by the interest expense of the parent that may be invested in the equity of the applicant. The purpose of MFR Schedule C-9 is to provide a copy of the most recently filed federal income tax return, state

[9] See Order No. PSC-2018-0446-FOF-SU, page 31. ("We agree that working capital allowance should reflect day-to-day operations.")
[10] See Order No. PSC-2023-0387-PCO-WS, page 4.

income tax return, and the most recent final IRS revenue agent's report for the applicant or consolidated entity.

For MFR Schedules C-1, C-2, C-3, C-4, C-8, and C-9, Pluris stated that the "Utility is not currently a C-Corp so this schedule is not applicable." For MFR Schedule C-5, Pluris reflected negative deferred tax expenses of $27,792 for water and $14,622 for wastewater. For MFR Schedule C-6, Pluris stated that the "Utility has not recorded any accumulated deferred income taxes" and **"has historically operated in a net loss position."** (Bold Emphasis added) For MFR Schedule C-7, Pluris stated that the "Utility has no investment tax credits; therefore, this schedule is not applicable." The Utility also stated that the "Company has not filed a Section 46(f) investment tax credit election."

According to MFR Schedules B-1, B-2, and B-3, the Utility requested a provision for income taxes of $163,539 for water and $29,478 for wastewater.[11] The Utility did not propose to offset any of the negative deferred income tax expenses it calculated and reflected on MFR Schedule C-5 with its requested provision for income taxes on MFR Schedules B-1, B-2, and B-3. Further, on MFR Schedule D-1, Pluris has not included in its requested capital structure any net credit balance for accumulated deferred income taxes (ADITs). Also, on MFR Schedules A-1 and A-2, the Utility has not included in its requested water and wastewater rate bases any net debit balance for ADITs.

Rule 25-30.433(4), F.A.C., states:

> Used and useful debit deferred taxes shall be offset against used and useful credit deferred taxes in the capital structure. **Any resulting net debit deferred taxes shall be included as a separate line item in the rate base calculation. Any resulting net credit deferred taxes shall be included in the capital structure calculation.** No other deferred debits shall be considered in rate base when the formula method of working capital is used.

(Bold Emphasis Added)

According to the external auditors' Notes to 2018 Independent Audited Financial Statements, the OPC would note in pertinent the following was stated:

> Income taxes are provided for the tax effects of transactions reported in the financial statements and consist of taxes currently due plus deferred taxes. Deferred taxes are recognized based on differences between the basis of assets and liabilities for financial statement and income tax purposes. Such differences relate primarily to accelerated depreciation. Deferred taxes are also recognized for operating losses and tax credits that are available to offset future income.

According to the external auditors' Notes to 2019 Independent Audited Financial Statements, the OPC would point out in pertinent part the following was stated:

[11] Within the last three years, the OPC is aware that sister companies of the Utility have similarly requested a provision of income taxes in Sarasota County, FL and the State of North Carolina jurisdictions.

> In December 2018, the Company changed its income tax reporting entity from a C corporation ("C Corp") to a Limited Liability Company ("LLC") as follows:
>
> All assets of the C Corp were transferred, and all its liabilities were assumed by a newly formed LLC, Pluris Wedgefield, LLC, in exchange for 100% ownership interest in the stack of the C Corp, Pluris Wedgefield, Inc. This 100% ownership interest was then distributed to the shareholder of the C Corp, Pluris Holdings, LLC upon liquidation of the C Corp.
>
> According to the provisions of Topic 250 of FASB Accounting Standards Codification, and AICPA's Practice Bulletin 14, Accounting and Reporting by Limited Liability Companies and Limited Liability Partnerships, no gain or loss was recognized in the above conversion.

According to the external auditors' Notes to 2022 Independent Audited Financial Statements, the OPC would also point out in pertinent part the following was stated:

> The Company is organized as a limited liability company and taxed as a partnership. As a result, the Company is a disregarded entity for federal income tax purposes: income or losses are taxable or deductible to the members rather the Company. Accordingly, no provision has been made for federal income taxes in the accompanying financial statements. In certain instances, the Company is subject to state taxes on income arising in or derived from the state tax jurisdictions in which it operates.
>
> State income tax positions are evaluated in a two-step process. The Company first determines whether it is more likely than not that a tax position will be sustained upon examination. If a tax position meets the more likely than not threshold, it is than measured to determine the amount of expense to record in the consolidated financial statements. The tax expense recorded would equal the largest amount of expense related to the outcome that is 50% or greater likely to occur. The Company classifies any potential accrued interest recognized on an underpayment of income taxes as interest expense and classifies any statutory penalties recognized on a tax position taken as operating expense. Management of the Company has not taken a tax position that, if challenged, would be expected to have a material effect on the financial statements as of or for the year ended December 31, 2022.
>
> The Company did not incur any penalties or interest related to its state tax returns during the years ended December 31, 2022 and 2021.
>
> Under the centralized partnership audit rules effective for tax years beginning after 2017, the Internal Revenue Service ('IRS") assesses and collects underpayments of tax from the partnership instead of from each partner. The partnership may be able to pass the adjustments through to its partners by making a push-out election or, if eligible, by electing out of the centralized partnership audit rules. The collection of tax from the partnership is only an administrative convenience for the IRS to collect any underpayment of income taxes including interest and penalties. Income taxes on partnership income, regardless of who pays the tax or when the tax is paid, is

> attributed to the partners. Any payment made by the partnership as a result of an IRS examination will be treated as a distribution from the partnership to the partners in the financial statements.

(Underline Emphasis added)

On Schedule E-2 of its 2022 Annual Report, the Utility reflected in pertinent part the following:

Check the appropriate business entity of the utility as filed with the Internal Revenue Service.

Individual	Partnership	Sub S Corporation	1120 Corporation
☐	X	☐	☐

Rule 25-30.433(8), F.A.C., states that "[i]ncome tax expense shall not be allowed for subchapter S corporations, partnerships or sole proprietorships." (Underlined Emphasis added) As stated above, Pluris is organized as a limited liability company and taxed as a partnership. According to the IRS website, "[p]artnerships file an information return to report their income, gains, losses, deductions, credits, etc.," and, "[a] partnership does not pay tax on its income but "passes through" any profits or losses to its partners" for which "[p]artners must include partnership items on their tax or information returns."[12]

According to audit workpaper 6.7, the objective for NOI federal income tax expense is to determine the appropriate federal income taxes expense for the test year. The substantive fieldwork procedures were to obtain schedules for federal income tax expense for the test year, obtain and review copies of the Utility's federal income tax returns for the test year and all other relevant years since the utility's last rate proceeding, and verify the Utility's filing status for federal tax purposes.

According to audit workpaper 54, the objective was to review the Federal Income Tax Returns for items pertinent to this rate case. The Commission auditors reviewed MFR Schedule C-5 and traced deferred income tax to the general ledger, obtained and reviewed MFR Schedule C-1, and requested and reviewed the Parent Company's tax returns from 2019 through 2022. Based on these steps performed above, the Commission audit staff concluded that the Utility has not filed its own tax return since 2018 due to its LLC status, and, as such, no further work was performed. Further, on audit workpaper 54-3, the Utility stated the following:

1. Please provide copies of all Federal and State Tax Returns for 2018, 2019, 2020, 2021, and 2022.

Pluris Response
Pluris Wedgefield converted from a C-Corporation to an LLC effective December 31, 2018. Therefore, the 2018 tax return is the only return available (see attached) as the LLC is a disregarded entity and has not filed its own tax return since 2018.

Based on the NARUC USOA accounting instruction for current income tax provision, Class A utilities are required to "initially debit account 409 - Income Taxes, and credit account

[12] See https://www.irs.gov/forms-pubs/about-form-1065

236 - Accrued Taxes, to record its estimated current income tax liability." Based on Schedule F-3(c) in its annual reports on file with the Commission, the Utility did not record any amount in Account 409.2-Income Taxes or 410.2-Provision for Deferred Income Taxes for the years from 2019 to 2022. Given all of the above, the OPC would recommend that, for future rate cases, there should be an audit finding to remove any requested provision income taxes for an LLC, unless there is an election by a utility through its filing of Form 8832 to be taxed as a C Corp.[13]

For the earnings surveillance purposes, the OPC would also point out the Commission staff did not incorporate a provision of income taxes in the Utility's net operating income nor did it include any accumulated deferred income taxes in either Pluris' water and wastewater rate bases or its capital structure. Subsequent to the 2022 test year in this case, the OPC would note that the Utility remains a Florida Limited Liability Company as evidenced by its 2023 and 2024 Annual Report filed with the Florida Department of State. Also, the Utility's parent company, Pluris Holding, LLC, remains a Foreign Limited Liability Company as evidenced by its 2023 and 2024 Annual Report filed with the Florida Department of State.

By Order No. PSC-2022-0435-PAA-WU on pages 22 and 24-25 for Leighton Estates Utilities, LLC's 2022 SARC, the Commission did not include any ADITs in rate base or capital structure nor a provision for income taxes. By Order No. PSC-2022-04-04-PAA-WS on pages 19, 20, and 22 through 24 of Gibson Place Utilities, LLC's 2020 Original Certificate case, the Commission did not include any ADITs in rate base or capital structure nor a provision for income taxes. By Order No. PSC-15-0592-PAA-WU on pages 24 and 26-27 for Crestridge Utilities, LLC's 2014 SARC, and the Commission did not include any ADITs in rate base or capital structure nor a provision for income taxes.

The OPC is aware of Questions 2a through 2c of Commission staff's Data Request in its letter dated January 22, 2024 to Pluris, regarding the current tax filing status of the Utility, whether it directly pays income taxes, and, if not, who pays the income taxes for the Utility.

The Chairman's test year approval letter stated the following:

> The Utility is instructed to file all information it wishes the Commission to consider when arriving at a decision on its rate case application with its original filing. Because of the time limitations contained in Section 367.081, F.S., and the lengthy auditing and investigation required, the Commission may disregard any information not filed with the original application.

(Underline Emphasis added) After the submission of the MFRs, the Commission staff nor any intervenor should have to solicit (e.g. Questions 2a through 2c of staff data requests in Document No. 00366-2024 dated January 29, 2024) any support for whether it is appropriate for the Utility to request income tax provisions. Thus, the OPC recommends that any requested rate case expense associated with this matter by the Utility should be disallowed by the Commission.

Given the overwhelming evidence presented above and a review of Pluris parent company's 2019-2022 tax returns in Confidential Document No. 06734-2023 filed with the

[13] See https://www.harborcompliance.com/how-to-file-form-8832-c-corp-election#:~:text=If%20your%20business%20is%20an,as%20C%2DCorp%20by%20default.

Commission on December 22, 2023, the OPC recommends that the Utility's requested provision for income taxes of $163,539 for water and $29,478 for wastewater should be disallowed for ratemaking purposes.[14]

Contractual Services – Management Fees

On MFR Schedule B-3, the Utility has requested pro forma contractual services – management fees increase of $474,020 or $237,010 each for water and wastewater. Subsequent to the last rate case, the OPC notes that a significant portion of the over $400k in contractual services – other was transferred to salary & wages and employee pensions & benefits accounts. The OPC is deeply concerned with the significant increase in contractual services – management fees of approximately $400k or over 400% since the last rate case.

The salaries & wages amount (Account 603.1 - Wages in 2011 and Account 601.8 – Salaries & Wages in 2022), before allocation to Utility and its sister companies, has increased over $1 million or 300% - net of the $150,238.99 B&C savings reduction - since 2011. The total customers for the Utility and its sister companies decreased by 9,944 or 51.40% from 19,348 in November 2022 to 9,404 in December 2022. The OPC is baffled why the collective allocation amount is only decreasing by the B&C savings amount of $150,238.99 or 0.54% and why additional reductions have not been identified or achieved, including, but not limited to, employee reductions, corresponding employee benefit reductions and payroll expense reductions.

In response to the OPC discovery, Pluris acknowledged that the customers are currently not receiving an incremental benefit from the 5% administrative fee paid by customers since May 2022. The OPC will continue to evaluate the Utility's recent responses to our discovery on this matter and will also review the Utility's responses to data requests from the Commission staff.

For now, the OPC would like to thank the Commission audit for their great work in identifying 27 transactions that should not be borne by the customers as discussed in Audit Finding 8. Based on our review of the Utility's immediate parent company's general ledger captured in staff audit workpapers 44.1 through 44.10, the OPC has identified additional transactions who collective amounts are allocated to the Utility through contractual services - management fees. There are nine transactions recorded in Account 675.13-Gifts on the parent's books that total $6,205. In addition, on staff audit workpaper 44.15, the Utility's sister company, Pluris Management Group, LLC's books reflected 11 transactions in Account 675.13-Gifts that totaled $5,197 from July 2022 to December 2022. These costs should also not be borne by the customers. Also, the NARUC USOA accounting instructions provide that donations for social purposes should be reported below-the-line. By Order No. 24735, on page 15, the Commission found it appropriate to remove the expenditures of gifts and donations for social purposes from the O&M expenses.

On staff audit workpaper 44.6, the Utility's parent company recorded 17 transactions in Account 675.14-Dues/Subscriptions totaling $20,778 from January 2022 to June 2022. The OPC

[14] The OPC's recommendation here is further supported by the Utility's responses to Questions 2a through 2c of staff's Fifth Data Request recently filed in the docket file on February 12, 2024; however, the OPC points out that such data requests would not have been sent out if the Utility had not inappropriately requested income tax provisions in its filing.

has identified four transactions that should be disallowed in entirely or in part. First, there is a $4,290 expense amount for the "Chief Executive Organization" (CEO).[15] The OPC fails to see how this cost relates to the provision of water and wastewater service to the Utility's customers, and, as such, these costs should not be borne by the customers.

Second, there is a $6,697 expense amount for the "NAWC" (National Association of Water Companies). Although audit workpaper 44-8 indicates that this cost is recoverable, the OPC respectfully disagrees and believes this cost should not be borne by the customers. Because the NAWC engages in lobbying efforts on behalf their members through the funding from some portion of the association dues paid by its members, the OPC recommends that the only the percentage of the dues for non-lobbying activities should be recovered which is consistent with the Commission's practice of disallowing lobbying costs. By Order No. PSC-99-0513-FOF-WS, page 47, the Commission disallowed 20% of NAWC dues paid by United Water Florida, Inc. Consistent with that decision, the OPC recommends that $1,339 be disallowed for ratemaking purposes.

Third, there is a $5,000 expense amount for the Sneads Ferry Rotary Club.[16] Although audit workpaper 44-8 indicates that this cost is recoverable, the OPC respectfully disagrees and believes this cost should not be borne by the customers. The OPC also fails to see how this cost relates to the provision of water service to the Utility's customers.

Fourth, there is a $1,503.33 expense amount for annual dues for the "YPO" (Young Presidents' Organization) with a transaction date of June 30, 2022.[17] The OPC also fails to see how this cost relates to the provision of water and wastewater service, and, as such, these costs should not be borne by the customers.

On staff audit workpaper 44.15, the Utility's sister company, Pluris Management Group, LLC (PMGL), recorded 12 transactions in Account 675.14-Dues/Subscriptions totaling $16,046 from July 2022 to December 2022. The OPC did not locate in the Commission staff audit workpapers a general ledger for PMGL or invoices for the $16,046 amount. According to audit workpaper 44-30, there are two expenditures totaling $7,773 which consisted of $6,269.86 and $1,503.33 both for Dan Winter. The Commission audit staff indicated on this workpaper that these two expenses were supported by adequate documentation, recorded in the proper period, recorded in proper amount, and were recoverable in the rate case. Because the $1,503.33 amount with a transaction date of September 30, 2022 equals the $1,503.33 amount with a transaction date of June 30, 2022, the OPC suspects the September 30, 2022 transaction is also for YPO annual dues. If so, the OPC fails to see how this cost relates to the provision of water service to the Utility's customers, and, as such, these costs should not be borne by the customers.

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[15] "CEO was established in 1958 under the leadership of Jack Dow, Ray Hickok and other business leaders as the original graduate organization of YPO. Membership in CEO is by invitation only and intended to enhance the YPO experience by recognizing select YPO champions for their leadership and providing additional opportunities for networking and global education experiences." See https://www.ceo.org/member/s/about

[16] "Being a member of The Rotary Club of Sneads Ferry gives men and women an opportunity to forge new friendships and share the rewards of helping others through volunteer service." See https://rotaryclubofsneadsferry.com/#

[17] "YPO is the global leadership community of extraordinary chief executives. Our history is long, our achievements many and our trajectory ever-forward. YPO welcomes extraordinary leaders to grow stronger together to improve lives, businesses and the world." See https://www.ypo.org/what-is-ypo/

In the last rate case, the Utility recorded $17,187 in dues and subscriptions at the parent-level with $3,439 allocated to Wedgefield. On pages 17 and 18 of Order No. PSC-13-0187-PAA-WS, the Commission found the following:

> In response to a Commission staff data request, the Utility removed $15,324 of this amount, resulting in a total dues and subscriptions expense at the parent-level of $1,863 ($17,187 -$15,324). We reviewed the revised dues and subscriptions expenses and identified an additional charge that shall be removed from the test year. We find that $325 for dues to the Georgia Rural Water association shall be removed from management fees as a non-utility related expense. We find that $1,538 is the appropriate amount of dues and subscriptions at the parent-level that shall be allocated down, of which $308 ($1,538 x 20.01 percent) shall be allocated to Wedgefield.

As shown above in Pluris' last rate case, the Commission approved a $1,538 amount for dues/subscriptions, before allocation to the Utility and it sister companies. In the instant case, the Utility has reported a total gross amount of $36,824 for Account 675.14-Dues/Subscriptions, before allocation to the Utility and its sister companies. This represents an increase of $35,286 or over 2,294%. Even with the OPC's collective recommended disallowances above of $25,037, the remaining amount of $11,787 still represents an increase of $10,249 or over 666% which the Utility has not met its burden that the requested amount of allocated dues/subscriptions are reasonable.

In the last rate case, the Utility recorded $47,305 in automobile expenses at the parent-level with $9,466 allocated to Wedgefield. On pages 16 and 17 of Order No. PSC-13-0187-PAA-WS, the Commission found the following:

> This amount includes the annual lease expense for two company vehicles in the amount of $28,436 at the parent-level and $5,690 ($28,436 x 20.01 percent) allocated to Wedgefield. In response to a Commission staff data request, the Utility submitted that company vehicles supplied to the executive staff were part of their compensation package. Although it is important for utility companies to offer attractive compensation packages to hire and retain qualified management, we find the magnitude of this expense exceeds the benefit to the ratepayers.
>
> Further, the Utility provided in response to a Commission staff data request its company travel policy, which states that employees are limited to rent mid-sized vehicles. The Utility also provided annual lease estimates for vehicles typically rented while on travel by Wedgefield employees, including an annual lease amount of $5,920 for a Chevrolet Impala (same size as rental policy). We find it is reasonable to include the annual lease amount in line with the company's stated rental policy for vehicles. This equates to parent-level and allocated vehicle lease expense for executive staff of $11,840 and $2,369, respectively. Thus, we order a reduction in annual expense of $16,596 ($28,436 - $11,840) at the parent-level and $3,321 ($5,690 - $2,369) allocated to Wedgefield.

As shown above in Pluris' last rate case, the Commission approved an $11,840 amount for travel expenses, before allocation to the Utility and it sister companies. In the instant case, the

Utility has reported a total gross amount of $35,055 for Account 650.8 - Transportation Expenses, before allocation to the Utility and its sister companies. This represents an increase of $23,215 or over 196%. The OPC believes that the likelihood of the allocated transportation expenses to the Utility of being excessive is great.

By Order No. PSC-13-0187-PAA-WS on page 18 through 19, the Commission reduced the collective salary amount at the parent-company level, before any allocation to its subsidiaries, of the Managing Member and Principal Engineer, Manager, and Administrative Assistant by $66,970, using the 2011 Water Utility Compensation Survey published by the American Water Works Association. In addition, the Commission reduced the collective associated expenses at the parent-company level, before any allocation to its subsidiaries, for payroll expense, payroll tax expense, and employee benefits by $680, $4,154, and $5,316, respectively.

On a related note, the OPC would point out that this topic was addressed by Sarasota County in 2021 for the Utility's sister company, Pluris Southgate, LLC. Raftelis Financial Consultants, Inc. (Raftelis) prepared an evaluation of Pluris Southgate, LLC's rate application to determine if the requested rate increase was reasonable and justifiable based on the information presented in the MFRs and other information provided by the Company. Under contractual services – management fees, Raftelis recommended several adjustments as follows:

1. County Resolution No. 2003-012 requires that management and clerical salaries be fair and reasonable to the Utility customers. Regarding this issue of reasonableness, Raftelis is concerned about the level of Salaries paid (allocated to the System) to Mr. Gallarda and Mr. Pratt. Specifically, the Company reported the following total salaries and benefits paid and the System allocated salaries and benefits for the Pro Forma Year for their specific management related individuals as follows (referred to as the "management salaries"):

   In the review of the management salaries, adjustments have been made to the hourly rates charged by Pluris Holdings, LLC. for the identified management personnel. The adjustments were based on the review of the salaries and wage levels charged to Pluris Southgate for the management of the System by Pluris Holdings, LLC. Raftelis compared the reported salaries and implied hourly salary rates to the 2020 AWWA Compensation Survey – Medium-Sized Utilities published by the American Water Works Association which provides comparable salary information for various utility personnel (medium-sized utilities would serve populations between 10,000 and 99,999, which relates to the population served by Pluris Holdings, LLC) (the "AWWA Survey"). When comparing the salaries to the AWWA Survey, for Mr. Gallarda the base salary for a Top Utility Executive position was selected, for Mr. Pratt the Top Planning Executive position was chosen, and for Mr. Winters the Top finance Executive position was recognized. The comparison yielded the following results:

Comparison of AWWA Survey Results to Management Salaries – Hourly Rates For the Pro Forma Year Ended December 31, 2020 [1]

	Maurice Gallarda	Kenneth Pratt	Dan Winters
MFR – Total Billing Rate ($ / Hour)	$234.91	$290.40	$115.00
AWWA Compensation Survey			
Position Title	Top Executive	Top Planning Executive	Top Finance Executive
Recognized Maximum Salary (1)	$229,051	$182,405	$185,972
Hourly Rates at 2,080 Hours per Year	$110.12	$87.69	$89.41
Hourly Rate Difference	($124.79)	($202.71)	($25.59)

[1] Based on AWWA Survey adjusted for inflation and other factors as discussed with the Company.

Based on the results of the Salary Survey and our general experience with other utilities, it appears that the management salaries are not reasonable with respect to the development of rates. As seen on Table 17, it is recommended that the amount of management salaries to be recovered in rates be adjusted to reflect the hourly rates based on the results published in the AWWA Survey applied to the allocated hours assumed to manage the System. As shown on Table 17, this results in a reduction in the recommended salaries of $269,513 for the Pro Forma Year.

2. In addition to the annual salaries paid to management, the Company paid performance bonuses to Mr. Gallarda totaling $27,700 during 2019 (including payroll taxes, the estimated total amount of the bonus related expenses recognized was $27,817). The continuation of the payment of the performance bonuses was recognized in the development of the Pro Forma operating expenses. The total bonus allocated to the System by the Company was based on the corporate allocation factor predicated on customers served of 29.1% and the expense recognized for the Pro Forma Year totaling $8,062. Bonuses are considered as a stockholder cost paid from the profits of a utility and therefore has not been recognized in the analysis. The net effect was to reduce the operating expenses by $8,062.

Accordingly, the OPC believes that the likelihood of the allocated management salaries and associated expenses of the three individuals cited above to the Utility in the 2022 test year of being excessive is great.

Non-Recurring Expenses Pluris Recorded in Account 636

In response to Question 10 of Commission staff's First Data Request, the Utility stated the following: "[m]ay included two non-recurring invoices, one for the cost of a repair to fix the water feed line to the polishers and another for compliance fire hydrant flow testing." Rule 25-30.433(9), F.A.C., states: "[n]on-recurring expenses shall be amortized over a 5-year period unless a shorter or longer period of time can be justified." According to the Utility's 2022 General Ledger included in the audit workpapers, the cost of a repair to fix the water feed line to the polishers and for compliance fire hydrant flow testing were $3,101 and $9,626, respectively. In accordance with Rule 25-30.433(9), F.A.C., the OPC recommends water O&M expense be reduced by $10,182 [$12,727*(4/5)].

Non-Recurring Expenses Pluris Recorded in Accounts 659 and 759

In response to Question 12 of Commission staff's First Data Request, the Utility stated in pertinent part the following: "[j]anuary included non-recurring adjustments to true-up the excess liability insurance." Rule 25-30.433(9), F.A.C., states: "[n]on-recurring expenses shall be amortized over a 5-year period unless a shorter or longer period of time can be justified." According to the Utility's 2022 General Ledger included in the audit workpapers, the non-recurring adjustments for excess liability insurance totals $3,496 for Account No 659 and $708 for Account No. 759. In accordance with Rule 25-30.433(9), F.A.C., the OPC recommends water and wastewater O&M expenses be reduced by $2,797 [$3,496*(4/5)] and $566 [$708*(4/5)] respectively.

Dues Pluris Recorded in Account 675

Based on the Utility's 2022 General Ledger, it recorded a transaction of $406 for American Water Waterworks Association (AWWA) membership dues in Account 675.14. Although audit

workpaper 43-17 indicates that this cost is recoverable, the OPC respectfully disagrees and believes this cost should not be borne by the customers. By Order No. PSC-99-0513-FOF-WS, page 47, the Commission disallowed 100% of AWWA dues paid by United Water Florida, Inc. Based on the above, and the OPC recommends that $406 should disallowed for ratemaking purposes.

Non-Recurring Hurricane Expenses Related to Wastewater System

Based on the Utility's 2022 General Ledger, it recorded transactions of $3,989 on November 9, 2022 for a repair related to hurricane damage in Account 775.19, $2,400 on October 6, 2022 for "Hurricane Preparation" in Account 736.4, $20,826 on October 31, 2022 for "Hurricane – Pumps" in Account 736.4[18], and $5,302 on November 16, 2022 for "Hurricane Pump" in Account 742. These recorded O&M expenses total $32,517. Rule 25-30.433(9), F.A.C., states: "[n]on-recurring expenses shall be amortized over a 5-year period unless a shorter or longer period of time can be justified." In accordance with Rule 25-30.433(9), F.A.C., the OPC recommends wastewater O&M expenses be reduced by $26,014 [$32,517*(4/5)].

Normalization Adjustments O&M Expenses

In its test year request letter dated July 10, 2023, Pluris requested the historic test year ended December 31, 2022 and stated this year is representative of a normal full year of operation.[19] The OPC recommends an adjustment is necessary to fuel for power production expense because the test year water and wastewater amounts are not representative of the cost of service when final rates will become effective. Pluris recorded 2022 test year amounts of $4,288[20] and $1,038 in fuel for power production expense for water and wastewater, respectively. In the Utility's last rate case, the Commission did not approve any fuel for power production expense amounts for water and wastewater. The table below reflects the water and wastewater amounts of fuel for power production for the years 2018 through 2022.

Year	Water	Wastewater
2022	$4,288	$1,038
2021	$1,139	$0
2020	$613	$340
2019	$1,445	$1,451
2018	$1,290	$0

In the 2009 SARC for Palm Valley Utilities, the Commission used a four-year average to normalize that utility's amount of fuel for power production expense for ratemaking purposes.[21] Consistent with this previous decision by the Commission, the Utility's four-year average should be used to calculate the appropriate amount of fuel for power production. The four-average for

[18] The $20,826 amount was also reflected on MFR Schedule B-9, Column 4, Line 33.
[19] See Document No. 03990-2023.
[20] This amount consists of three transactions $1,636.51 on April 1, 2022, $1,663.51 on October 6, 2022, and $987.95 on October 6, 2022. The OPC surmises that the costs of the last two transactions related to Hurricane Ian.
[21] See Order No. PSC-10-0606-PAA-WS, page 9.

water and wastewater is $1,871 and $707, respectively. Thus, the OPC recommends that O&M expenses be reduced by $4,417 for water and $331 for wastewater.

Other Potential Non-Recurring or Non-Recoverable Expenses

Pluris recorded 11 transactions in "Account 675.5 – Utilities" totaling $2,629 and recorded 11 transactions in "Account 775.5 – Utilities" totaling $2,629 for rent paid to Executive Suites of Lakeland, LLC. In addition, the Utility recorded eight transactions in "Account 775.101 – Travel" totaling $3,528 for "Employee Room – Assist With Work Load." The OPC believes these costs warrant further examination to make sure the appropriate ratemaking treatment is being applied for them.

Conclusion

The OPC is aware of the Utility's responses to Commission staff's Eight Data Request filed on February 14, 2024, for which we will thoroughly review.[22] Based on an initial review assessment of these responses, the OPC believes there are additional O&M expense reductions warranted than what is contained in this letter of concerns. Once filed on March 21, 2024, the OPC will review the staff's PAA recommendation, including staff's workpapers, and will relay any additional concerns we may have not covered by this letter.

Respectfully submitted,

Bart Fletcher

Bart Fletcher

Legislative Analyst

Attachments

CC: Parties of Record

[22] Document No. 00708-2024.

Attachment A

Customer Comments: Water and Wastewater Rate Case

Docket No. 20230083 – WS Pluris Wedgefield, LLC Customer Meeting

January 24, 2024 10:00 a.m.

1st Customer: Joseph Scully. (NOTE: recording started after he was introduced). The rate increases whether it's $1 or $20: when you start adding it up, things that are useful to you. I like to fish. $60 a month increase! Well, I can only fish once, a round of golf, a six-pack of beer, dinner out with the wife, use the money as you see it. We can't stand this. We can't stand the devil. So we need for you to do something for us. Thank you. Thanks guys.

2nd Customer- Sheila Mayhew. I'm not going to use the microphone because I was a teacher so I know how to talk loud. You are going to hear from me as a newbie around the block. I moved into Wedgefield in November of 2022. My name is Sheila Mayhew (M-a-y-h-e-w) and I live at 2828 Abney Avenue. We purchased our home because we absolutely fell in love with this community. I actually looked at my house online probably 30 times. And I didn't want to move into the house just because of stackable washer and dryer. Well, then they had an open house, so we came out and saw the home. I saw my view of the golf course, the sunset that night and I was sold on that house. When I first got in contact with Pluris to set up my account, I was talked to very condescendingly and I explained to the lady that I was very new to Pluris, and that I had never heard of Pluris. She was really rude with me on trying to set up my account. Then after I got my first water bill because I had lived in South Florida and I was used to paying $30 to $40 a month for a water bill and that included my trash. And I had a bigger yard down there, I had a built in swimming pool, I had an in-ground Jacuzzi, so I had more property to water and everything. When I got my fist bill and it was over a $100, you can imagine I was like, "Oh my gosh, what's going on here!" I called Pluris to find out again, they are very rude, very disrespectful to me. In the meantime, I learned about the lawsuit and I went to several meetings at the school also to hear about the purchase, the acquisition by

OCU. My husband and I jumped on board and I kind-of had become a community activist, which I never thought I would ever be in my lifetime after retiring from education. I wanted to live a simple life. This area provided that for me. We also moved here because I'm pretty much equal distance from everyone in my family. So we actually chose to move here. Upon learning of the lawsuit and coming to a meeting here and hearing about what the final outcome of the lawsuit was and I have a copy of the lawsuit. In the lawsuit it basically said, for lack of better words, that Pluris was not allowed to ask for a rate increase in order to try and recoup money from the lawsuit which they paid out $3.3 billion dollars. The very next month and I have a letter that I received in my water bill, Pluris said that they were going to ask for a rate increase within 90 days. Let's put two and two together. They are trying to recoup their money from the lawsuit, whether they want to say that or not. And for me and my husband, and I'm not here very often, I want you to know that this is normally my day to spend with my 94-year-old dad. And this meeting was more important to me because I care about my community. And I'm not just here for me, or my community, but let's think about the future, too. What about the young homeowners who are going to come in here and buy? And they have kids, or they have grandchildren. We need to get our vision broader than what's right here right now. Okay? So with that being said, I really think that paying over $100 a month for water is insane. I believe as an American, every American has the right to clean, quality water at an affordable rate. And somebody told me, you know, instead of purchasing and supporting the purchase of the property, they told me, "Oh, just go put in a water filtration system in your house." Well, I don't believe that I should have to do that as an American citizen when my right is to have good, clean, drinkable water. I don't drink my water. I do filter it through my refrigerator. And even at times there's been white sediment at the bottom of my cup, OK? The rates that Pluris is charging and what you get as water is ridiculous. I have never experienced anything like this in my life, and I came from New York where you think the water was terrible and it's not and water was always affordable so I implore you as a the public commission people to please take our concerns back. I agree with Dennis, I agree with what Mr.

Scully said, and like I said, I don't have all the years of experience that these people would have, and they've gone through much, much more than me, but you need to also know that there are new people here that are concerned about this matter. Thank you.

3rd Customer – Jeff Laperre. (NOTE: recording cut-off during the introduction of this speaker). This is my third place in this neighborhood I've been a resident here for 20 years been in Florida since 1988, then a random resident since 1996. I have a lot of friends in the Orlando area Waterford Lakes, Avalon Park and even Bridgewater. I have been divorced 13 years. I have a 20-year-old son that lives with me one to two weeks a month. He goes between my house and my ex-wife's house. I don't use a lot of water. I take a shower to two showers a day. I do a load of laundry maybe once every week to a week and a half. My average water bill is $120 - $140 a month. I have a friend who has a house in Ridgewater. Family of four - two kids and two adults. Three times more laundry than I do. They do use a lot more than water than I do, but their average bill is $60 - $80 a month. I also have a friend in Waterford Lakes, a family of six. Their average bill is $70 - $100 a month. My question is how can you justify our rates which are a lot higher than everyone else in Orlando? When the house that that I live in now, I've had for 5 1/2 years. I've put in over $150, 000 worth of renovations into it. Updated all the copper plumbing because it was shot. Put in new appliances, new tub in the main bathroom, new toilets, new dishwasher. Both toilets, the dishwasher, and the tub, don't even look like they've been replaced. They have permanent iron stains in them after four to five years of use. The dishwasher - me being single - and the four years I spent in my house I've used it maybe 20 times. It is permanently stained with copper and iron stains in it. Everything I've done to the house when it comes to water-related? You can't tell any of it's been upgraded and it's only been in there 4-5 years. The sinks are ruined, the toilets are ruined, everything. And they want a rate increase? It's ridiculous. It makes no sense. I had to have all the sprinkler system torn out of my yard and replaced because it was unusable, because all the iron deposit had clogged everything up. I watered my yard, maybe every other weekend during the summer when needed. And just watering it for 15 minutes, every

other week, I noticed my water bill goes up $30 - $40 a month. You know, I think it's ridiculous when a person that's single has to pay almost a car payment to use your water. That's ridiculous. During summer just watering twice to three times a month and doing a couple loads of laundry a month I'm paying over $200? It's pathetic. But everything else I was going to say has pretty much been covered so I will leave it with that. You all have a good one.

4th Customer, Jessica Kohl. That's Kohl. I live at 2705 Ababne Boulevard. I've lived in this community here at Wedgefield since 2012. This isn't my first time in front of the Public Service Commission. In the past, I've brought my concerns over the quality and price of the water to the Public Service Commission. However, the price was still allowed to be increased now multiple times. I would prefer not to be here. I would prefer not needing to speak up. However, it's the right thing to do. When my husband and I purchased our home back in 2012, we were paying approximately $80 a month for the sewage and water usage at around 3,000 gallons for the month. This was already more than the rest of Orange County residents. Nothing like it today, now we are paying about $120 a month for that same usage. That's about double the rest of the county. This rate increase is asking to bring that number up to triple the amount of the rest of the county. Back in 2016, I was presented with evidence from the county that the water in my home was not safe. My daughter was a toddler at that time. She is now almost 10. Before having her, I had a miscarriage. We had been living in our home for about a year when it happened. We were using this water. What I, as a brand new homeowner, had always thought was regulated and safe. It was marked as public water, and Orange County water had always had a reputation of being safe. However, now I was being informed that it was not. I didn't know the details at the time. All I knew is that both federal and state regulations said that it should be within certain limits to be considered safe, and mine were far beyond those. I did not feel comfortable with the response from the company with my concerns during this period. I did not get the answers or seek progress from our government, local or state. I was recommended to look into getting a lawyer, so I did. The lawsuit resulted in a monetary settlement of

$3.3 million dollars to the Wedgefield Community. It also resulted in a prospective review program where the community would be able to privately police the quality of the water in the community. As part of the settlement, Pluris agreed not to retaliate against the community. Pluris expressly agreed that the cost of the settlement, prospective relief program, and litigation costs would not be used to charge higher rates for the water distributed to the community. The settlement was finalized back in April of 2023. In June of 2023, we all received a notice that Pluris was intending to seek a rate increase from the Florida Public Service Commission. This community, our Wedgefield, it isn't perfect, but I really love it here. It reminds me of America in itself. There are so many pieces and parts and so much diversity. They can do amazing things when we all manage to pull together. And we have come together. We've come together to get the county to build our fantastic school out here with teachers and students that live all through the neighborhood, many of which probably couldn't be here today because they are currently teaching our students and children. This community has events all through the year. People use their own time and money to do small things like hold parades and decorate the front of the neighborhood for the holidays. We have friends and neighbors here and my home is here. Pluris has had every chance to be a part of this community for years. Opportunities that they could have been involved in those events. They could have built up a degree of trust and goodwill. And it's a shame that instead we are here begging the Public Service Commission to allow us to receive safe water at a fair price. Please do not approve this

5th Customer- Helen Unser. Good morning, I'm Helen Unser. I live at 2835 Ballard Avenue. U-N-S-E-R. If you're not from the zip code, then I doubt you know much about Wedgefield. So I'm going to fill you in on the history of Wedgefield. In 1960, this was all a swamp. There were no houses. There was nothing. But a certain group, Milton Mendleton and his all-state development company, knew that President Kennedy was going to build a big space coast. So this was supposed to be the city of the future, the rocket sea, where everybody working on the space coast would live. They came in with a big plan! 87 streets and some of them were wide enough just in case they had to have an emergency rocket landing. So that was

the first thing. It was set up in three different parts. They had a zero lot with our villas, they had the city, and they had the estates, which was acreage. And they brought in Eaton Utilities, put in a water plant, and lay the foundation with their lines, their sewer and water lines. And, just to note, some of those lines, those original lines, are still in our streets, in our area. And some of them, we've been told, have asbestos linings! But don't worry, they're not dangerous unless they're cracked or they break. Now, they also brought in Florida Power, now OUC, and Southern Bell telephone. They put in the first underground lines in an area in Florida in Wedgefield. President Kennedy was assassinated in 1963. President Johnson moved everything he could to Texas and Wedgefield went dormant. But Mendleton and his group were charged with fraud. They had fabricated their records. They had told people the big company had come in here and had sold property that was unbuildable for people up north. But then in 1971, another group stepped in, and they were backed by Baker's Life and Casualty. They finished up the project that the first group had started, but they didn't like the name Rocket City, so they changed it to King Orlando, and they were part of what is called the Magnum Group. They finished the construction, but there was still a flooding problem. So the St. John's Water Management Group said we've got to do something about the flooding when Wedgefield people don't live there. So they set up the ranger-drainage district where they are in charge of the canals and maintaining them and making sure that the water drains from Wedgefield into the canals and the water from the canals goes into the Econlockcatchee River is all clean. They did a good job, and changed the name to King Orlando. Range and drainage is responsible to keep everything clean. And then that is basically the history of Orlando. In October 2009, we got our first fire station. We had one truck! That was 2009. We had one truck and three crews. We now have five or six vehicles and three crews of six. So you can see we have grown, we are not a little group. We have in 2014, we had hundreds of our children being bused out of Wedgefield, just to go to various schools all over the area, crowded schools. So we started fighting to get our own school. And in June of 2015, we broke ground for our very own K-8th grade school. And it is an A school. Now, we have our Homeowners Association is voluntary,

$50 a year if you want to join. They are responsible for ensuring the deed restrictions are enforced. We have a fire-wise community, a very active neighborhood watch. We have a community emergency response team, a citizen patrol, and numerous other groups. What we don't have is good water at a reasonable cost. Please help us have good water at a reasonable cost. Thank you.

Customer #6- Philip Unser. Good Morning, I'm Philip J. Unser. I am an 85-year-old retired military man that has been married to Helen for the past 61 years (applause). Thank you. I was gone most of the time. 21 of those years have been in our forever retirement home here in Wedgefield. And rest assured, I will be grateful. We've lived in 26 different homes, as we've traveled across this wonderful country, but never a community as nice as Wedgefield, with the one exception: Pluris water. There's not going to be anything you hear today that has not happened to my wife and me in the past 21 years at the hands of the Pluris water. To be more precise, I feel an awful like a timeshare owner, where the management Pluris has unfettered ability to raise prices whenever and where they want. Pluris needs to be held accountable for the reasoning for the price increase and that accountability is called an audit and I would certainly hope we will do one of them. Thank you for listening

Customer # 7, Leonora Magrosky. My name is Leonora Magrosky. M-A-G-R-O-S-K-Y. I'm retired. I am a grandmother of eight. Three children, two of the families live here. I moved over here from Waterford Lakes, which my water bill was only $46, larger home, pool, yard, everything, to a smaller home, to downsize. I moved here thinking that I was moving into a great community, which I believe is a great community. I moved here to help my children with our grandchildren. I have pictures. I agree with everything that everybody has said here. I have built my home here in 2017. I was upset when I moved here after I built my home because my water bill went up drastically to $100. It's my husband and myself at my home. We shower once a day. We flush our toilets. We don't drink the water. I pay ~$60 to drink water from Zephyrhills water because I won't drink the water. My grandchildren and my other children that live here also have the same issue. They have high water bills. My grandchildren have had skin rashes

on their bodies from being young to now 14 and 20-some-year-olds. I believe that it's Pluris water. I never had that issue with my grandchildren staying with me in Waterford Lakes, which is different water. Never had the rashes. Never had the high bills. Never had the black stuff that comes into my sinks and my toilets. I have pictures of my toilets that I clean weekly. My faucets, I've had to take the little things out because there's black stuff hanging in them to clean them out. I will not drink the water. My children do not drink the water. My grandchildren do not drink the water. They all have to buy bottled water. And I pray that you do something with the rates hike. None of us can afford the rate hike. The rates hike, and the skin problems, and the water is terrible here. You can have these computers. I have all kinds of stuff in my house that have been ruined like that other gentleman I have to replace faucets and everything else because they get clogged. I don't know what this black stuff is. And that's what I have to say. Please help us.

Customer #8 Dr. Mohamed Abdulrohman. My name is Mohamed Abdulrohman. I'm a resident of Wedgefield for 20 years, I'm sorry, 23 years. Can you give me 2000s? Something to say. I used to live in Montville, New Jersey, for 2000s. And my water bill, a monthly, in New Jersey was $25. My home was twice the size of what I have in here and I have one acre. When I came in here in 2000, and I found a bill for water for $120. And I said, "What's going on?" So I called the company, which was up north at that point, and I said, "What's going on?" I have a feeling that the meter doesn't work there. So they said, "Okay, I'm going to check it." So they came and checked it. They said, "No, the meter is good." I would like to ask the commissioners to open their eyes more, to Pluris' way to go. Pluris tries with this increase recover some of the money which they lost in that lawsuit, not for the maintenance cost of the water which they give us, which we cannot drink and accept if we have a filter. So we added more for the budget to get a filter to drink in the store, to reduce it in the house. I'd like just to mention to you, to start from the meter of the water, water meter and the sewage. I don't believe Pluris has a sewage meter, because every time the bill is coming, if you take in 6,000 gallons, you found 6,000 in the sewage. To support that,

I ask them one time, half of the water I use is for the sprinkler. How you can say this is the water for the sprinkler is assumed. He said, we cannot account for that, but if you like, put another meter to the sprinkler, not meter to the sewage sprinkler, meter to the sprinkler. So, this would give you idea about my feelings about it. But I'd like to start to say something to you through what I see. We should not pay for a meter that does not exist. When I get this, (waves bill in the air) it says I used 5,000 gallon the last month. 5,000 gallon going to the city. Exactly. Don't make it 4,000 to let me know that you will be used differently. You know, exactly. Each time I look at it, I have it. So they don't have to make it up to the city. And it was bugging me more. They increased the price of the meter that doesn't exist. Now, I'd like to say that all the agreements which they see in here, it's about 25% or 30%. Tell me, any person in the nation in here get increasingly 7% or 25% to 30%? What's going on? If you are feared you need this to get the water flowing. It means something is wrong in the water. It means something is wrong in the mechanism which you will be using to get this water flowing. Yes, we are not meaning to deal, maybe about four thousand, it's not five, big community. But still, we are part of Florida, we pay our taxes, we pay everything. So why I have to get 30% increase in the order? And what is bugging me even more: this just came today. I took it from here. I see they increased 5,070%. If you look at it in here, it was to be $8.86 and they are asking for $14.86. Is this makes sense? I never see this with my wife. That's you, your cost is $8.86. This price. Now they asking and the commission allow them utility requested final rate, $14.86. So it's something, you know? And I hope you will look at it. Thank you.

Commission to Customer: They request to copy his bill or award letter. "And also just to clarify all of that. It is just a request that has not been approved by the commission".

Mr. Abdulrohman: So it's not approved yet?

Commission: No, that's what they were requesting and then staff looks at their request.

Mr. Abdulrohman: It's fine but whoever voted, I don't believe, we think they're from $8 - $14. That's all. What do you think of the Commission? I'm going to do the work. Commission approved intermediary was $11. So $8 to $11, it's about 30%. Why? Because it really doesn't make sense. So you'll be able to, as a Commission, you should think about the 4,000 people hear, how they suffer from this. Thank you.

Customer #9 Franklin Lott. Good morning. My name is Franklin Lott Sr. Last Name L-O-T-T. I've been living in Wedgefield since 2004 in the Reserve, 19669 Knight Tale Lane. I enjoy where I'm at. I enjoy this community, even though I really don't get involved in this community. This is only only the second time I've ever got myself involved in something, and this is something that needs everybody's involvement. When I moved in, back in '04, I'm not sure I'd know who the actual water provider was, but I noticed immediately my water bill. I came out of an apartment complex, so I'm dealing with group rates. My water bill and stuff are only about $30 a month. And then I had my son, well, my youngest son, literally. I moved out here, bought this home, and I moved in, and my water bill shocked me. I mean, there's no other way to say it. I ended up paying over $200, and my son was not living with me. It was just me, myself, and I, same as our folks earlier that said that they were only doing one or two laundry loads a week, a load of dishes a week, I'm the same way. And from my bill to jump to like, I think I ended up averaging it out about $232 or $235 a month. It was an absolute highway robbery, I don't care who's providing it. That's nonsense. It's like a supply and demand, it's a necessity one human being must have, and we're being ripped for it. Now we're looking at, as I move forward through my years here, I've made my own moves. I did not know about all the other options, and calling you folks, so I took action myself. I put in a $5,000 Culligan system heard about earlier, it cleaned the water up a bit and also purifies it. I've also put in water softener because I know as a kid when I was living in South Florida, it was hard water here in Florida. There's just no two ways about it, you can't get away from it. And I've put in a $3,000 water softener system. I still had a ridiculously big bill of $235, because I was watering my lawn twice a week. I was following the law twice a week, on a certain day of the week, and that's what I did. And I still did not

increase my laundry, I did not increase my bathing time, or any such thing. Yet it's still up to me. So I decided to take another action, and I put in my own well irrigation system. It cost me $1,700. You'd be amazed at the difference in my bill. I went from $235 a month to an average bill of $74 a month, just from watering on my sprinkler system. And it's still only me. Oh yeah, I've got two cats. They don't frolic in the water and I don't have a pool. That's absurd. I can't believe that we've gotten this far, and the Commission or State of Florida has allowed a private organization to come in here and play highway robbery. You put their hands in our back pocket. It's uncalled for, unsatisfactory. This increase that we're looking at now. I'll play with the numbers a little bit, I'm not a mathematician by no means. But on the base facility charge going from 2810 to 4710, that equates by my math, and I think I'm right, a 67.61% increase. I call that price gouging. We have laws against that during hurricanes and yet we're going to allow this organization to jump 67%. The gentleman that was just talking about the $8.86 to $14.86. That is a 67.72% increase. Nonsense. Overall, when I do all the figures, I come out to a 57.2% overall increase on my entire bill. If you use the base rate, the 1,000 gallon figure that they divide, your monthly bill should be right around $72 - $74. That's absurd. That's steeper. They want to jump up to $114.91. That is a57.97% increase. Find me an organization or a product that is allowed to jump that much in one request. I don't care if it was 2012 when they got the last increase. We need to put this under control. I would suggest to you, Counsel (speaker pointed at Walt), that you get with the commissioner here and get a copy of the survey that the Orange County Utilities just did recently. I think they started in November, the inspection they were doing of our pipes and stuff, you should get a copy of that. And in the increase that they're asking for, the gentleman mentioned, talked about what they're going to use the money for. They want to build an office building. What is that office building got to do with my water? Not a thing. That should be something coming out of their back pocket, not mine. Appreciate you listening. Take it serious. Thank you.

Customer#10 – Nichole Krause. I would like to apologize in advance public speaking is not my forte so I will be very shaky, but I think it's important to represent the community and our residents. So I stand

before you today to address the matter of the most important concerning our well -being with Pluris. The proposed rate increase of 46% of the water, and 108% of the wastewater. It's not only an undue burden on our residents but also raises serious concerns of quality of service that we're going to speak overall. This exorbitant rate increase comes at a time when many in our community are already facing financial challenges. I think you have seen the answer of all the seniors that have a heart in our neighborhood and that are living of social security. I am a single mom, two teenagers, so it's a burden on myself as well, and there are many others like me in the community. The impact of such an increase on vulnerable numbers in our community cannot be overstated. It is essential for the PSC to consider associate economic implications and ensure that the water services remain affordable for our residents. Additionally, the deteriorating water quality coupled with the proven reports of concern levels, disinfected byproducts, and the crumbling infrastructure paints a grim picture of their overall operations. And I wanted to thank Ms. Volpe for being here as well because she's the one who brought all the evidence in way of the lawsuit. Clean and accessible water is a fundamental right. And I want to say that again, clean and accessible water is a fundamental right for us and we must not compromise on its quality. Our community deserves the water provider that not only prioritizes affordability, but also ensures the well-being of its consumers. I urge the PSC to thoroughly investigate the proposed rate hike taking into account the utility's track record in delivering reliable and safe water services. Our residents deserve transparency, accountability, and a commitment to improving both the water quality and the quality of service overall at an important rate for everyone. Thank you for your time and I appreciate you being here as well.

Customer #11 Albert Stallap Not present

Customer #12 Colleen Wollan. Not present

Customer 13# Margaret Preston. Hello, first I would like to thank you for coming to listen to all of our concerns. I am a second generation Wedgefield homeowner. My mom and dad bought their property in

1985 after looking through many areas in Florida to find their perfect retirement place. They came here with their golf buddies and ended up buying 6 different lots, building homes in the 1980s, and finally moving in in 1985. They loved it here, we loved it here. Being a teacher, I had the luxury of coming every summer with my children. So I got to know Wedgefield very, very well and spent much time here. We took them to picnics, we took them to films in the park in the summertime, and we took them to different special events. So it got to be a really special place for all of us. Early on when I would visit my parents, I mentioned to my dad, I said, "There's something not quite right with your water, Dad." In tasting it and smelling the ice, you kind of get that gut feeling when something isn't right that you really need to trust that. So I told the children, "We're not going to drink the water." So we started bringing in bottled water, and I tried to encourage my parents to do the same. It took some time, it took years, but eventually we came one time and my father said, "Don't drink the water." I also noticed that the ice cubes, whenever you made ice cubes in the tray and you put them in your cups, the ice cubes always left like a murky, cloudy residue. You can actually see it. So eventually, we just stopped using water totally. We never used it for our pets. We used it to shower. My parents actually didn't even flush the toilets all the time. My mom would say, "Oh, if you just piddle, it's okay." So they didn't even flush the toilets every time they used the bathrooms. It took many, many years. This has been a problem forever. My parents passed in 2014. My mom passed in 2018, and my husband and I inherited down here. So we had a big decision to make, whether or not we would keep the home and our memories here are always so fond. We loved our neighbors, we loved the community, it was always a place where we wanted to come. We loved it here so we decided to make some changes to the home and we moved in here. We also are very cognizant about the water. We don't shower every day, if we don't shower every day it's every other day. We are very cognizant about what we use the water for. We don't ever leave it running. We make sure when our neighbors come, our friends come, we have company, we always provide bottled water. We tell them please don't drink the water. So we're very aware of things that are going on with our water. As with

everyone else, we also have experienced the same situations with our plumbing, with the stains in our sinks, with our faucet heads. We had a water pipe break in our bathroom that was faulty that we ended up having to replace in our master bath. So we've also had the full gamut of different experiences. As far as our rate increases, we are very cognizant about making sure that our water's not running. This past year, we traveled back and forth, I'm a retired schoolteacher from New Jersey. I retired after 40 years of teaching. We still have our home in New Jersey, our children, our grandchildren are there and so we do spend a lot of time going back and forth. Last year, I was diagnosed with cancer and so we ended up having to stay there for treatment much longer at the University of Pennsylvania. So we were there extended well beyond the amount of time that we're away from our Wedgefield home. And it just floored me to see the bills that I brought them that I had from not being in my house. Every month I received a bill that of course was on auto pay, but we were gone for six months. And to pay for something that was not running, that was not being used, is just atrocious; $65.69, $74.41, $66, $65.63, $65.61, $77.62 - and that's for no water usage. That's for not even being in our home. So I'm asking you today to please, we need someone to do the right thing for us. We are here imploring your help and your attention in this matter. We need help, and we need you to help us.

Customer #14 Tony Melmary. Good Morning everyone, thank you ladies and gentlemen for letting me speak. I'm a veteran. I served in Iraq and the Middle East and when I moved from New York in 2002 to Florida, I started looking for a house. So I came to Wedgefield, like excited to see this beautiful community, and then started building up the Wedgefield community over here, and I witnessed the house, all the homes getting built because I moved here. They were still like building it for a year and then I had the chance to get deployed and serve my country. But I had to leave my family behind, my wife, my kid and then my only communication with them was like, "Hi, how are you, how you doing?", and she said, "We're suffering because of the water", and I said, "What's wrong with the water?" It wasn't in the expectations when moving. So I said, "Okay, you can drive six miles to Publix, get water, don't forget to boil the water,

do whatever you can because we have to feed the kids." And we cannot use the Pluris water. However, when I got deployed, you know, leaving my family behind, you know, I got orders to fulfill my missions, overseas, and I started seeing all these comments about the Pluris water. I said, "Okay, no problem we'll pay the bill." And they wanted to upgrade to a different system, whatever. They raised the water bill, no problem, we'll pay it. As long as you can get good water. But this issue has been going on since 2015 (someone in the audience said, "Way before that!") I mean, people were living here before me, just saying when I moved here. So it's been going on and, on. You know, I was very happy to leave my family, you know, in a great community that I felt like they are family, you know, and my kids would grow here, we went to school here, we didn't have a school at the time. So we had to take the kids to school out there, but then finally they opened the school. I said, "Oh, that's a great opportunity for Wedgefield to grow families." So with the poor water quality, you know, that was expensive already, I was wondering, you know, "How many people had to install expensive softener in their home? Spend all this money to get quality water? How many stored softener in a jar?" Ok Why? Because in New York we didn't think about anything. We don't have water softener. We drink tap water. From anywhere, it's beautiful. It's good. It's excellent. But here we had an issue. Moving forward, you know, we have to spend thousands of dollars to have clean water. Since 2005, like I said, some people were here before us. Anyway, the water was damaging a lot of things. Damaging our clothes, damaging my wife's hair and she kept telling me, "I have to go to the salon, I don't know what's wrong." And then we had to change the water heater because of all the sediment that was building up. And I couldn't believe how come the water is so poor quality, you know, and we are paying a lot of money, compared to others in Orlando. Anyway, we started purchasing bottled water, replaced it, and the pets, of course, we couldn't even give them that water, we had to either boil it or get them you know bottled water from Walmart or wherever. So, I was kind of a suffering here, what I'm talking about. You know, I didn't think that by moving here, I need to suffer. Actually, I needed to be relaxed. I needed to have, you know, an opportunity to live in a community that I love, with

people that I find like beautiful. Look at that! You got a golf course, you got plenty of land, you got nice people, no problem at all. Why now they have a problem with the water? We have to put this in consideration. And thank you for listening to us, because really this was an issue that was going on with the TV coverage, with everybody talking about it. When I tell anyone outside, I live in Wedgefield, oh you got a problem with the water. Yeah, anyway, thank you for listening to me. If you look at the Pluris website, and you can Google it now with knowledge that we have, you're going to see zero stars. Why are they getting zero stars? Why are they not getting one star? Two stars out of five stars? Zero stars. I was like wondering, there must be something wrong here. And I hope that Orange County can fix that. Am I right? I'm not saying that I'm not willing to pay you know, high rates, but if I'm willing to pay high rates, I want quality water, that's what I want. Thank you very much for listening to us. With that said, I, like all of us here taxpayers, you know, we need help, we needs your help. Pluris must go away and be replaced by Orange county. And that will be my opinion. And if everybody agrees. (Audience members raise hands, clap in agreement)

Customer #16 Paulette Beaulien Paule. Not present

Customer #17 Cliff Kearns. Good morning, good afternoon, whichever it is at this point, My name is Cliff Kearns, K-E-A-R-N-S. I live at 2230 Babbitt Avenue. I bought, purchased my house out here with my wife in 2001. Just like the answers you know, pretty much everything that's been said here today. We've experienced everything every bit of it. You know, we've pretty much replaced pretty much everything. Um, so there's really not much I can say on that there. I want to talk about, like, one of the things that I deal with on a private basis is my wife's a big worrier. She worries about everything. And to every single day, if you just turn the faucet on when you're washing your hands, if you're not shutting it off in the process of you washing your hands, while you're rubbing it, before she's over there, “Hey, shut the water off. You are running the bill up. You're running the bill up.” Flushing the toilet. I mean, we don't flush the toilet as often as you would think you should be doing it because she's worried about every little penny

that the water bill is costing us. We are a family of three. We use 1,400 gallons. My understanding, the average in Wedgefield is 5,000 gallons. The average in Orange County is like 7,000 gallons. We are so afraid to use the water as far as due to the quality of the water and the cost of the water, I mean, we just don't use it. We use bottled water for everything. I mean, things that you would normally not use bottled water for. We had, I just remember there was a time a neighbor moved in, a brand new house next to us, and he was so excited. Young guy, single dad, was moving in, had a baby on the way, he was going to raise the baby himself and I had a conversation with him, you know, he just bought the house and I was like, "Hey, did you get your first water bill yet?" He just looks at me like, "What do you mean?" I said, "You know, it's going to be about $100." And this guy was just fooled. His face dropped. He had made, you know, all his planning expenses on his budget, on his house. He wasn't expecting this $100. And who knows, because he's a four bedroom house with his mom's going to be living there to help take care of the baby. When he did the math of that, he moved out of there within three months. Because that scared him so much, just the water bill. You know, I'm sure there were other things, but the anxiety and the, just the fear and the other health issues that can come up besides all the contaminants and the pollutants. You know, it's a mental stress on people as well, that these rate increases that, to now, my wife thinking, and me as well, that this could double. I mean, this is just crazy that there is even the possibility that a water rate can double in price when it's already one of the most expensive let alone in the country in the state. The other thing that I would really like to address is that we're probably going to move out of the neighborhood because of it. We love this neighborhood. We've had so much just enjoyment and so many great times in this neighborhood. We have a five-year-old daughter now that has built so many friends, and just the families that we've met with their friends and the fact that we may have to move away from there because the water issue is just getting too much for us, it just it scares us and it really cuts in our heart deep because we love this neighborhood so much, and the fact that we may have to make that choice to give it up because of a company like Pluris not doing what they should be doing and just

protecting the citizens, you know, we should be able to have clean, safe water at a reasonable rate. You know, and the fact that I would have to tell somebody because I would never, ever sell my house to somebody and not inform them ahead of time what they were getting into. And with that being said, pretty much everything else has been covered that we dealt with. That is all I've got to say today. Thank you.

Customer #18 David Pendry. Thanks for your time today and thanks to all our great community here that is coming to speak out, you know, against this post rate hike and just talking about the things we love about Wedgefield. You know I might see you when I walk my dogs all the time. I've toured our community park, our dog park. I lived here with my wife for about seven years. I'm David Pendry, P -E -N -D -R -Y. I live at 20522 Marlin Street. And yes, I just wanted to agree with everything that's been said and just really concerned about ongoing quality and safety of our water. And I'm definitely not using it for drinking. Just as far as for normal use in our water, we purchased over $2,000 Aquasana house filter. We meticulously maintain that. It costs about $200 a year for filters. Even with that, we still have the hard sediments, our water issues, and sometimes a bunch of others. And I brought for evidence, this is what a pre-filter looks like after the recommended three-month change-out. Do you want to take a picture now or do it after? Brief Pause (PSC took a picture of the filter). Mr. Trierweiler said, “David, I have a follow up. Would you, because a picture may not capture it, but what's the difference after three months from a new one?” David said, “Oh yeah, it’s fully white. And now it’s fully brown.” (Mr. Pendry then walked back to the podium to continue) I just changed it up today as part of my own maintenance time. Also, the water quality, as far as the hardness, we also had to do a full re-pipe a couple years ago. You know, when I held the pipe, it was just so heavy, full thick of calcium deposits. Also, you know, we have to do regular maintenance on the faucets, the appliances trying to remove the buildup. Don't drink or cook with it, as I said before. You know, sometimes if you want to try to boil water, you'll see kind of a filmy substance on the pot. And you know, all this for paying $120 to $175 a month with just myself and my wife. And that's

not including any drinking water for me and my dogs. When we go to Publix and I fill up five gallon jugs. So yeah, I just wanted to mention before I do agree that it feels like this rate hike is like somehow us being penalized for the lawsuit. It just feels like it's a political issue because also if there's a great increase, you know, maybe that could increase the buyout that they could ask for from OUC. And then, yeah, just from the small check that we did get from the lawsuit, it hasn't covered any of the costs for our filters, for our whole house filter. But yeah, so I think I covered everything and thanks for everyone else for agreeing to give points. Have a good rest of your day.

Customer # 19 Megan Gee. So, yes, my name is Megan Gee. I live at 20855 Netiveton Street. I've been here since 2011. I have never used the water to cook, never used the water to drink. We don't water the grass, and actually in fact this past year I was gone for all but a week of the month of July and my bill was the lowest it's ever been, which was $84. And obviously not being here, that's crazy. I get it, I pay the water bills. We are in kind of a unique position right now since we are trying to get Orange County to buy out Pluris. You know, the definition of insanity is doing the same thing over and over again, expecting different results. We continue to pay them because we obviously have to have water. And now we're being put in between continuing to pay them for lack of quality water that we get and our money, or buying them out, which we also can't afford. But we have to make a change, we have to do something different. I'm a single mom with two kids. My average water bill is $160 a month and we don't use it to drink. We don't use it to cook. We use it to do laundry and to take showers. My kids are, you know, 15 and 6. You know, they know, "Don't run the water! Don't waste the water!" We do wash the toilet regularly. But you know, I'm paying that bill. I'm not getting any more money from my job. You know I don't have any other options other than finding a second job and not being home with my kids and I moved here for a better life for my kids. I don't intend on selling my house, I just continue to pay the water bills. We have to have water. Obviously, are we going to consider putting how many thousands of dollars into our taxes to get Orange County to buy them out? Yes. With the way the world is going, I probably

won't be alive for the 20 years that it's going to put out my taxes, but I'm going to pay it because I want quality water that I can use that is affordable for me. So it's put us into a position where we're making decisions based on what we have in front of us. I don't believe that Pluris deserves a rate increase. I feel like that maybe an option is to hold them on their rate increases until potentially Orange County buys them out, so that we don't have an added cost to what we're already going to have an added cost for, you know, something to consider. So I appreciate your time. Thank you for coming today. Thank you.

End of Customers Comments.

Walt Trierweiler: (cut off in the beginning) It's great to hear from you. Their mission is to determine fair, just, and reasonable rates. They work very hard at it. Commission staff works very hard at it. So we all appreciate your participation, and we encourage you to track the case online under the Docket #20230083. If you have any questions for me, the Pubic Counsel, you can call me anytime. I've handed out most of my cards. You can find us on our website. I'd love to talk to you if you have any other concerns, issues, or evidence that you'd like to talk about. Thank you.

Attachment B

UNITED STATES DISTRICT COURT
MIDDLE DISTRICT OF FLORIDA
ORLANDO DIVISION

JESSICA KOHL and MATTHEW KOHL, individually, and on behalf of a class of persons similarly situated,

Plaintiffs,

vs.

PLURIS WEDGEFIELD, LLC, PLURIS HOLDINGS, LLC, and PLURIS WEDGEFIELD, INC.,

Defendants.

Case No.: 6:20-cv-01683-Orl-41 GJK

CLASS REPRESENTATION

INJUNCTIVE RELIEF SOUGHT

FIRST AMENDED CLASS ACTION COMPLAINT
AND DEMAND FOR JURY TRIAL

Plaintiffs Jessica Kohl and Matthew Kohl (collectively "Representative Plaintiffs") bring this Complaint on behalf of themselves, and on behalf of a Class of other people similarly situated. Plaintiffs and the Plaintiff Class (collectively "Plaintiffs") sue Defendants Pluris Wedgefield, LLC, Pluris Holdings, LLC, and Pluris Wedgefield, Inc. (collectively "Defendants" or "Pluris"), and allege as follows:

STATEMENT OF THE CASE

1. This is a class action on behalf of individual Plaintiffs and Class Representatives Jessica Kohl and Matthew Kohl and a class of people similarly situated who have been damaged and continue to be damaged due to Defendants' negligent, intentional, willful and wanton release of toxic chemicals into the potable water supply of the Wedgefield residential housing community.

2. Representative Plaintiffs and Members of the proposed Class are owners and

occupants of property with water service provided by Pluris Wedgefield, LLC and/or its predecessor entities. The water supplied to Representative Plaintiffs and Members of the proposed Class by Pluris has been and continues to be contaminated with excessive disinfectant byproducts due to Defendants' flawed treatment of the Wedgefield drinking water.

3. The water supplied to Representative Plaintiffs and Members of the proposed Class by Pluris is not in conformity with the regulations governing community water systems, particularly with respect to the following disinfection byproducts: trihalomethanes ("TTHM"), total haloacetic acids ("HAA5") and chlorite. Exposure to excessive amounts of TTHM, HAA5 and/or chlorite can cause significant health effects including an increased risk for liver, kidney and central nervous system problems, as well as an increased risk of cancer.

4. As discussed more fully below, TTHM, HAA5 and chlorite are chemical disinfection byproducts that can result from treating drinking water with chlorine or chlorine dioxide. The Environmental Protection Agency ("EPA") sets forth a maximum contaminant level ("MCL") for each of the aforementioned chemicals. The MCL is the maximum permissible concentration of a contaminant that can be delivered to any user of a public water system. Pluris has repeatedly served Representative Plaintiffs and Members of the proposed Class with drinking water that exceeds the EPA mandated MCLs for TTHM, HAA5 and chlorite.

5. Representative Plaintiffs and Members of the proposed Class have suffered damages as a result of Defendants' discharge of toxic chemicals into the Wedgefield potable water supply. Plaintiffs also seek equitable and injunctive relief to compel Defendants to cease and desist the spread of toxic chemicals into and through the Wedgefield potable water supply.

JURISIDICTION

6. This Court has jurisdiction over this action pursuant to 28 U.S.C. § 1332(d)

because (i) it is a class action with a class of over 100 members, (ii) at least one member of the proposed class is a citizen of a different state than that of any defendant, and (iii) the amount in controversy exceeds $5,000,000.00.[1]

7. This Court has jurisdiction over Defendants because each Defendant is engaged in substantial and non-isolated activity within the state of Florida, and each Defendant (i) operates a business and/or business venture within the State of Florida; (ii) committed a tortious act within the State of Florida; (iii) caused injury to persons and property within the state of Florida; and (iv) breached a contract by failing to perform acts required to be performed in the state of Florida.

8. Venue is proper in this District pursuant to 28 U.S.C. § 1391(b)(2) and (c) because a substantial part of the events giving rise to Representative Plaintiffs and Members of the proposed Class' claims occurred in this District. Venue is also proper under 18 U.S.C. § 1965(a) because Defendants transact substantial business in this District.

PARTIES

9. Representative Plaintiffs Jessica Kohl and Matthew Kohl are residents of Orange County, Florida, and reside at and own property located at 2705 Abalone Blvd. Orlando, FL 32833. Representative Plaintiffs Jessica Kohl and Matthew Kohl are customers of Pluris and have used potable water supplied by Pluris Wedgefield, LLC and/or its predecessor entities for drinking, cooking, and other domestic purposes since January 2012. Representative Plaintiffs' water supply has been and continues to be contaminated with disinfectant byproducts released into the water by the Pluris Wedgefield water treatment facility.

10. Defendant Pluris Wedgefield, LLC is a Florida limited liability company with its

[1] This case was originally filed in the Circuit Court for the Ninth Judicial Circuit in and for Orange County, Florida. Defendants removed this action to federal court pursuant to the Class Action Fairness Act of 2005 ("CAFA") on September 14, 2020. *See* Doc. 1.

principal place of business located at 5950 Berkshire Lane, Suite 800, Dallas, Texas 75225. Pluris Wedgefield, LLC is the holder of Certificate Nos. 404-W and 341-S, which authorize Pluris Wedgefield, LLC to provide Class A water and wastewater utility services to the Wedgefield residential housing community. At all relevant times, Pluris Wedgefield, LLC individually and/or through its predecessor entities has conducted business in Orange County, Florida.

11. Defendant Pluris Holdings, LLC is an inactive foreign limited liability company with its principal place of business located at 5950 Berkshire Lane, Suite 800, Dallas, Texas 75225; and its regional office located at 1102 S. Florida Ave., Lakeland, FL 33803. The Florida Department of State, Division of Corporations, inactivated Pluris Holdings, LLC's corporate status for failure to file its annual report on September 25, 2015. Pluris Holdings, LLC was incorporated under the laws of Nevada in December 23, 2009 and converted into a Dallas limited liability company of the same name on December 31, 2013. At all relevant times, Pluris Holdings, LLC was conducting business in Orange County, Florida.

12. Defendant Pluris Holdings, LLC is the parent company, managing member and sole shareholder of Pluris Wedgefield, LLC. Pluris Holdings, LLC provides all management, accounting, tax, construction, financial services and administrative services to Pluris Wedgefield, LLC for a cost of approximately $500,000.00 per year. Pluris Holdings, LLC established, implemented, monitored and ratified all actions of Pluris Wedgefield, LLC and was an active participant in the policies, procedures and wrongful conduct that caused Representative Plaintiff's and Members of the proposed Class to receive contaminated potable water. At all times material hereto, Defendant Pluris Holdings, LLC operated complete dominion over its wholly owned subsidiary Pluris Wedgefield, LLC so that Pluris Wedgefield, LLC had no corporate identity of its

own. Pluris Holdings, LLC further used its management agreement to wrongly extract financial resources from Pluris Wedgefield, LLC to the detriment of Plaintiffs and the putative class.

13. Defendant Pluris Wedgefield, LLC is the surviving entity of several mergers and conversions among affiliate companies. Pluris Wedgefield, LLC was formed in the state of Florida on April 21, 2009. On or about May 26, 2009, Pluris Wedgefield, LLC converted into a Florida corporation and became Pluris Wedgefield, Inc. On or about June 18, 2015, Pluris Wedgefield, Inc. merged into an affiliate corporation organized under the laws of Florida called Pluris PCU, Inc. Pluris PCU, Inc. changed its name to Pluris Wedgefield, Inc. on or about June 18, 2015. On or about December 31, 2018, Pluris Wedgefield, Inc. converted into a Florida limited liability company and became Pluris Wedgefield, LLC. Defendant Pluris Wedgefield, LLC is presently listed as the entity holding certificates Nos. 404-W and 341-S, and providing potable water to the Wedgefield community.

14. Defendants Pluris Wedgefield, LLC, Pluris Wedgefield, Inc., and Pluris Holdings, LLC and their predecessor entities are sometimes collectively referred to as "Pluris" and, as further described herein, each of these organizations (i) were so closely related that they must be considered the same organization; and/or (ii) were agents of one and other; and/or (iii) were alter-egos of one and other in that the same individuals controlled, operated and regulated each company in a manner that they had no existence independent of one and other.

FACTUAL ALLEGATIONS

History of Wedgefield

15. Wedgefield is a community in Orange County, Florida, roughly 25 miles east of Downtown Orlando. It has a population of approximately 7,000 people.

16. Wedgefield was developed in the 1960's, during the boom of the United States space program. Located between Orlando and Cape Canaveral, the community was originally called "Rocket City" (and later "Cape Orlando"), as the idea for the development was to provide housing for the expanding number of Kennedy Space Center Employees. In the late-1980s the development became known as Wedgefield.

17. Today, the community of Wedgefield includes a vibrant neighborhood, a number of businesses, a public golf course, nature trails, and the Wedgefield School, a K-8 school that is part of the Orange County Public School System.

18. Like the residents of any modern city, the residents of Wedgefield are entitled to a steady supply of safe and clean drinking water – something they are not currently receiving.

19. The water system in Wedgefield is a community water system. It draws from a groundwater supply from two wells which tap into the Floridian aquifer. The Floridian aquifer is one of the world's largest and most important aquifers, as it supplies drinking water to nearly 10 million people throughout Florida and the Southeastern United States.

20. Public water systems in the United States are usually non-profit entities managed by state or local governments. Nearly 90% of the population in the United States is served by government managed water systems.

21. Despite being in Orange County, Florida, the Wedgefield water system was never tied into the Orange County Utilities Water Division system. Instead, the rights to provide water to the Wedgefield community have historically been owned and operated by "Investor Owned Utilities" or "IOUs" seeking a financial profit from their purchase and operation of the community water system. The current owner of these rights is Pluris Wedgefield, LLC.

Regulation of Public Water Systems

22. Regardless of whether a community water system is managed by government or private enterprise, the water supply must meet certain safety standards, and be free from harmful chemicals and contamination.

23. The Federal Safe Drinking Water Act was established in 1974 to protect the quality of drinking water in the United States. *See* 42 U.S.C. § 300(f) *et seq*. The act authorizes the United States Environmental Protection Agency ("EPA") to establish minimum standards to protect tap water and requires all owners or operators of public water systems to comply with these standards in order to safeguard the health of those who depend on the water supply.

24. While the EPA sets the drinking water quality standards, the Federal Government delegates primary responsibility for regulating public drinking water supplies and public water systems to the states. The Florida Department of Environmental Protection ("FDEP") regulates public water systems in the state of Florida.

25. One major component of the drinking water safety standards put forth by the EPA is that certain contaminate levels must not exceed a certain threshold. The maximum contaminate level ("MCL") is the maximum permissible concentration of a contaminant in treated water that is delivered to any user of a public water system. *See* 40 C.F.R. § 141.64. This is a fundamental requirement for operators of all public water systems because any contaminates which exceed the MCL's expose users to increased risk of harm to health and property. Violations of EPA mandated MCLs are enforceable regulatory standards.

26. While some contaminates of a water supply originate from the source of the water, such as environmental pollutants, some contaminates are created by the water treatment process.

These are called disinfection byproducts. The most common disinfection byproducts are trihalomethanes ("TTHM"), haloacetic acids ("HAA5"), and chlorite.

27. The existence of high levels of disinfection byproducts is typically an indication that the system is not using the correct amounts or proportions of disinfecting chemicals and/or has failed to adequately filter out solids and/or organic material prior to the water being exposed to the disinfection process. In short, if tap water contains high levels of disinfection byproducts, it is not because there is a problem with the source of the water, but rather a problem with the water treatment process.

28. Despite charging some of the highest prices for tap water in the state of Florida, Pluris continues to put their customers at risk by supplying drinking water that does not meet the minimum standards set forth by the EPA. Specifically, Pluris has served, and continues to serve, drinking water with elevated levels of TTHM, HAA5, and chlorite that exceed the MCLs set forth by the federal government.

History of Pluris in the State of Florida

29. Pluris Wedgefield, LLC and its subsidiaries and affiliates have a long history of providing low quality water at outrageous prices to Florida citizens.

30. In 2009, Pluris Wedgefield, LLC, through its predecessor entities, purchased the water rights to serve two communities in Hillsborough County.

31. Shortly thereafter, residents began complaining of substandard water. Pluris customers complained the water was too dangerous to drink, shower, cook, bathe or even wash their cars.

32. By 2015, Hillsborough County was forced to institute eminent domain proceedings in order to acquire the operations of Pluris in Hillsborough County.

33. At a public hearing held by the Hillsborough Board of County Commissioners, the commissioners stated that the situation was "horrifying" and that "it [was] outrageous what the Pluris customers were being subjected to." Another commissioner referred to Pluris' rate increase petition process as a "shell game." The commissioners concluded that the ultimate goal was to purchase the Pluris Hillsborough facility as quickly as possible so that the residents would "have access to quality, affordable, drinking water at comparable rates to that other county residents are paying."[2]

34. In 2016, Hillsborough County purchased Pluris's facilities and water certificates for $14,100,000.00. An outrageous windfall for Pluris and its shareholders that was borne entirely by the former customers of Pluris in Hillsborough County.

35. Pluris is now applying this same business model to the residents of Wedgefield. Pluris is supplying water that is of such low quality that Orange County is exploring eminent domaine proceedings in order to protect the health and wellbeing of its citizens. As noted below, Pluris purchased the Wedgefield utility system in 2009 for approximately $7.3 million dollars and the recent estimate by Orange County is that the acquisition process could cost as much as $25 million. The injured residents of Wedgefield are expected to bear this extraordinary expense.

History of Pluris and Problems with the Wedgefield Water System

36. In April 2009, Pluris Wedgefield, LLC, through its predecessor entity, purchased the water treatment facilities and certificate numbers 404-W and 341-S from Wedgefield Utilities, Inc. Immediately upon consummating the acquisition and receiving approval of the Florida Public

[2] June 19, 2014 Hillsborough Board of County Commissioners Hearing, Pluris PCU, Inc. Application for Rate Increase, available at https://webapps.hillsboroughcounty.org/htv/caption/scripts/ph140619.doc (last accessed October 19, 2020).

Services Commission, Pluris became authorized to supply potable water to the Wedgefield residential housing community.

37. At that time, Pluris provided water to approximately 1,569 customers. As of 2019 there were over 1,800 meters serviced by Pluris and approximately 7,000 individuals consuming Pluris tap water.

38. From 2009 through the present, Pluris Wedgefield, LLC, and/or its affiliate and predecessor entities, have continuously owned and operated the community water system in Wedgefield.

39. During this time period, customers have filed numerous complaints with Pluris, with the Florida Department of Environmental Protection ("FDEP"), and the Public Service Commission ("PSC"). Since 2009 no Florida water company has had a higher rate of customer complaints than Pluris and its affiliate companies. Despite the numerous complaints and safety violations, the FDEP and the PSC have not remedied the dangerous potable water situation in Wedgefield.

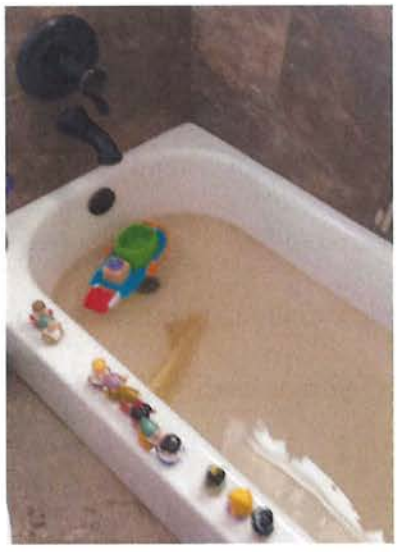
40. Dating back to at least 2012, residents of the Wedgefield community have experienced very low-quality water. It bleaches their clothes, it gives off a terrible odor, it is often brown, green or yellow in color; it destroys water pipes and kills grass. The vast majority of Wedgefield residents refuse to drink the water, forcing them to incur the significant cost of purchasing bottled water for everyday use. Others have installed costly whole-house water filtration and purifying systems, but even those are typically not adequate to fix the problems with Pluris' water. Many residents will not allow their pets to drink the water – and virtually no residents will allow their children to drink the water.

41. In fact, in 2016 when Orange County built a new elementary school in Wedgefield it underwent the highly unusual step of installing its own water filtration system, chlorination building, and water pump on the school campus. This precaution was necessary to protect the children of Wedgefield from health risks associated with Pluris' drinking water.

Pluris Water Testing

42. Pluris is required by law to frequently and adequately test its water supply to ensure that the water is clean, safe, and any contaminates are below the federally mandated MCL. Interestingly, most of the self-reported water quality tests reported by Pluris to the Florida Public Service Commission purport to show contaminate levels which do not exceed the MCLs. In fact, in many cases, the levels are so low they are below detection. Similarly, if Pluris is made aware of an upcoming water test by a third party, the results generally appear to be within the mandated MCL contaminate levels.

43. For example, in late 2015, a Wedgefield resident, deeply concerned about the quality of the water, contacted the Central Florida Manager for the FDEP to see if they could come test her water. She sent him several pictures, including this picture of cloudy yellow brown Pluris tap water filling a bathtub that was being prepared for an infant's bath time.



44. The FDEP manager agreed to test her water, and contacted the Pluris Regional Manager, Joseph Kuhns, to set up a mutually agreeable time to test the water the following week. The night before the test was to occur, Pluris flushed its entire system and issued a boil water notice since it would be expected that the water after a significant systemic flush would have low levels of disinfectants. The next day the FDEP representative tested the water in the presence of the Pluris manager, and noted that the water appeared normal, other than a very low level of the disinfectant chlorine (0.07 mg/L, which is significantly lower than the mandatory minimum level of 0.20 mg/L). This would be expected after a significant system flush, but did not address the resident's concerns about the typical state of her water.

45. This was not a one-time event. Residents regularly complain that Pluris flushes its lines prior to testing its water – a process that removes high levels of byproduct disinfectants from a water supply. However, this manipulation tactic gives an inaccurate picture of the true water quality that is being served and consumed by the Wedgefield residents.

46. Moreover, a former employee of Tri-Tech Laboratories – a company that was contracted to facilitate testing of the Pluris water supply over a several year period, notified the Florida Public Service Commission in 2018 that Pluris was intentionally manipulating its test results to put them in-line with federally mandated MCL requirements.

47. Indeed, on the occasions where a third-party independently tests Defendants' water supply without warning, the contaminate levels consistently exceed the federally mandated MCLs. In many cases, these tests can be compared to Pluris' self-reported tests from days or weeks prior to demonstrate a statistically improbable variation. In other circumstances, the independent third-party is incapable of duplicating Pluris' extraordinarily low numbers.

48. In April 2016, after extensive discussions about the homeowners' concerns about the safety of their water, Orange County agreed to come out and test the Pluris water at several different locations throughout the neighborhood. Orange County tested 10 samples. All 10 of the samples drastically exceeded the MCL for TTHM. The EPA reports that potential health effects from long-term exposure to TTHM above the MCL include liver, kidney and central nervous system problems, and increased risk of cancer. The MCL for TTHM is 80 µg/L. The samples tested as follows (in µg/L: 116, 96, 155, 126, 105, 164, 199, 109, 152, 145).

49. In addition, 2 of the samples exceeded the MCL for HAA5, another disinfection byproduct. The EPA reports that potential health effects from long-term exposure to HAA5 above the MCL include the increased risk of cancer. The MCL for HAA5 is 60 µg/L. The two samples over the limit demonstrated HAA5 levels of 63.76 µg/L and 60.59 µg/L.

50. As a result of these tests, it was determined that Pluris was maintaining an inadequate water system, and was required by the FDEP to make significant changes. Accordingly, in 2017, Pluris initiated a pilot study aimed to improve its water quality with ClO2 as the primary disinfectant. The high cost of implementing this program was passed through to the Wedgefield residents.

51. After initiation of this program, Pluris reported that it was in compliance with MCL restrictions for disinfection byproducts and contaminates. However, just as before, when a third-party tested the water, Pluris was found to be out of compliance with disinfection byproduct MCLs. In April 2018, Test America performed a water quality analysis at five locations throughout Wedgefield. All 5 of the samples showed that Pluris' water drastically exceeded the MCL for chlorite. The MCL for chlorite is 1.0 mg/L. The five samples tested as follows (in mg/L): of 1.3, 1.3, 1.4, 1.4, and 1.2.

52. Ingestion of water with elevated levels of chlorite has been shown to adversely impact red blood cells. Even short-term exposure results in a dose-dependent increase in methemoglobinemia (a condition affecting red blood cells' ability to bind oxygen) and anemia (the reduction in the number of red blood cells).[3]

53. The EPA reports that long-term exposure to chlorite above the MCL is associated with anemia in all populations, and nervous system effects in infants and young children.

54. In October 2019 and June 2020, third-party companies again performed nonscheduled water quality tests at homes in Wedgefield. In both instances, Pluris was found to be out of compliance with disinfection byproduct MCLs.

Pluris Price Increases and Orange County Attempts to Purchase the Water System

55. Despite being exposed to very low-quality water, Pluris customers pay the highest rates in Orange County and some of the highest rates for water in the State of Florida. For 5,000 gallons of potable water, a Pluris customer would pay around $76, nearly 6 times more than the $13.65 an Orange County Utilities customer would pay. Pluris customers frequently pay between $150 - $250 in a month for potable and wastewater services from Pluris.

56. Pluris has consistently increased the price of their water, despite not investing an amount commensurate with the increased rates back into the water system to alleviate the problems Pluris customers have been exposed to.

57. Numerous Pluris residents and others, including Orange County Commissioner Ted Edwards and Emily Bonilla, have vigorously opposed, to no avail, the rate increases due to the consistently poor water quality of Pluris' water system, the increasingly high cost of the water, poor customer service and failure to reinvest adequate money into the Wedgefield water system.

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[3] https://www.who.int/water_sanitation_health/dwq/chemicals/chlorateandchlorite0505.pdf

58. Starting in 2016, Wedgefield residents have made every attempt to get Orange County to take over treatment of their water system from Pluris. Wedgefield residents overwhelmingly back the plan. Orange County has even hired a consulting firm to value the takeover, which could cost nearly $25 million. The high purchase cost would be defrayed among Wedgefield residents. These extreme measures should not be necessary for a Central Florida Community to have access to clean running water, but the residents of Wedgefield have reached a point of desperation.

59. Thousands of Wedgefield residents are stuck, and have been stuck for years, with no other option for their water system. Residents are stuck either paying exorbitantly high prices for water that they have to run through expensive filtration devices just to be able to use, or buy exclusively bottled water and install wells at their homes for non-consumption use. This issue has become widely publicized, and property values have been affected as a result of Pluris' inability to comply with the basic requirements of operating a community water system. Meanwhile, Pluris, and specifically, Pluris Holdings, LLC, continues to reap extraordinary financial gains from the dysfunctional water service in Wedgefield.

CLASS REPRESENTATATION ALLEGATIONS

60. Plaintiffs incorporate all prior paragraphs as if restated herein.

61. This action on behalf of Representative Plaintiffs and all others similarly situated has been brought and may be properly maintained pursuant to the provisions of Rule 23 of the Federal Rules of Civil Procedure.

62. Representative Plaintiffs and Members of the proposed Class are residents of Florida who have been damaged through contamination of their drinking water and residential properties.

63. The Class proposed by the Representative Plaintiffs and those they represent is as

follows:

> **All persons in the Wedgefield residential housing community whose property received potable water supplied by the Pluris Wedgefield distribution system anytime from April 25, 2015 through the date of class certification.**
>
> **Subclass A (Residential Property Owners and Occupants – Contract Damage)**
>
> **All persons in the Wedgefield residential housing community who contracted with Pluris to receive potable water supplied by the Pluris Wedgefield water distribution system anytime from April 25, 2015 through the date of class certification.**
>
> **Subclass B (Residential Property Owners - Property Damage)**
>
> **All owners of residential property in the Wedgefield residential housing community whose property received potable water supplied by the Pluris Wedgefield water distribution from April 25, 2015 through the date of class certification.**

64. Excluded from the Class are:

a) Employees of Defendants and any entities in which Defendants have a controlling interest;

b) Any of the legal representatives, heirs, successors, or assigns of Defendants;

c) The Judge to whom this case is assigned and any Member of the Judge's immediate family and any other judicial officer assigned to this case;

d) All persons or entities that properly execute and timely file a request for exclusion from the Class;

e) Any attorneys representing the Representative Plaintiffs or Members of the proposed Class.

65. Plaintiffs reserve the right to modify or amend the definition of the proposed Class before the Court determines whether certification is appropriate.

66. Numerosity: The Members of the Class are so numerous that separate joinder of each

Member is impractical, within the meaning of Rule 23(a)(1). Although the exact number of Class Members will be better established after Class notification, upon information and belief, the number of Members in the Class exceeds 5,000 people. Putative Class Members are readily identifiable through records of the Water Utilities and through property records and may be given any required notices by regular mail, supplemented, if necessary and required by the Court, by published notice.

67. Common Questions of Law and Fact: There are numerous questions of law and fact common to the Class, as required by Rule 23(a)(2), including:

a) The factual history of the use, development, and distribution of potable water through the Pluris Wedgefield water system;

b) Whether the water supplied to Representative Plaintiffs and Class Members has been and continues to be contaminated with disinfectant byproducts;

c) The extent of the contamination of Representative Plaintiffs and Class Members potable water supply;

d) When the Defendants knew of the effects of TTHMs, Chlorite and related chemical disinfectant byproducts;

e) When the Defendants knew of the contamination of Representative Plaintiffs and Class Members potable water supply;

f) Whether the Defendants failed to disclose the harmful effects of these disinfectant byproducts and there existence in Defendants potable water supply;

g) Whether the Defendants' conduct constitutes negligence, gross negligence, wantonness, breach of contract, battery, nuisance, and trespass;

h) Whether the Plaintiffs and proposed class have been damaged in their property

and suffered a loss of value of property due to the Defendants' conduct;

i) The necessary remedial actions to remove Defendants' disinfectant byproducts from the Representative Plaintiffs' and Class Members' water supplies and property; and

j) The health risks associated with Representative Plaintiff and Class Members exposure to the contaminants at issue;

k) The appropriateness of equitable and/or injunctive relief to prevent Defendants' chemicals from invading the Representative Plaintiffs' and Class Members' water supplies and properties and protect Representative Plaintiffs' and Class Members' from future harm.

68. The questions of law and fact common to Members of the Class predominate over any questions affecting only individual Members, and thus a class action is superior to other available methods for the fair and efficient adjudication of the controversy.

69. Typicality: The claims of the Representative Plaintiffs are typical of the claims to be advanced by Members of the Class, and their claims encompass those of the other Class Members they seek to represent, as required by Rule 23(a)(3). The claims are typical because the facts and circumstances giving rise to liability are the same, the claims are based on the same legal theories, and the damages suffered by the Representative Plaintiffs are the same kinds of damages suffered by the Members of the Class.

70. Adequacy of Representation: The Representative Plaintiffs can fairly and adequately protect and represent the interests of each Member of the Class as required by Rule 23(a)(4). The Representative Plaintiffs will fairly and adequately protect and represent the interests of the Members of the Class based on the following facts and circumstances: their interests do not conflict; their interests are co-extensive with common rights of recovery based on the same essential facts and legal theories; they are Members of the same communities; they are

similarly damaged and are seeking the same remedies; and they intend to prosecute this action vigorously. Plaintiffs have retained counsel competent and experienced in complex class action and toxic tort litigation.

71. The prosecution of separate actions by individual Members of the Class would create a risk of (i) inconsistent or varying adjudications with respect to individual Members of the Class which would establish incompatible standards of conduct for the Defendants and/or (ii) adjudications with respect to individual Members of the Class which would as a practical matter be dispositive of the Members not parties to the adjudications or substantially impair or impede their ability to protect their interests.

72. The Defendants have acted and/or refused to act on grounds generally applicable to all Members of the proposed Class, making final declaratory and injunctive relief concerning the Class as a whole appropriate within the meaning of Rule 23(b)(2).

73. Common questions of fact and law among the Representative Plaintiffs and Members of the Class predominate over questions affecting only individual Class Members, within the meaning of Rule 23(b)(3). Some of the common issues are set forth in Paragraph 67 above.

74. Additionally, Class action treatment is a superior method to other available methods for the fair and efficient adjudication of the controversy. Certification under Rule 23(b)(3) would be proper in that, among other things: there is no interest by Members of the Class in individually controlling the prosecution of separate actions; the expense of prosecuting individual claims for the matters for which Class certification is sought would be prohibitive in light of the typical claimant's injuries; neither the Plaintiffs nor Members of the proposed Class have filed or are parties to any litigation in which the legal and factual issues raised herein are to be adjudicated; and it is desirable to concentrate the litigation of claims in a single proceeding so as to avoid unnecessary

and expensive duplication of actions and to provide for judicial economy. Whatever difficulties may exist in the management of a Class action will be greatly outweighed by its benefits.

75. Class action treatment is preferable to other available methods in providing a fair and efficient method for the adjudication of the controversy described herein, which has affected a large number of persons. The Class action provides an effective method whereby the enforcement of the rights of the Plaintiffs can be fairly managed without unnecessary expense or duplication.

COUNT ONE – NEGLIGENCE
(ALL CLASS MEMBERS)

76. Plaintiffs incorporate by reference the allegations set forth in paragraphs 1 through 75 above as if fully restated herein.

77. Defendants owe and owed a duty to Representative Plaintiffs and members of the Proposed Class to exercise due and reasonable care in their treatment and service of potable water to prevent the discharge of toxic chemicals exceeding federal MCL guidelines, including TTHM, HAA5, chlorite and related chemicals.

78. Defendants breached these duties owed to Plaintiffs, and under the circumstances, Defendants' breaches constitute negligent, willful and/or reckless conduct.

79. As a direct, proximate and foreseeable result of Defendants' conduct, practices, actions, and inactions, Representative Plaintiffs and Members of the proposed Class who are owners and occupants of residential real property have been caused to suffer, and will continue to suffer, (a) ingestion of toxic and contaminated potable water; (b) losses for the purchase of water filters and/or bottled water, and other damages arising from the contamination of the Wedgefield drinking water, (c) damage to their interests in real property, including diminution in value and/or loss of rental value, (d) the need for mitigation and remediation of Defendants' contamination, (e) annoyance, inconvenience and interference and loss of use and enjoyment of their property, and

(f) battery and continuing trespass.

80. As a direct, proximate and foreseeable result of Defendants' conduct, practices, actions, and inactions, Representative Plaintiffs and Members of the proposed Class have been caused to suffer, and will continue to suffer, damage from their exposure to Defendants' harmful disinfectant byproducts and other chemicals in the form of the cost of diagnostic testing to determine the harm from their exposure. In addition to those economic losses, the Representative Plaintiffs and members of the Proposed Class claim damages for mental anguish based on the willful and/or reckless conduct of the Defendants.

81. Therefore, the Representative Plaintiffs and members of the proposed Class claim money damages in an amount that will fairly and reasonably compensate them for the harm caused by the Defendants.

COUNT TWO – GROSS NEGLIGENCE
(ALL CLASS MEMBERS)

82. Plaintiffs incorporate by reference the allegations set forth in paragraph 1 through 75 above as if fully restated herein.

83. Defendants owe a duty to Representative Plaintiffs and proposed Class members to exercise due and reasonable care in their treatment and service of Wedgefield's potable water to insure and prevent the discharge of chemicals, including TTHM, HAA5 and chlorite that are beyond the federally mandated levels into the water supply and onto the property of Plaintiffs.

84. In breaching the duties and performing the other tortious acts and inaction described above, Defendants acted in a wanton, willful, and reckless manner.

85. Defendants knew or should have known the danger to Representative Plaintiffs and members of the proposed Class created by Defendants' conduct, practices, actions, and inactions.

86. Defendants knew or should have known of the likely impact, harm,damage, and injury their conduct would have on Representative Plaintiffs and members of the proposed Class.

87. Defendants' conduct, practices, and inactions evidence Defendants' reckless disregard for Plaintiffs' property and the health of Representative Plaintiffs and Members of the proposed Class. Defendants violations were so reckless and wanting in care that they constitute a conscious disregard or indifference to the life, safety and rights of the Wedgefield community.

88. In addition to compensatory damages, Defendants should also be liable for punitive damages as a result of Defendants' wantonness in an amount determined by the character and degree of Defendants' wrongful conduct, and the necessity to prevent the same or similar wrongful conduct by the Defendants and others in the future.

COUNT THREE – BREACH OF CONTRACT
(SUBCLASS A)

89. Plaintiffs incorporate by reference the allegations set forth in paragraphs 1 through 75 above as if fully restated herein.

90. Representative Plaintiffs and Members of the proposed Class are owners or occupants of property served by Pluris.

91. Representative Plaintiffs and Members of proposed Subclass A contracted with Pluris to receive potable water. A copy of the standard application for new service and contractual agreement between Representative Plaintiffs and Members of proposed Subclass A is attached hereto as **Exhibit A**.

92. Representative Plaintiffs and Members of proposed Subclass A performed all of their obligations under the applicable contract, except those waived, excused or prevented by the actions or inactions of Defendants.

93. Defendants breached the contract by failing to furnish potable water that was fit for its intended use and met the water quality standards set forth by the EPA and FDEP.

94. As a direct, proximate and foreseeable result of Defendants' conduct, practices, actions, and inactions, Representative Plaintiffs and Members of proposed Subclass A have been caused to suffer, and will continue to suffer, (a) losses from failing to receive water of the quality they contracted to receive, (b) losses for the purchase of water filters and/or bottled water, (c) damage to their interests in real property, including diminution in value and/or loss of rental value, (d) the need for mitigation and remediation of Defendants' contamination, and (e) costs and damages associated with the need for Orange County to take over the water treatment process.

95. In the alternative, the Representative Plaintiffs and Members of proposed Subcalss A seek specific performance of the contract. Specific performance is warranted because Representative Plaintiffs and Members of the proposed Class cannot be adequately compensated by a purely monetary award.

96. Therefore, the Representative Plaintiffs and members of the proposed Subclass A claim money damages in an amount that will fairly and reasonably compensate them for the harm caused by Defendants breach of contract. Alternatively, Representative Plaintiffs prey for a decree of specific performance requiring Defendants to provide potable water to the Wedgefield community in accordance with the terms of their agreement.

COUNT FOUR – NUISANCE
(ALL CLASS MEMBERS)

97. Plaintiffs incorporate herein by reference the allegations set forth in paragraphs 1 through 75 above as if set forth fully herein.

98. Representative Plaintiffs and Members of the proposed Class are owners or occupants of property served by Pluris.

99. In Florida, a nuisance is any annoyance to the community or harm to public health.

100. Defendants have created a nuisance by their discharge of toxic chemicals into the Wedgefield water supply.

101. The high levels of chemical disinfectant byproducts found in the Wedgefield water supply, have created a condition that threatens the health and well-being of Representative Plaintiffs and Members of the proposed Class. The high levels of chemical disinfectant byproducts found in the Wedgefield water supply have further created a condition that damages the personal property of Representative Plaintiffs and Members of the proposed Class.

102. It was reasonably foreseeable, and in fact known to the Defendants, that their actions would cause interference with the property rights of Representative Plaintiffs and Members of the proposed Class, and cause an increased risk of physical harm. The nuisance has caused, and will continue to cause, mental anguish to Representative Plaintiffs and Members of the proposed Class until it is satisfactorily abated.

103. The Representative Plaintiffs and Members of the proposed Class have suffered special damages from Defendants' discharge of chemicals into the Wedgefield water supply because Representative Plaintiffs and Members of the proposed Class consume and have consumed the contaminated drinking water, and the contaminated water has invaded their residences, and continues to invade them, altering and damaging their property. These damages are different in kind and degree from the damages suffered by the public in general.

104. The Defendants' nuisance is continuing, because Defendants continue to release chemicals into the water supply in amounts that exceed the MCLs set forth by the EPA.

105. Therefore, the Representative Plaintiffs and members of the proposed Class claim money damages in an amount that will fairly and reasonably compensate them for the harm caused

by the Defendants, including for (a) losses for the purchase of water filters and/or bottled water, (b) damage to their interests in real property, including diminution in value and/or loss of rental value, (c) the need for mitigation and remediation of Defendants' contamination, (d) annoyance, inconvenience and interference and loss of use and enjoyment of their property, and (e) costs and damages associated with the need for Orange County to take over the water treatment process. In addition, the Plaintiffs claim damages for mental anguish in an amount to be determined by the jury that are fair and reasonable in consideration of the nature, severity, and length of time of the nuisance caused by the Defendants.

COUNT FIVE – ABATEMENT OF NUISANCE
(ALL CLASS MEMBERS)

106. Plaintiffs incorporate herein by reference the allegations set forth in paragraphs 1 through 75 above as if fully restated herein.

107. The high levels of chemical disinfectant byproducts found in the Wedgefield water supply, have created a condition that threatens the health and well-being of the Representative Plaintiffs and members of the proposed Class, and Plaintiffs' ingestion of TTHM, HAA5, chlorite and related chemicals in excess to the EPAs MCLs, causes physical harm to Representative Plaintiffs and Members of the proposed Class. Representative Plaintiffs and Members of the proposed Class have further suffered harm to their personal property.

108. Plaintiffs have the right to bring an action to abate the nuisance caused by Defendants', which has caused and continues to cause contamination of the Wedgefield water supply, because their injury is different in kind and degree from the injury suffered by the public at large.

109. In addition to their claims for damages, Plaintiffs are entitled to an injunction to abate the nuisance created and maintained by Defendants. The Court should issue an injunction

requiring Defendants to comply with federal MCL guidelines for disinfection byproducts in the Wedgefield potable water supply and prevent these chemicals and toxins from continuing to contaminate Plaintiffs' water and properties. Plaintiffs continued to suffer irreparable injury caused by Defendants' continuing nuisance for which there is no adequate remedy at law.

COUNT SIX – BATTERY
(All CLASS MEMBERS)

110. Plaintiffs incorporate herein by reference the allegations set forth in paragraphs 1 through 75 above as if fully restated herein.

111. The Defendants touched or contacted the Representative Plaintiffs and Members of the proposed Class through their release of toxic chemicals into Plaintiffs' water supply, which Representative Plaintiffs and Members of the proposed Class ingested.

112. The toxic chemicals were harmful and ingested by Representative Plaintiffs and Members of the proposed Class without their knowledge or consent.

113. The Defendants knew or should have known that their intentional release of toxic chemicals into Plaintiffs' water supply were substantially certain to touch or contact Representative Plaintiffs and Members of the proposed Class. This touching or contact of the Representative Plaintiffs and Members of the proposed Class was and is harmful and offensive.

114. The Defendants' battery is continuing, because Defendants continue to discharge and release toxic chemicals into Plaintiffs' water supply that exceed federally mandated MCLs.

115. As a result of the Defendants' battery, Representative Plaintiffs and Members of the proposed Class have been and continue to be damaged.

116. Therefore, Representative Plaintiffs and Members of the proposed Class claim money damages in an amount that will fairly and reasonably compensate them for the economic harm caused by Defendants' battery. In addition, Representative Plaintiffs and Members of the

proposed Class claim damages for mental anguish in an amount to be determined by the jury that are fair and reasonable in consideration of the nature, severity and length of time of the battery caused by the Defendants.

COUNT SEVEN – TRESPASS
(SUBCLASS B – PROPERTY OWNERS)

117. Plaintiffs incorporate herein by reference the allegations set forth in paragraphs 1 through 75 above as if fully restated herein.

118. Defendants' discharged toxic chemicals into the water supply and onto the properties of Representative Plaintiffs and Members of proposed Subclass B without their permission, constituting an invasion by foreign substance. These acts by the Defendants were intentional, and the Defendants knew or should have known that the acts would produce the trespass, *i.e.*, the invasion by foreign substance.

119. Defendants' have physically intruded onto the property of Representative Plaintiffs and Members of proposed Subclass B and have physically altered Representative Plaintiffs and Members of proposed Subclass B's properties. This physical alteration has caused substantial damage to the property of Representative Plaintiffs and Members of proposed Subclass B.

120. Defendants were not authorized to and/or exceeded the scope of their authority by delivering water to Representative Plaintiffs and Members of the proposed Class that included toxic chemicals.

121. As a direct, proximate and foreseeable result of Defendants' conduct, practices, actions, and inactions causing a trespass, Representative Plaintiffs and Members of proposed Subclass B who are owners of residential real property have been caused to suffer, and will continue to suffer, damage to their interests in real property including, (a) losses for the purchase of water filters and/or bottled water, (b) damage to their interests in real property, including

diminution in value and/or loss of rental value, (c) the need for mitigation and remediation of Defendants' contamination, and (d) annoyance, inconvenience and interference and loss of use and enjoyment of their property.

COUNT EIGHT – VIOLATION OF FLORIDA DECEPTIVE AND UNFAIR TRADE PRACTICES ACT (ALL CLASS MEMBERS)

122. Plaintiffs incorporate herein by reference the allegations set forth in paragraphs 1 through 75 above as if fully restated herein.

123. The Florida Deceptive and Unfair Trade Practices Act, Fla. Stat. § 501.201, et seq. ("FDUTPA") prohibits "unconscionable acts or practices, and unfair or deceptive acts or practices in the conduct of any trade or commerce." Fla. Stat. § 501.204(1).

124. Representative Plaintiffs and Members of the proposed Class are a "consumer" and "[i]nterested party or person within the meaning of Fla. Stat. § 501.203(6) and a "person" as envisioned in Fla. Stat. § 501.211.

125. Defendants engaged in "[t]rade or commerce" within the meaning of Fla. Stat. § 501.203(8), during the relevant time periods, as detailed further herein.

126. During the relevant periods and as detailed further herein, Defendants have engaged in unconscionable, unfair and/or deceptive acts or practices in commerce in violation of the FDUTPA by actively promoting and marketing the water supplied to the Wedgefield housing community as safe for consumption and in compliance with all state and federal regulations. In reality, Defendants knew that the water was not safe for consumption and was not in compliance with state and federal regulations in that the water contained disinfectant byproducts which exceeded the MCLs set forth by the federal government.

127. For example, in their Annual Drinking Water Quality Reports, which Pluris

provides to its customers, Pluris represented that its TTHM numbers for the years 2014 and 2015 were as follows: 2.30-2.31µg/L (2014); and 1.13 – 2.73µg/L (2015). In 2016 when Orange County tested the water, the average test sample for TTHM was 136.7µg/L – well above the MCL for TTHM. Even after that alarming result, in their 2016 Annual Drinking Water Quality Report Pluris represented to its customers that its system *did not* incur an MCL violation for TTHM.

128. Defendants' unconscionable, unfair or deceptive acts or practices in violation of the FDUTPA offend Florida's public policy, are immoral, unethical, oppressive and unscrupulous, as well as malicious, wanton and manifesting of ill will, and they caused substantial injury to Representative Plaintiffs and the proposed Class. Representative Plaintiffs and Members of the proposed Class risk irreparable injury as a result of Defendants' acts, misrepresentations and omissions in violation of the FDUTPA, and these violations present a continuing risk to Representative Plaintiffs and Members of the proposed Class.

129. Defendants' acts and practices in violation of the FDUTPA offend Florida public policy, are immoral, unethical, oppressive or unscrupulous, as well as malicious, wanton and manifesting ill will; caused and continue to cause substantial injury to Representative Plaintiffs and Members of the proposed Class; and put Representative Plaintiffs and Members of the proposed Class at increased risk of future harm.

130. As a direct and proximate result of all Defendants' violations of the FDUTPA, Representative Plaintiffs and Members of the proposed Class suffered and continue to suffer losses constituting injury-in-fact. Representative Plaintiffs and Members of the proposed Class are entitled, and do hereby seek, to recover its actual damages under Fla. Stat. § 501.211(2) and their attorneys' fees and costs under Fla. Stat. § 501.2105(1).

131. Representative Plaintiffs and Members of the proposed Class have been seriously

aggrieved by all Defendants' violations of the FDUTPA and are therefore entitled to, hereby, seek an order under Fla. Stat. § 501.211(1) declaring all Defendants' acts and practices unlawful under and in violation of the FDUTPA and enjoining all Defendants' unfair, unconscionable, and/or deceptive acts or practices, and awarding attorneys' fees, costs and any other just and proper relief available under the FDUTPA.

COUNT NINE – MEDICAL MONITORING
(ALL CLASS MEMBERS)

132. Representative Plaintiffs and Members of the Proposed Class incorporate by reference the allegations set forth in paragraphs 1 through 75 as if fully set forth herein.

133. Representative Plaintiffs and Members of the Proposed Class seek equitable relief in the form of a Court-established and Court-supervised medical monitoring program solely for the purposes of diagnosing diseases and sharing information with Representative Plaintiffs and Members of the Proposed Class, the establishment of a medical monitoring fund, and further request Injunctive relief compelling Defendants to finance the medical monitoring program. Representative Plaintiffs and Members of the Proposed Class specifically request Court supervision and participation in the medical monitoring program.

134. Upon information and belief, as a direct and proximate result of Defendants' wrongful conduct as set forth above, Representative Plaintiffs and Members of the Proposed Class seek have been exposed to hazardous substances, and thereby suffer, and will continue to suffer, a significantly increased risk of serious injury and diseases as compared to the general public. This increased risk makes periodic diagnostic medical testing and examinations necessary. Such medical procedures are different from those normally recommended in the absence of the aforementioned exposure to the hazardous substances at issue here.

135. Medical monitoring will reduce the risk of illness by using medical tests to detect

disease caused by Representative Plaintiffs and Members of the Proposed Class' exposure to hazardous substances. Medical monitoring and testing procedures, including clinical examinations, exist which make early detection of exposure to these hazardous substances, and early detection of resulting disease, feasible and beneficial.

136. The increased susceptibility to injuries and irreparable threat to the health of Representative Plaintiffs and Members of the Proposed Class resulting from their exposure to hazardous substances can be appropriately mitigated and addressed only by the creation of a comprehensive, Court-established medical monitoring program supervised by the Court, and funded by Defendants, that:

i. Provides periodic medical testing and examinations designed to facilitate early detection of adverse effects related to exposure to hazardous substances; and

ii. Gathers and forwards to treating physicians information related to the diagnosis and treatment of injuries and diseases which may result from exposure to hazardous substances produced by Defendants' contaminated potable water.

137. Establishment of a Court-supervised medical monitoring regimen can readily assure that the proceeds of any monitoring trust fund are reserved for the provision of and/or reimbursement for, the above-referenced activities, and those needed examinations and testing procedures the Representative Plaintiffs and Members of the Proposed Class actually undergo, guaranteeing the purely equitable use of any trust funds. The Court's use of its injunctive powers to oversee and direct medical monitoring in this case is an appropriate and necessary method of adjudication.

138. The precise nature, form, extent and duration of Court-ordered diagnostic monitoring, clinical examinations, research activities and education programs are a matter for the

Court to decide, after hearing and consultation with medical, industrial, and other experts, and adjudication that the right to this relief is appropriate and necessary.

139. The medical monitoring program should be generally supervised by the Court and may be directly managed by Court appointed and supervised special masters or trustees.

140. The program should involve the monitoring of Representative Plaintiffs and Members of the Proposed Class by designated physicians approved by the Court.

141. The program could also involve the collection of medical data utilized for group studies and diagnostic testing. The program should be designed to share this data with Representative Plaintiffs and Members of the Proposed Class and their treating physicians.

142. During program administration, Defendants should address issues implicated by program administration as they develop.

COUNT TEN – INJUNCTIVE RELIEF
(ALL CLASS MEMBERS)

143. Representative Plaintiffs and Members of the Proposed Class incorporate herein by reference the allegations set forth in paragraphs 1 through 75 above as if fully set forth herein.

144. Upon information and belief, Defendants' potable water supply is and will continue to be contaminated with chemical disinfectant byproducts that exceed the MCLs established by federal law.

145. This anticipated future contamination will continue to damage Representative Plaintiffs and Members of the proposed Class, as alleged herein.

146. Defendants will be responsible for this anticipated future contamination and related damage, as they have been in the past.

147. Representative Plaintiffs and Members of the proposed Class are without adequate

remedy at law, making injunctive and other equitable relief appropriate.

148. Representative Plaintiffs and Members of the proposed Class will suffer irreparable harm if the Court does not grant the injunctive and equitable relief requested.

149. Accordingly, all future contamination within the Wedgefield community should be enjoined.

CLAIM FOR RELIEF

WHEREFORE, Individual and Representative Plaintiffs and Members of the proposed Class respectfully request this Court to grant the following relief:

a) Award Representative Plaintiffs and Members of the proposed Class compensatory damages to the utmost extent allowed by law sufficient to compensate them for damage from wantonness, negligence, trespass, and nuisance, and including but not limited to diminution in value of real property and/or loss of rental value, the cost of mitigation or remediation of Defendants' contamination, annoyance and interference, loss of use and enjoyment of real property, aggravation and inconvenience, and mental anguish;

b) Award Representative Plaintiffs and Members of the proposed Class compensatory and consequential damages to the utmost extent allowed by law sufficient to compensate them for Defendants breach of contract to supply Plaintiffs with potable water that was fit for its ordinary use and met the minimum requirements set forth by the EPA and FDEP;

c) Award Representative Plaintiffs and Members of the proposed Class compensatory damages to the utmost extent allowed by law sufficient to compensate them for battery and reasonably ascertainable future expenditures including reasonably necessary diagnostic testing;

d) Award Representative Plaintiffs and Members of the proposed Class punitive

damages to the utmost extent allowed by law;

e) Issue an injunction requiring Defendants to remove their chemicals and toxins from the water supplies of Plaintiffs and to prevent these chemicals and toxins from continuing to contaminate Plaintiffs' water supplies, based on the continuing irreparable injury to Plaintiffs posed by the continuing nuisance and damage to Plaintiffs' property interests, for which there is no adequate remedy at law;

f) Award attorney fees and costs and expenses incurred in connection with the litigation of this matter;

g) Certify this case as a Class Action pursuant to Rule 23 of the Federal Rules of Civil Procedure; and

h) Award such other and further relief as this Court may deem just, proper, and equitable.

JURY TRIAL DEMAND

Plaintiffs demand a trial of this action by jury.

Dated: October 19, 2020

/s/ Matthew S. Mokwa
Steven R. Maher, Esq. (FL# 887846)
Matthew S. Mokwa, Esq. (FL# 47761)
Jason R. Fraxedas, Esq. (FL # 63887)
THE MAHER LAW FIRM, P.A.
271 W. Canton Ave.. Suite 1
Winter Park, FL 32789
Phone: (407) 839-0866
Fax: (407) 425-7958
smaher@maherlawfirm.com
mmokwa@maherlawfirm.com
jrfraxedas@maherlawfirm.com

AND

Christopher B. Hood, Esq.
AL Bar No. 2280-S35H
HENINGER GARRISON DAVIS, LLC
2224 First Avenue North
Birmingham, AL 35203
Phone: 205.326.3336
chood@hgdlawfirm.com

Counsel for Plaintiffs

Attachment C

Case#: 1267183W; Name: JESSICA KOHL; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JESSICA KOHL	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
2705 ABALONE BLVD	Attn: Beverly Yopp1267183W	Date: 1/9/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(321)-271-4521	Date Due: 01/31/2018	Prelim Type: SAFETY ISSUE
Orlando, FL 32833-		PO Officer:
Caller: JESSICA KOHL	Reply Received: 01/31/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2705 ABALONE BLVD	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 02/20/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-17
Account #: 0025674		Apparent Rule Violation: N
E-Track #: 125630	**Request No: 1267183W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, January 06, 2018 8:04 PM
To: Consumer Contact
Subject: E-Form Repairs TRACKING NUMBER: 125630

CUSTOMER INFORMATION
Name: Jessica Kohl
Telephone: (321) 271-4521
Email: Jessicalynnkohl@gmail.com
Address: 2705 Abalone Blvd Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Jessica Kohl
Account Number: 00025674
Address: 2705 Abalone Blvd Orlando FL 32833

Water County Selected: Orange

Complaint: Repairs against Pluris Wedgefield, Inc.
Details:
Tonight, 1-6-18 around 7:30pm I was getting my 3 year-old's bath ready and checked my Facebook where people in my neighborhood were discussing sewage backups spilling out all down my street. Apparently it was first discussed 2 hours prior. I called Pluris immediately and was told they were aware of the problem and were working on it. I asked if the water was safe to use. (note: we already do not drink the water) For example, giving my daughter a bath or if there was a boil notice water. (We have signed up for automatic calls if there is an emergency for such information but had not heard anything) I was told that they were unable to provide me with that information. A member of maintenance would have to be contacted and let me know directly. It is now 8pm (hours after the incident occurred) and I have not heard anything about if the water in my house, on the street with the sewage problems, is safe. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

01/31/2018 - Company response received via Email. DScott.

2/7/18: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Pluris Regional Manager, Joseph Kuhns called and spoke with Jessica Kohl on 1/11/18.
*Joe Kuhns spoke with Jessica Kohl regarding her concern and provided clarification that the potable water system was separate from the sewer collection system and therefore had no effect on the potable water quality.
*Mr. Kuhns also addressed her concern on not receiving a telephone call from the Pluris maintenance person the evening of the event.
*Mr. Kuhns explained it was an oversight by the technician's desire to correct the malfunction and complete the FEDP (FDEP) required clean up procedure in a timely manner for disinfection of the small amount of sewer that escaped out of a few manholes.
*After an event of this type, hydrated lime is distributed on the affected area.
*The hydrated lime raises the PH of the water therefore killing any microorganisms and/or bacteria.
*Mr. Kuhns further stated he had spoken with the technician responsible and the entire Pluris staff on measures to avoid this oversight in the future.
*Mr. Kuhns sent Ms. Kohl a follow up email 1/15/18.
*Ms. Kohl has not replied or made contact with the utility since the email correspondence sent by Mr. Kuhns.
Shonna McCray

2/20/18: This inquiry closed. Shonna McCray

Case#: 1275675W; Name: GARY FORGEY; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: GARY FORGEY	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
20409 MACON PKWY	Attn: Beverly Yopp1275675W	Date: 4/16/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-619-4276	Date Due: 05/07/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: GARY FORGEY	Reply Received: 05/04/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20409 MACON PKWY	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/21/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 126360	**Request No: 1275675W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, April 14, 2018 3:51 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126360

CUSTOMER INFORMATION
Name: Gary Forgey
Telephone: (407) 619-4276
Email: Gary.Forgey@Trane.com
Address: 20409 Macon Parkway Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Gary Forgey
Account Number:
Address: 20409 Macon Parkway Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Well, we got another letter on how wonderful wedgefield water is today. If it is so wonderful and winning awards why is it eating through my pipes? Why does it smell so absolutely horrible? Why does it plug up all the screens in my faucets weekly because it is omitting scale and pieces of who knows what through the faucets? Why does it leave bleach spots on my family's clothes intermediatingly when there is no rhyme or reason? Why are there times big globs of slime balls come out of an open faucet?

How can they even think of raising prices on water that is probably killing all of us? How long is this really going to go on? How long do good people have to keep getting sick? "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

05/04/2018 - Company response received via Email. DScott.

Company response indicates the following:

Sent: Monday, April 23, 2018 2:23 PM
To: gary.forgey@trane.com
Cc: Beverly Yopp <byopp@plurisusa.com>
Subject: FL. PSC CATS NO: 1275675W GARY FORGEY

Gary,

Thank you for speaking with me today at 11:03 am to 11:25 am and allowing me the opportunity to address your concerns in your complaint. As I mentioned during our call I am following up with a brief email outlining discussion points made during our call.

We spoke about the Hydrogen Sulphur (rotten egg smell) odor that you at times have in different areas of your home. Pluris removes 98% of the Hydrogen Sulphur that originates from the raw water during the Magnetic Ion Exchange ("MIEX") process. There is a very small percentage that may enter a customer's home and become noticeable when the chlorine dioxide residual dissipates. Although the smell is unpleasant, this does not indicate that the water is unsafe for consumption.

Discussed during our call was the bleaching of clothing. During the initial chlorine dioxide pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts actively evaluated whether chlorine dioxide may have potentially contributed to these type of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. I encourage you to read the reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system. Also, as we discussed, the use of certain laundry soaps such as but not limited to OxyClean may be a contributing factor in any bleaching of clothing

Discussed during our call was the subject of Total Trihalomethanes ("TTHM"). Pluris thoroughly researched an effective and a financially responsible solution to address the earlier elevated TTHM levels detected in routine FDEP mandated testing. As you recall, and although Pluris was in compliance with FDEP and the federal EPA requirements in delivering safe drinking water, customers wanted the TTHM addressed and Pluris responded to the concern with the present FDEP permitted use of chlorine dioxide. The laboratory results are showing that use of chlorine dioxide is effective in addressing TTHM. I am pleased to report to you that the most recent quarterly FDEP compliance testing results show TTHM not just meeting the FDEP limit of 80 micrograms per liter, but testing shows that TTHM are completely undetected. Customer newsletters have been provided to all Pluris customers advising of the most recent results.

Last item we discussed was "particles" in your water. Pluris believes this may be a result of years

calcium deposits left on home plumbing by the hard water. Since taking ownership in early 2010, Pluris has listened to customers and the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures and actual damage to plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns.

Joseph M. Kuhns
Regional Manager

4.Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical address:

Emailed to: pscreply@psc.state.fl.us; Attn. Mr. Rey Castillo on Friday May 4, 2018 at 4:05 PM EST, fourteen business days after complaint was received.
Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC
910.218.7655 / F 910.327.0374
1095 NC Hwy 210, Sneads Ferry, NC 28460
www.plurisusa.com

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Friday, May 04, 2018 4:31 PM
To:PSCREPLY

Attachments:Color-Wash-Summary-Phase-I.pdf; ColorWashSummaryPhase2.pdf

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Gary Forgey and the PSC Request No. is 1275675W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Pluris Regional Manager, Joseph Kuhns called and spoke with Gary Forgey on April 23, 2018. Mr. Kuhnssent Mr. Forgey a follow up email that same day (see 3e. below).

2.A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, May 4, 2018 at 4:05 PM EST fourteen business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer. The customer has concerns about water quality.

b.Action taken to resolve the customer's complaint.Joe Kuhns called and spoke with Gary Forgey regarding his concerns. Mr. Kuhns sent Mr. Forgey a follow up email that same day and included two informational documents related to color washing of clothing (see attached and 3e. below).

c.The company's proposed resolution to the complaint. See 3b. above.

d.Answers to any questions raised by staff in the complaint. None

e.Confirmation that the company has made direct contact with the customer. Pluris Regional Manager Joseph Kuhns contacted the customer on April 23, 2018 and sent him a follow up email April 23, 2018 (see 3e. below).

Company response entered by R.Castillo

05/21/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1275678W; Name: JEANETTE LAMASON; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JEANETTE LAMASON	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
20321 MAJESTIC ST	Attn: Beverly Yopp1275678W	Date: 4/16/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(717)-574-9573	Date Due: 05/07/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: JEANETTE LAMASON	Reply Received: 05/04/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20321 MAJESTIC ST	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/21/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00025298		Apparent Rule Violation: N
E-Track #: 126361	**Request No: 1275678W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, April 14, 2018 4:08 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126361

CUSTOMER INFORMATION
Name: Jeanette Lamason
Telephone: (717) 574-9573
Email: jlamason@aol.com
Address: 20321 Majestic St Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Jeanette Lamason
Account Number: 00025298
Address: 20321 Majestic St Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
I just received propaganda from Pluris Water that claims that American Water Works Assoc. has claimed them to be the best tasting water in Central Florida. I have lived here for 4 years and have never drank the water. It tastes horrible and smells even worse!! This is a false claim!!! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

05/04/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Joe Kuhns
Sent: Wednesday, April 25, 2018 10:06 AM
To: jlamason@aol.com
Cc: Beverly Yopp <byopp@plurisusa.com>
Subject: FL. PSC CATS NO: 1275678W JEANETTE LAMASON

Ms. Lamason,

Thank you for speaking with me on 4-23-2018 at 12:15 pm to 12:40 pm and allowing me the opportunity to address your concerns in your complaint. As I mentioned during our call I am following up with a brief email outlining discussion points made during the call.

We discussed your dislike of the odor that you believe is emanating from the Water Treatment Plant ("WTP") when you walk at the County park located adjacent to the WTP. I explained that the WTP does not emit any odors specifically odors that you described. The County park has restrooms and a small sewer lift station located directly behind the restrooms that does emit an odor. I believe this may be the odor you are mentioning.

We discussed the rate structure and your displeasure with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay.

As a fellow Pennsylvanian, I understand your displeasure with the taste and odor of the Wedgefield water however, as we discussed everyone has different tastes and may have experienced water from other parts of the country and as such this does not translate into the Wedgefield water being unsafe for consumption. This holds true for the FSAWWA Region III best tasting drinking water award. The judging was conducted by independent representatives of the industry and member of the local media.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. We will be able to further investigate the source of the odor you described at that time also. Just let me know.

I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns.

Joseph M. Kuhns
Regional Manager

4.Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical address:

EST, fourteen business days after complaint was received.

Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC
910.218.7655 / F 910.327.0374
1095 NC Hwy 210, Sneads Ferry, NC 28460
www.plurisusa.com

Company response entered by R.Castillo

05/04/18 Company response received via email. R.Castillo

Company response indicates the following:

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Friday, May 04, 2018 4:32 PM
To:PSCREPLY
Subject:FL. PSC CATS NO: 1275678W JEANETTE LAMASON

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is
Jeanette Lamason and the PSC Request No. is 1275678W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Pluris Regional Manager, Joseph Kuhns called and spoke with Jeanette Lamason on April 23, 2018. Mr.
Kuhns sent Ms. Lamason a follow up email April 25, 2018 (see 3e. below).

2.A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, May 4, 2018 at 4:20 PM EST fourteen business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about water quality.

b.Action taken to resolve the customer's complaint

Joe Kuhns called and spoke with Jeanette Lamason regarding her concerns of the odor and taste of the water. Mr. Kuhns sent Ms Lamason a follow up email April 25, 2018 (see 3e. below).

c.The company's proposed resolution to the complaint

See 3b. above.

d.Answers to any questions raised by staff in the complaint

None

e.Confirmation that the company has made direct contact with the customer.

Pluris Regional Manager Joseph Kuhns contacted the customer on April 23, 2018 and sent her a follow up email April 25, 2018 (see 3e. below).

Company response entered by R.Castillo

05/21/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1275680W; Name: DURINDA CHEWNING; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: DURINDA CHEWNING	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
2304 BAGDAD AVE	Attn: Beverly Yopp1275680W	Date: 4/16/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(386)-586-8915	Date Due: 05/07/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: DURINDA CHEWNING	Reply Received: 05/04/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2304 BAGDAD AVE	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/23/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 126363	**Request No: 1275680W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, April 14, 2018 5:33 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126363

CUSTOMER INFORMATION
Name: Durinda Chewning
Telephone: (386) 586-8915
Email:
Address: 2304 Bagdad Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Durinda Chewning
Account Number:
Address: 2304 Bagdad Ave Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
So funny to see that they have been granted an award, what a joke. The water is awful!!! Bleaches clothes, has a color tint to it, dries the skin on my hands to the point of cracking, if set side by side with rain water my animals would rather drink the rain water. It smells more like bleach than my pool water. Last but certainly not least if you dont use one drop, thats right one drop, of water you will pay over $55. Our lawn and plants really suffer through the dry months because we can NOT afford to water our grass. This is the worst water I have ever dealt with, and I have lived in the country with well water that's only down side was that it smelled like egg at times.

I hope you will reconsider who you give these awards to in the future. A company like Pluris takes your award as a reason to continue to hike up prices and not give their consumers the quality of water that they are paying for. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

5/8/18: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Pluris Regional Manager, Joseph Kuhns called Durinda Chewning on 4/23/18 and had to leave a message.
*Ms. Chewning did not return his call and Mr. Kuhns sent Ms. Chewning the following email on 4/25/18:
"Durinda,

I am following up on my phone call on 4-23-2018 at 11:33 am to discuss your concerns raised in your complaint. I am providing a brief email outlining your concerns which will provide further clarification for your consideration.

To address your bleaching of clothes concern, during the initial chlorine dioxide pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts actively evaluated whether chlorine dioxide may have potentially contributed to these type of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. I encourage you to read the reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system. Also, the use of certain laundry soaps such as but not limited to OxyClean may be a contributing factor in any bleaching of clothing

In your complaint you mentioned the rate structure and your displeasure with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns.

Joseph M. Kuhns
Regional Manager"
Shonna McCray

5/23/18: This inquiry closed. Shonna McCray

Case#: 1275683W; Name: DONOVAN VALENCIA; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: DONOVAN VALENCIA	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
20601 NETHERLAND ST	Attn: Beverly Yopp1275683W	Date: 4/16/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(305)-282-9422	Date Due: 05/07/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: DONOVAN VALENCIA	Reply Received: 05/07/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20601 NETHERLAND ST	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/22/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 0030996		Apparent Rule Violation: N
E-Track #: 126365	**Request No: 1275683W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Sunday, April 15, 2018 8:38 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126365

CUSTOMER INFORMATION
Name: Donovan Valencia
Telephone: (305) 282-9422
Email: Dlvalencia@comcast.net
Address: 20601 Netherland street Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Donovan Valencia
Account Number: 00030996
Address: 20601 Netherland street Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
I cannot can not get over how expensive the water is here when compared to fade county from where we just moved. We've never seen such hard water before, my dishwasher looks like a chalk bomb went off in it. My family does not like the smell, nor the taste of the water. The rate increase will be a slap in the face when it comes to us. They are also claiming to have won an award for the best water service, I don't believe it. Please look into this matter. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

05/07/2018 - Company response received via Email. DScott.

5/8/18: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Pluris Regional Manager, Joseph Kuhns called and had to leave a message for Donovan Valencia on 4/23/18.
*Mr. Valencia did not return his call and Mr. Kuhns sent him a follow up email 4/25/18.
*The following email was sent to the customer on 4/25/18, via email:

I am following up on my phone call on 4-23-2018 at 11:33 am to discuss your concerns raised in your complaint. I am providing a brief email outlining your concerns which will provide further clarification for your consideration.

In your complaint you mentioned the rate structure and your displeasure with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay.

Pluris has listened to customers over the past 8 years and since taking ownership the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers.

I understand your displeasure with the taste and odor of the Wedgefield water however, everyone has different tastes and may have experienced water from other parts of the country and as such this does not translate into the Wedgefield water being unsafe for consumption. This holds true for the FSAWWA Region III best tasting drinking water award. The judging was conducted by independent representatives of the industry and member of the local media.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns.

Joseph M. Kuhns
Regional Manager"
Shonna McCray

5/22/18: This inquiry closed. Shonna McCray

Case#: 1276034W; Name: DEIRDRE MAIETTA; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: DEIRDRE MAIETTA	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
2355 BALLARD AVE	Attn: Beverly Yopp1276034W	Date: 4/19/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-459-0965	Date Due: 05/10/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: DEIRDRE MAIETTA	Reply Received: 05/08/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2355 BALLARD AVE	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/31/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 126398	**Request No: 1276034W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, April 19, 2018 12:17 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126398

CUSTOMER INFORMATION
Name: Deirdre Maietta
Telephone: (407) 459-0965
Email: Deirdre316@hotmail.com
Address: 2355 Ballard Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Deirdre Maietta
Account Number:
Address: 2355 Ballard Ave Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:

Dear Chairman and Commissioners,

Reference Docket # 20170166

Please include this correspondence as my opposition to, and protestation of, the proposed water/wastewater rate increase as submitted by Pluris Wedgefield, Inc. in unincorporated Orange County, Florida to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) I strongly disagree with the proposed rate increases as I am very dissatisfied with the water service being provided and the current severely high rates I am already being charged. I urge you to vote no on this matter and urge you to look into all the issues we are currently having with this private water utility.

The water is unsafe to drink, I have photos showing the particles floating in the water. The chlorine and chemicals remove the color from my hair, ruins clothes. The majority of is order water deliveries at an additional expense due to the lack of water quality provided by Pluris. Not to mention the current rates are equal to or more than what I pay for electricity! Its ridiculous.

Respectfully,
Deirdre Maietta- A Wedgefield Resident "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166-WS.

05/08/2018 - Company response received via Email. DScott.

5/9/18: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On 4/23/18, Joe Kuhns called and spoke with Deirdre Maietta regarding her rate and water quality concerns.
*Mr. Kuhns also discussed with Ms. Maietta information regarding concerns of chlorine dioxide causing bleaching of clothing.
*In his follow up email to Ms. Maietta on 4/25/18, Mr. Kuhns provided the the following:
*"Deirdre,

*Thank you for speaking with me on 4-23-2018 at 12:45 pm to 12:55 pm and allowing me the opportunity to address your concerns in your complaint. As I mentioned during our call I am following up with a brief email outlining discussion points made during our call.

*Discussed during our call was the bleaching of clothing. During the initial chlorine dioxide pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts actively evaluated whether chlorine dioxide may have potentially contributed to these type of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. I encourage you to read the reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system. Also, as we discussed, the use of certain laundry soaps such as but not limited to OxyClean may be a contributing factor in any bleaching of clothing.

*We discussed the rate structure and your displeasure with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay.

*We discussed that you had experienced some "particles" in your water recently. Water particles

plumbing, appliances and home water treatment systems. These critical home components must be maintained to ensure the quality of the water does not change once it enters the home. If you feel further investigation is needed please contact me and I will arrange a visit to your home at your convenience to further investigate the issue.

*Pluris has listened to customers over the past 8 years and since taking ownership the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers. Customers that do elect to keep their water softeners may need to verify the proper maintenance is performed as required on their system to assure proper operation.

*In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

*I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns.

*Joseph M. Kuhns
Regional Manager"
*When speaking with Ms. Maietta, Mr. Kuhns also shared about the commercial water softeners that were installed to reduce the water hardness levels.
Shonna McCray

5/31/18: This inquiry closed. Shonna McCray

Case#: 1276047W; Name: JESSE COHN; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JESSE COHN	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
20705 MELVILLE ST	Attn: Beverly Yopp1276047W	Date: 4/19/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
	Date Due: 05/10/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: JESSE COHN	Reply Received: 05/08/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20705 MELVILLE ST	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/24/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 126401	**Request No: 1276047W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, April 19, 2018 9:33 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126401

CUSTOMER INFORMATION
Name: Jesse Cohn
Telephone:
Email: jcohn20@gmail.com
Address: 20705 Melville St Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Jesse Cohn
Account Number:
Address: 20705 Melville St Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Dear Chairman and Commissioners,

Reference Docket # 20170166

Please include this correspondence as my opposition to, and protestation of, the proposed water/wastewater rate increase as submitted by Pluris Wedgefield, Inc. in unincorporated Orange County, Florida to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) I strongly disagree with the proposed rate increases as I am very dissatisfied with the water service being provided and the current severely high rates I am already being charged. I urge you to vote no on this matter and urge you to look into all the issues we are currently having with this private water utility.

I have lived up and down the east coast, and in an apartment near UCF which was serviced by OUC. I have never paid as much for undrinkable water as I do with Pluris. Our water may be legally safe, but I will not allow my family to drink it. We boil it if we are going to cook with it, regardless of whether the recipe calls for boiling water, and have a contract with Crystal Springs to deliver drinking water. The service provided by Pluris is an insult, and quite honestly is pushing me towards selling my home and moving, either out of Orlando or out of the state entirely. It is criminal that Pluris is asking us to pay them more when they already charge more than OUC. It is criminal that they think sending a letter saying "we won an award!" will impress us here in Wedgefield. Because that water sure as hell wasn't taken from a house in the area. Probably wasn't even taken from their plant, but rather poured from a bottle. There is no way Pluris won an award for their water. Pluris as an entity should be ashamed of itself, and everyone associated with it should be investigated for fraud, because that is what they are engaged in. Active fraud.

Do better by us. Reject these increase, fine them. Absolutely appalling that this rate increase is even being considered.

Respectfully,
Jesse Cohn - A Wedgefield Resident

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166-WS.

05/08/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Joe Kuhns
Sent: Wednesday, April 25, 2018 11:32 AM
To: jcohn20@gmail.com
Cc: Beverly Yopp <byopp@plurisusa.com>
Subject: FL. PSC CATS NO: 1276047W JESSE COHN

Jesse,

Thank you for speaking with me on 4-23-2018 at 1:15 pm to 1:35 pm and allowing me the opportunity to address your concerns in your complaint. As I mentioned during our call I am following up with a brief email outlining discussion points made during our call.

We discussed “particles” and/or “yellow water” in your water. Pluris believes this may be a result of years of hard water being supplied to customers before Pluris ownership. The “particles” and/or “yellow water” being old calcium deposits left on home plumbing by the hard water. Since taking ownership in early 2010, Pluris has listened to customers and the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the

fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers. This process stopped the addition of any deposits on customers home piping however, Pluris cannot undo the deposits that were created before Pluris' ownership.

We discussed the rate structure and your displeasure with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe
for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns

Joseph M. Kuhns
Regional Manager

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical address:
Emailed to: pscreply@psc.state.fl.us; Attn. Mr. Rey Castillo on Tuesday May 8, 2018 at 12:10 PM EST, thirteen business days after complaint was received.

Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC
O 910.218.7655 / F 910.327.0374

www.plurisusa.com

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Tuesday, May 08, 2018 12:12 PM
To:PSCREPLY
Cc:Joe Kuhns
Subject: RE: FL. PSC CATS NO: 1276047W JESSE COHN

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is
Jesse Cohn and the PSC Request No. is 1276047W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Pluris Regional Manager, Joseph Kuhns called and spoke with Jesse Cohn on April 23, 2018 and sent him a follow up email April 25, 2018.

2.A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, May 8, 2018 at 12:10 PM EST thirteen business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b.Action taken to resolve the customer's complaint

Joe Kuhns called and spoke with Jesse Cohn regarding his rate and water quality concerns. When speaking with Mr. Cohn, Mr. Kuhns discussed Puris believes the "particles" in the water may be the result of years of hard water and shared about the commercial water softeners that were installed to reduce the water hardness levels. Regarding rates, Mr. Kuhns shared Pluris did not create the water quality in Central Florida but is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the

treatment required directly relates to the rates Wedgefield customers pay.

c.The company's proposed resolution to the complaint

See 3b. above.

d.Answers to any questions raised by staff in the complaint

None

e.Confirmation that the company has made direct contact with the customer. Pluris Regional Manager Joseph Kuhns spoke with the customer on April 23, 2018. He sent a follow up email April 25, 2018.

Company response entered by R.Castillo

05/24/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1276125W; Name: BRANDI SANSONE HENDERSON; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: BRANDI SANSONE HENDERSON	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
20224 MARLIN ST	Attn: Beverly Yopp1276125W	Date: 4/19/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-582-8221	Date Due: 05/10/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: BRANDI SANSONE HENDERSON	Reply Received: 05/08/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20224 MARLIN ST	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/24/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 126408	**Request No: 1276125W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, April 19, 2018 2:48 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126408

CUSTOMER INFORMATION
Name: Brandi Sansone Henderson
Telephone: (407) 562-8221
Email: Brandisky06@yahoo.com
Address: 20224 Marlin Street Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Brandi Sansone Henderson
Account Number:
Address: 20224 Marlin Street Orlando FL 32833

Details:

Dear Chairman and Commissioners,

Reference Docket # 20170166

Please include this correspondence as my opposition to, and protestation of, the proposed water/wastewater rate increase as submitted by Pluris Wedgefield, Inc. in unincorporated Orange County, Florida to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) I strongly disagree with the proposed rate increases as I am very dissatisfied with the water service being provided and the current severely high rates I am already being charged. I urge you to vote no on this matter and urge you to look into all the issues we are currently having with this private water utility. Currently will not drink water after the look and smells on daily usage. Bath tub water has a green tint lately. We don't want to pay more for water that we can't drink or cook with. My sinks get slimy and yellow permanently and are stained through out the house. Average monthly water bill for a family of 5 at our residence is $145 lately. This is outrageous!! Please listen to your Wedgefield residents and take in consideration our complaints.

Respectfully,
Brandi Sansone Henderson

To read the Filing and Staff recommendation memo recommending the increase:
http://www.psc.state.fl.us//Files/PDF/Agendas/archive/180420cc/18042009.html

To See the Docket details:
http://www.psc.state.fl.us/ClerkOffice/DocketDetail?docket=20170166

To see all the complaints and correspondence in this case:
http://www.psc.state.fl.us/ClerkOffice/DocketFiling?docket=20170166 "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

b) actions taken to resolve the customer's complaint
c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Forwarded to the Docket 20170166.

05/08/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Garth Armstrong
Sent: Wednesday, April 25, 2018 1:04 PM
To: brandisky06@yahoo.com
Cc: Beverly Yopp <byopp@plurisusa.com>; Joe Kuhns <jkuhns@plurisusa.com>
Subject: FL PSC CATS NO: 1276125W

Ms. Henderson:

I am writing this email as a follow up to my telephone voice mail left 4-23-18 at 2:21pm in reference to your concerns voiced to the Public Service Commission.

Your complaint stated that you had experienced some water discoloration recently. Water discoloration can come from a variety of sources related to maintenance of interior plumbing, appliances and home water treatment systems.These critical home components must be maintained to ensure the quality of the water does not change once it enters the home. If you feel further investigation is needed please contact me and I will arrange a visit to your home at your convenience to further investigate the issue.

The Pluris Wedgefield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down

softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production We also introduces a free customer portal (Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website(www.plurisusa.com).

I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements.

In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. I can be reached at 863.940.9771.

I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns.

Sincerely,

Garth Armstrong
Project Manager

4.Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical address:

Emailed to: pscreply@psc.state.fl.us; Attn. Mr. Rey Castillo on Tuesday May 8, 2018 at 2:20 PM EST, thirteen business days after complaint was received.

Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC
O 910.218.7655 / F 910.327.0374
O 1095 NC Hwy 210, Sneads Ferry, NC 28460

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Tuesday, May 08, 2018 2:23 PM
To:PSCREPLY
Cc:Joe Kuhns
Subject:RE: FL. PSC CATS NO: 1276125W Brandi Sansone Henderson

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Brandi Sansone Henderson and the PSC Request No. is 1276125W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Pluris Project Manager, Garth Armstrong called Brandi Sansone Henderson on April 23, 2018 and had to leave a voice message. Mr. Armstrong sent her a follow up email April 25, 2018 (see 3e. below).

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, May 8, 2018 at 2:20 PM EST thirteen business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b. Action taken to resolve the customer's complaint

Garth Armstrong called Brandi Henderson on April 23, 2018 and had to leave a voice message he was calling to discuss her rate and water quality concerns. Mr. Armstrong sent a follow up email April 25, 2018 (see 3e. below). In his email Mr. Armstrong provided information addressing her concerns and offered a visit to the Water Treatment Facility and contact information should she have any questions or additional concerns. Ms. Henderson has not contacted Pluris since Mr. Armstrong left a voice message and sent the follow up email.

c. The company's proposed resolution to the complaint

See 3b. above.

d. Answers to any questions raised by staff in the complaint

None

e. Confirmation that the company has made direct contact with the customer.

Pluris Project Manager Garth Armstrong attempted to contact the customer on April 23, 2018. He sent a follow up email April 25, 2018.

Company response entered by R.Castillo

05/24/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1276136W; Name: VICKI FOSDYCK; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: VICKI FOSDYCK	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
2212 BANCROFT BLVD	Attn: Beverly Yopp1276136W	Date: 4/19/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-568-5609	Date Due: 05/10/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: VICKI FOSDYCK	Reply Received: 05/08/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2212 BANCROFT BLVD	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/31/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 126412	**Request No: 1276136W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, April 19, 2018 3:21 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126412

CUSTOMER INFORMATION
Name: Vicki Fosdyck
Telephone: (407) 568-5609
Email: vfosdyck@directoneinc.com
Address: 2212 Bancroft Blvd Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Vicki Fosdyck
Account Number:
Address: 2212 Bancroft Blvd Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Please do not allow Pluris Wedgefield, Inc rate the rates again, it's bad enough we pay 3-4 times more than anyone else in Orange County, FL and we can't even drink the water! This is totally ridiculous and out of control. Some of the water bills in Wedgefield run $200 a month. My water bill has been more than my electric bill before.....who would have ever thought that would happen. The water is Very poor quality, yet the highest ever and they keep wanting to raise the rates on residents. What about the elders that live on Social Security who are on monthly budgets and others who can't afford the cost of the highly poor, smelly water provided by Pluris

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also forwarded to Docket 20170166

05/08/2018 - Company response received via Email. DScott.

*Garth Armstrong called Vicki Fosdyck on 4/23/18 and had to leave a voice message; he was calling to discuss her rate and water quality concerns.
*Mr. Armstrong sent the following email 4/25/18:
"I am writing this email as a follow up to my telephone voice mail left 4-23-18 at 1:51 pm in reference to your concerns voiced to the Public Service Commission.

I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements. As you are aware Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water. Our treatment level often exceeds most water utilities of similar size. For example, the TTHM issue surfaced due to water chemistry changing where the constituents within the TTHM make up changed causing TTHM levels to increase. Pluris had to determine the financially fair and reasonable approach to meet the PSC requirements and also the technical solution that would meet the Federal EPA and FDEP requirement to provide safe drinking water. It was determined that the solution was to change our disinfection system from Chlorine to Chlorine Dioxide. This change in the disinfection process not only lowered TTHM levels to near non-detectable status but also improves the taste and odor of the water.

Budgeting expenses is a huge priority for most folks. As a single father I can very much appreciate your concerns over utility costs and how they affect your household bottom line. Pluris Wedgefield Inc. introduced a free customer porta l(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. It is a fantastic tool for budgeting. Registration is easy and can be done directly through our website.

In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. I can be reached at the following number 863.940.9771.

I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns.

Sincerely,

Garth Armstrong
Project Manager"
*Ms. Fosdyck has not contacted Pluris since Mr. Armstrong left a voice message and sent the

Shonna McCray

5/31/18: This inquiry closed. Shonna McCray

Case#: 1276147W; Name: SHERRI WANDA; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: PETER WANDA	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
2506 ABBEY AVE	Attn: Beverly Yopp1276147W	Date: 4/19/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-568-8249	Date Due: 05/10/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: SHERRI WANDA	Reply Received: 05/08/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2506 ABBEY AVE	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/24/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00024502		Apparent Rule Violation: N
E-Track #: 126413	**Request No: 1276147W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, April 19, 2018 4:02 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126413

CUSTOMER INFORMATION
Name: Sherri Wanda
Telephone: (407) 568-8249
Email: swanda@bellsouth.net
Address: 2506 Abbey Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Peter Wanda
Account Number: 00024502
Address: 2506 Abbey Ave Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Dear Chairman and Commissioners,
Reference Docket # 20170166
Please include this correspondence as our opposition to, and protestation of, the proposed water/wastewater rate increase as submitted by Pluris Wedgefield, Inc. in unincorporated Orange County, Florida to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) We strongly disagree with the proposed rate increases as we are very dissatisfied with the water service being provided and the current severely high rates we are already being charged for undrinkable water. We are a small family of three and consistently have a water bill higher than our electric bill. As we stated earlier we do not drink the water only use it for showering and laundry so on top of our Pluris bill we spend an additional $75.00 monthly on bottled water. We urge you to vote no on this matter and urge you to look into all the issues we are currently having with this private water utility.
Respectfully,
Sherri and Peter Wanda- Wedgefield Residents

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.

Case taken by Diane Hood
Also forwarded to Docket 20170166-WS.

05/08/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Garth Armstrong
Sent: Wednesday, April 25, 2018 12:04 PM
To: swanda@bellsouth.net
Cc: Joe Kuhns <jkuhns@plurisusa.com>; Beverly Yopp <byopp@plurisusa.com>
Subject: FL PSC CATS NO: 1276147W

Mrs. Wanda:

I am writing this email as a follow up to our telephone conversation on 4-23-18 at 1:35 pm in reference to your concerns voiced to the Public Service Commission.

Let me first say thank you for taking the time out from you day to speak to me regarding the issues that you voiced in your PSC complaint. I believe it is always best to keep open and direct lines of communication with our customers. I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements.

Pluris has listened to customers over the past 10 years and since taking ownership the water quality has improved in a number of areas. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers.

Budgeting expenses is a huge priority for most folks. As a single father I can very much appreciate your concerns over utility costs and how they affect your household bottom line. Pluris

usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. It is a fantastic tool for budgeting. Registration
is easy and can be done directly through our website.

In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

Sincerely,

Garth Armstrong
Project Manager

4. Send your written response to the PSC, and copies of all correspondence with the customer to the
following e-mail, fax or physical address:

Emailed to: pscreply@psc.state.fl.us; Attn. Mr. Rey Castillo on Tuesday May 8, 2018 at 3:05 PM EST, thirteen business days after complaint was received.

Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC
O 910.218.7655 / F 910.327.0374
O 1095 NC Hwy 210, Sneads Ferry, NC 28460
www.plurisusa.com

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Tuesday, May 08, 2018 3:06 PM
To:PSCREPLY
Cc:Joe Kuhns
Subject:RE: FL. PSC CATS NO: 1276147W Peter Wanda

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
Pluris Project Manager, Garth Armstrong called and spoke with Sherri Wanda on April 23, 2018. Mr.
Armstrong sent her a follow up email April 25, 2018 (see 3e. below).

2.A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint
has been sent to the company.
A response to the PSC (this email) is being sent today, May 8, 2018 at 3:05 PM EST thirteen business days
after the complaint was received.

3.The response should include the following:
a.The cause of the problem – According to the Customer
The customer has concerns about the rates and water quality.

b.Action taken to resolve the customer's complaint

Garth Armstrong called spoke with Sherri Wanda on April 23, 2018 regarding her rate and water quality concerns. Mr. Armstrong sent a follow up email April 25, 2018 (see 3e. below). In his email Mr. Armstrong shared that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements. Mr. Armstrong further discussed with Ms. Wanda the commercial water softeners Pluris installed at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers. He also discussed the AquaHawk portal available her which allows customers to track usage, budget and set alerts for leaks and abnormal usage noting it is a great tool for budgeting. Before ending his call, Mr. Armstrong offered Ms. Wanda a visit to the Water Treatment Facility.

c.The company's proposed resolution to the complaint

See 3b. above.

d.Answers to any questions raised by staff in the complaint

None

e.Confirmation that the company has made direct contact with the customer.

Pluris Project Manager Garth Armstrong attempted to contact the customer on April 23, 2018. He sent a follow up email April 25, 2018 (see 3e. above).

Company response entered by R.Castillo

05/24/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1276152W; Name: MERARI LEWIS; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: MERARI LEWIS	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
2861 REGENCY OAK LN	Attn: Beverly Yopp1276152W	Date: 4/20/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
	Date Due: 05/11/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: MERARI LEWIS	Reply Received: 05/08/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2861 REGENCY OAK LN	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/31/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 126414	**Request No: 1276152W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, April 19, 2018 7:08 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126414

CUSTOMER INFORMATION
Name: Merari Lewis
Telephone:
Email: Merari_lewis@yahoo.com
Address: 2861 Regency oak Lane Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Merari Lewis
Account Number:
Address: 2861 Regency oak Lane Orlando FL 32833

COMPLAINT INFORMATION

Dear Chairman and Commissioners,

Reference Docket # 20170166

Please include this correspondence as my opposition to, and protestation of, the proposed water/wastewater rate increase as submitted by Pluris Wedgefield, Inc. in unincorporated Orange County, Florida to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) I'm strongly against the proposed rate increases as I am very dissatisfied with the water service being provided and the current severely high rates I am already paying. As a government employee who is trying to raise my children in a decent neighborhood on a county government salary is making it impossible for me to keep up with this expensive Pluris bill I receive monthly. I or anyone in Wedgefield should not have to pay $165.00 or more each month for this nasty, disgusting, smelly water. My clothes and linen have been bleached because of this water and I have incurred additional expenses in trying to replace the items that have been damaged. I have expressed my concerns to Pluris regional director Joe and different county agencies and still no one has not done anything to stop Pluris from price gouging us with their high water rates. From one public servant to another, I urge you to vote no on this matter and urge you to look into all the issues we are currently having with this private water utility.

Respectfully,
Merari Lewis-Wedgefield resident "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also forwarded to Docket 20170166-WS.

05/08/2018 - Company response received via Email. DScott.

5/10/18: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Garth Armstrong called Merari Lewis on 4/23/18 and had to leave a voice message he was calling to discuss her concerns voiced to the Pc.
*Mr. Armstrong sent a follow up email April 25, 2018.
*In his email Mr. Armstrong shared that Pluris Wedgefield staff has worked hard to implement upgrades to the system to further address water quality.
*These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon.
*This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance.
*The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production.
*Mr. Armstrong further shared that Pluris Wedgefield introduced a free customer portal (Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage.
*It is a fantastic tool for budgeting and registration is easy and can be done directly through our website.
*He offered a visit to the Water Treatment Facility and contact information should she have any questions or additional concerns.
*Ms. Lewis has not contacted Pluris since Mr. Armstrong left a voice message and sent the follow up email.
Shonna McCray

5/31/18: This inquiry closed. Shonna McCray

Case#: 1276156W; Name: ASHLY PALACIOS; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: RAUL PALACIOS	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
2346 BAKER AVE	Attn: Beverly Yopp1276156W	Date: 4/20/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-978-1054	Date Due: 05/11/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: ASHLY PALACIOS	Reply Received: 05/08/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2346 BAKER AVE	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/25/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 126415	**Request No: 1276156W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, April 19, 2018 9:32 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126415

CUSTOMER INFORMATION
Name: Ashly Palacios
Telephone: (407) 978-1054
Email: Rgpbra2006@yahoo.com
Address: 2346 Baker Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Raul Palacios
Account Number:
Address: 2346 Baker Ave Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
When filling sinks, tubs and toilets the water is yellow. Also water is bleaching clothes when washing the darks. Water also has partials floating in it. Have pictures to prove all occurrences. All my towels and dark clothes have been ruined and I'm Afraid fo let my children bath in it. Sad I pay $200 a month for water I can't reply on or drink. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166-WS. Customer filed duplicate with eform 126416, only filing with eform 126415.

05/08/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Garth Armstrong
Sent:Tuesday, April 24, 2018 2:40 PM

Cc: Joe Kuhns <jkuhns@plurisusa.com>; Beverly Yopp <byopp@plurisusa.com>
Subject: FL. PSC CATS NO: 1276156W RAUL PALACIOS

Mrs. Palacios:

I am writing this email as a follow up to our telephone conversation 4-23-18 at 3:42pm in reference to your concerns voiced to the Public Service Commission. Thank you very much for taking the time to call me back yesterday.

I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements.

Per our discussion I have attached a two phase study conducted by an independent engineering firm regarding the effects of Chlorine Dioxide disinfection as it relates to clothes laundering in the Mount Vernon, Ohio water utility system. Mount Vernon also uses Chlorine Dioxide as a disinfectant for their drinking water. Both phases rule out Chlorine Dioxide as a primary reason for laundry bleaching or spotting at levels used for potable water treatment.

Your complaint stated that you had experienced some water discoloration recently. Water discoloration can come from a variety of sources related to maintenance of interior plumbing, appliances and home water treatment systems. These critical home components must be maintained to ensure the quality of the water does not change once it enters the home. If you feel further investigation is needed please contact me and I will arrange a visit to your home at your convenience to further investigate the issue.

As I stressed yesterday, the Pluris Wedgefield Inc staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production We also introduces a free customer portal (Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website.

In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I

safe drinking water for customers. Just let me know.

I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns.

Sincerely,

Garth Armstrong
Project Manager

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical address:

Emailed to: pscreply@psc.state.fl.us; Attn. Mr. Rey Castillo on Tuesday May 8, 2018 at 4:10 PM EST, twelve business days after complaint was received.
Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC
O 910.218.7655 / F 910.327.0374
O 1095 NC Hwy 210, Sneads Ferry, NC 28460
www.plurisusa.com

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Tuesday, May 08, 2018 4:15 PM
To:PSCREPLY
Cc:Joe Kuhns
Subject:RE: FL. PSC CATS NO: 1276156W RAUL PALACIOS
Attachments:Color-Wash-Summary-Phase-I.pdf; ColorWashSummaryPhase2.pdf

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is
Raul Palacios, the caller was Ashly Palacios and the PSC Request No. is 1276156W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Mr. Armstrong sent her a follow up email April 24, 2018 (see 3e. below).

2.A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint
has been sent to the company.
A response to the PSC (this email) is being sent today, May 8, 2018 at 4:10 PM EST twelve business days
after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about water quality.

b.Action taken to resolve the customer's complaint
Garth Armstrong called spoke with Ashly Palacios on April 23, 2018 regarding her water quality concerns. In his email Mr. Armstrong shared that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements. When speaking with Ms. Palacios, Mr. Armstrong discussed water discoloration can come from a variety of sources and offered to arrange a visit to the home if she would like. Mr. Armstrong further discussed with Ms. Palacios the commercial water softeners Pluris installed at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. The softening system resulted in customers stating they no longer needed home water softeners and also reduced film and deposits on the glassware and plumbing fixtures. Mr. Armstrong also discussed the AquaHawk portal available her which allows customers to track usage, budget and set alerts for leaks and abnormal usage noting it is a great tool for budgeting. Before ending his call, Mr. Armstrong offered Ms. Palacios a visit to the Water Treatment Facility. Mr. Armstrong sent a follow up email April 24, 2018 which included two information documents (see attachments and 3e. below).

c.The company's proposed resolution to the complaint

See 3b. above.

d.Answers to any questions raised by staff in the complaint

None

Pluris Project Manager Garth Armstrong attempted to contact the customer on April 23, 2018. He sent a follow up email April 24, 2018.(see 3e. above)

Company response entered by R.Castillo

05/25/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1276158W; Name: CARMEN RESTITUYO; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: CARMEN RESTITUYO	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
20417 MARLIN ST	Attn: Beverly Yopp1276158W	Date: 4/20/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-235-4086	Date Due: 05/11/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: CARMEN RESTITUYO	Reply Received: 05/08/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20417 MARLIN ST	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/31/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00031007		Apparent Rule Violation: N
E-Track #: 126417	**Request No: 1276158W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, April 19, 2018 9:49 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126417

CUSTOMER INFORMATION
Name: Carmen Restituyo
Telephone: (407) 235-4086
Email: Carmenlivier@gmail.com
Address: 20417 Marlin St. Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Carmen Restituyo
Account Number: 00031007
Address: 20417 Marlin St. Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Water has really bad smell, it leaves bad hard water stain on toilets, faucets, shower and sink. My house was built in November of 2017 and I can't believe how bad these water stains are. The water is also green at times when my small children try to take a bath our tub is white and it shows badly the tiny of the greenish/bluish water. I don't feel the water is safe to drink so our family doesn't drink it at all. We deserve better water for our children, families and community especially when we are paying such high prices for water. This is unacceptable. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166-WS.

05/08/2018 - Company response received via Email. DScott.

5/10/18: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Garth Armstrong called Justin Restituyo on 4/23/18 and spoke with him regarding his concerns voiced to the PSC.

and a separate call to her would not be needed.
*Mr. Armstrong shared the Pluris Wedgefield Inc. staff has worked hard to implement upgrades to the system to further address water quality.
*These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon.
*This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance.
The softening system also reduced film and deposits on the glassware and plumbing fixtures.
Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production.
*Mr. Armstrong also provided information about a customer portal (Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage and registration is easy and can be done directly through our website.
*Mr. Armstrong further shared Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water.
*Pluris treatment level often exceeds most water utilities of similar size.
*For example, the TTHM issue surfaced due to water chemistry changing where the constituents within the TTHM make up changed causing TTHM levels to increase.
*Pluris had to determine the financially fair and reasonable approach to meet the PSC requirements and also the technical solution that would meet the Federal EPA and FDEP requirement to provide safe drinking water.
*During the conversation Mr. Armstrong discussed the time frame for getting a proposal for the installation of an irrigation meter and would be following up to ensure the process moves forward in a timely fashion should he decide to have an irrigation meter installed.
*A quote was provided to Mr. Restituyo on 4/20/18 for the cost of installation of an irrigation meter.

*Mr. Armstrong offered a visit to the Water Treatment Facility and contact information should Mr. or Mrs. Restituyo have any questions or additional concerns.
*Mr. Armstrong sent a follow up email on 4/25/18.
Shonna McCray

5/31/18: This inquiry closed. Shonna McCray

Case#: 1276161W; Name: JUSTIN RESTITUYO; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JUSTIN RESTITUYO	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
20417 MARLIN ST	Attn: Beverly Yopp1276161W	Date: 4/20/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-552-6826	Date Due: 05/11/2018	Prelim Type: QUALITY OF SERVICE
Orlando, FL 32833-		PO Officer:
Caller: JUSTIN RESTITUYO	Reply Received: 05/08/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20417 MARLIN ST	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/31/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-30
Account #: 0031007		Apparent Rule Violation: N
E-Track #: 126422	**Request No: 1276161W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, April 19, 2018 11:00 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126422

CUSTOMER INFORMATION
Name: Justin Restituyo
Telephone: (407) 552-6826
Email:
Address: 20417 Marlin St Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Justin restituyo
Account Number: 0031007
Address: 20417 Marlin St Orlando FL 32833

COMPLAINT INFORMATION

This place is horrible. There trying to raise rates that already are to high.and today turn water on and was greenish. Also I called service about 3 weeks ago for a quote on irrigation meter and never heard back from them. Decided to call today and they said were still waiting to speak to technician 3 weeks later . Unbelievable "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166-WS.

05/08/2018 - Company response received via Email. DScott.

5/10/18: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Garth Armstrong called Justin Restituyo on 4/23/18 and spoke with him regarding his concerns voiced to the PSC.
*Mr. Restituyo informed Mr. Armstrong that his wife Carmen Restituyo was present during the call and a separate call to her would not be needed.
*Mr. Armstrong shared the Pluris Wedgefield Inc. staff has worked hard to implement upgrades to the system to further address water quality.

reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon.
*This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance.
The softening system also reduced film and deposits on the glassware and plumbing fixtures.
Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production.
*Mr. Armstrong also provided information about a customer portal (Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage and registration is easy and can be done directly through our website.
*Mr. Armstrong further shared Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water.
*Pluris treatment level often exceeds most water utilities of similar size.
*For example, the TTHM issue surfaced due to water chemistry changing where the constituents within the TTHM make up changed causing TTHM levels to increase.
*Pluris had to determine the financially fair and reasonable approach to meet the PSC requirements and also the technical solution that would meet the Federal EPA and FDEP requirement to provide safe drinking water.
*During the conversation Mr. Armstrong discussed the time frame for getting a proposal for the installation of an irrigation meter and would be following up to ensure the process moves forward in a timely fashion should he decide to have an irrigation meter installed.
*A quote was provided to Mr. Restituyo on 4/20/18 for the cost of installation of an irrigation meter.

*Mr. Armstrong offered a visit to the Water Treatment Facility and contact information should Mr. or Mrs. Restituyo have any questions or additional concerns.
*Mr. Armstrong sent a follow up email on 4/25/18.
Shonna McCray

5/31/18: This inquiry closed. Shonna McCray

Case#: 1276163W; Name: DEREK CRUMLEY; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: DEREK CRUMLEY	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
20427 MAJESTIC ST.	Attn: Beverly Yopp1276163W	Date: 4/20/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-448-4485	Date Due: 05/11/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: DEREK CRUMLEY	Reply Received: 05/09/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20427 MAJESTIC ST.	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/25/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00024706		Apparent Rule Violation: N
E-Track #: 126418	**Request No: 1276163W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, April 19, 2018 9:53 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126418

CUSTOMER INFORMATION
Name: Derek Crumley
Telephone: (407) 448-4485
Email: Derekcrumley@gmail.com
Address: 20427 Majestic St. Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Derek Crumley
Account Number: 00024706
Address: 20427 Majestic St. Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Tonight when filling the bath tub to give my toddler a bath the water had a yellow tint. Previously it had a chemical blue tint. This water has not been drinkable since I have lived here "2010". This water leaves a white film on the dishes that is impossible to take off. It has damaged multiple faucet valves, toilet parts, and rusted holes through sink bases. I just recently had to replace the shower valve. None of the shut offs under the sinks work, if I want to shut off the water under any given sink the valve sprays water out of the handle when turned. It is also the most expensive water in Orange County. Now I'm hearing of another price increase. This has to stop and Pluris needs to be replaced by OUC water. Please help us. This water is dangerous. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166-WS.

05/09/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:Garth Armstrong
Sent: Wednesday, April 25, 2018 10:44 AM
To: Derekcrumley@gmail.com
Cc: Joe Kuhns <jkuhns@plurisusa.com>; Beverly Yopp <byopp@plurisusa.com>
Subject: FL PSC CATS No. 1276163W

Mr. Crumley:

I am writing this email as a follow up to our telephone conversation on 4-23-18 at 11:30 am in reference to your concerns voiced to the Public Service Commission.

As I stressed to you during our conversation, the Pluris Wedgefield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high
as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production We also introduces a free customer portal (Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website.

I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements.

During our conversation you inquired to what our policy is regarding filling pools. Your concern was that you would be billed for sewer even though the water used would not be entering our sewage collection system. Sewer charges are capped off monthly at 8000 gallons per month. Any usage above that is not charged for sewer.

I appreciate you taking the time to speak to me and voice your concerns. In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional
understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

Service on this email. Please feel free to contact any of us if you have any additional concerns.

Sincerely,

Garth Armstrong
Project Manager

4.Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical address:

Emailed to: pscreply@psc.state.fl.us; Attn. Mr. Rey Castillo on Tuesday May 9, 2018 at 2:45 PM EST, thirteen business days after complaint was received.

Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC
O 910.218.7655 / F 910.327.0374
O 1095 NC Hwy 210, Sneads Ferry, NC 28460
www.plurisusa.com

Company response entered by R.Castillo

05/25/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1276166W; Name: SHARON HAYES; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JOSEPH HAYES	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
2480 ABALONE BLVD	Attn: Beverly Yopp1276166W	Date: 4/20/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-350-0921	Date Due: 05/11/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: SHARON HAYES	Reply Received: 05/09/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2480 ABALONE BLVD	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/31/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 126421	**Request No: 1276166W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, April 19, 2018 10:53 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126421

CUSTOMER INFORMATION
Name: Sharon Hayes
Telephone: (407) 350-0921
Email:
Address: 2480 ABALONE Blvd Wedgefield FL 32833

BUSINESS INFORMATION
Business Account Name: Joseph Hayes
Account Number:
Address: 2480 ABALONE Blvd Wedgefield FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:

Reference Docket # 20170166

My clothes have been bleached, pipes have been corroded which in turn have had to be replaced, I have to buy my own drinking water. To have the extra expense of a price increase, to already ridiculous price for WATER,a necessity, not a luxury, is against all that is AMERICAN. Water is our most needed resource and should not cost these astronomical amounts. And for water we do not feel is safe. There is stuff that floats in our drinking water. There is black sludge that comes out of my faucets. Would you drink it? And I don't mean take a sample. I mean drink it on a daily basis, knowing it could be destroying your insides as it has destroyed pipes and bleached clothing. I doubt it. Sharon Hayes

Please include this correspondence as my opposition to, and protestation of, the proposed water/wastewater rate increase as submitted by Pluris Wedgefield, Inc. in unincorporated Orange County, Florida to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) I strongly disagree with the proposed rate increases as I am very dissatisfied with the water service being provided and the current severely high rates I am already being charged. I urge you to vote no on this matter and urge you to look into all the issues we are currently having with this private water utility.

Respectfully,Sharon Hayes "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166-WS.

05/09/2018 - Company response received via Email. DScott.

5/10/18: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Garth Armstrong called and spoke with Sharon Hayes on 4/23/18 regarding her concerns.
*Mr. Armstrong reiterated that Pluris Wedgefield does provide drinking water that meets the strict regulatory standards of the Florida Department of Environmental Protection reminding her that Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water.

*The company's treatment level often exceeds most water utilities of similar size.
*For example, the TTHM issue surfaced due to water chemistry changing where the constituents within the TTHM make up changed causing TTHM levels to increase.
*Pluris had to determine the financially fair and reasonable approach to meet the PSC requirements and also the technical solution that would meet the Federal EPA and FDEP requirement to provide safe drinking water.
*Pluris believes they have the solution by replacing the existing Chlorine disinfection with Chlorine Dioxide.
*The most recent water quality data (posted on our website www.plurisusa.com) has confirmed reductions in TTHM levels to nearly a non-detectable range. Pluris also installed commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon.
*This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance.
*The softening system also reduced film and deposits on the glassware and plumbing fixtures.
*Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production.
*Mr. Armstrong further shared that Pluris Wedgefield introduced a free customer portal (Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. It is a fantastic tool for budgeting and registration is easy and can be done directly through our website.
*He offered a visit to the Water Treatment Facility and contact information should she have any questions or additional concerns.

Shonna McCray

5/31/18: This inquiry closed. Shonna McCray

Case#: 1276169W; Name: HELEN BARNABEI; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: HELEN BARNABEI	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
19738 GLEN ELM WAY	Attn: Beverly Yopp1276169W	Date: 4/20/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-221-9455	Date Due: 05/11/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: HELEN BARNABEI	Reply Received: 05/09/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
19738 GLEN ELM WAY	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/25/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00025506		Apparent Rule Violation: N
E-Track #: 126423	**Request No: 1276169W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, April 19, 2018 11:41 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126423

CUSTOMER INFORMATION
Name: Helen Barnabei
Telephone: (407) 221-9455
Email: mikebarnabei@gmail.com
Address: 19738 Glen Elm Way Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Helen Barnabei
Account Number: 00025506
Address: 19738 Glen Elm Way Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Dear Chairman and Commissioners,
Reference Docket # 20170166
Please include this correspondence as my opposition to, and protestation of, the proposed water/wastewater rate increase as submitted by Pluris Wedgefield, Inc. in unincorporated Orange County, Florida to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) I strongly disagree with the proposed rate increases as I am very dissatisfied with the water service being provided and the current severely high rates I am already being charged. I urge you to vote no on this matter and urge you to look into all the issues we are currently having with this private water utility.
Tonight, on the eve of the vote on the proposed rate increase, I drew three bathtubs of greenish yellow discolored water. I have pictures. My family and I have not drank the water due to water quality since Pluris took over operations. They are touting their award for best tasting drinking water in Central Florida as a reason for a rate increase, when in reality, the water is totally unusable. I don't even want to bathe my children in the water provided by Pluris, but what choice do I have. The fact that they should ask for a rate increase is laughable. FOR PROFIT PRIVATE UTILITY COMPANIES should have rate requests denied WHEN THEY PROVIDE INFERIOR QUALITY/SERVICE. Pluris Wedgefield Inc. has demonstrated repeatedly that they have little regard for the voices of their customers and want to make it appear that they do all they can to provide quality drinking water. Unfortunately, this is not so. The residents of Wedgefield have the proof. Bleached clothes, extreme mineral deposits and corrosion of plumbing fixtures, smelly and discolored water are the reality of the quality of Pluris Wedgefield Inc. water services. Please do not approve this rate increase.

Respectfully,

Michael Barnabei - A Wedgefield Resident

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:

b) actions taken to resolve the customer's complaint
c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166-WS.

05/09/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: Garth Armstrong
Sent: Tuesday, April 24, 2018 11:55 AM
To: mikebarnabei@gmail.com
Cc: Joe Kuhns <jkuhns@plurisusa.com>; Beverly Yopp <byopp@plurisusa.com>
Subject: PSC Reference Document # 20170166

Ms. Barnabei:

I am writing this email as a follow up to my telephone voice mail left 4-23-18 at 11:19am in reference to your concerns voiced to the Public Service Commission.

I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements.

Your complaint stated that you had experienced some water discoloration recently. Water discoloration can come from a variety of sources related to maintenance of interior plumbing, appliances and home water treatment systems. These critical home components must be maintained to ensure the quality of the water does not change once it enters the home. If you feel further investigation is needed please contact me and I will arrange a visit to your home at your

Pluris has listened to customers over the past 8 years and since taking ownership the water quality has improved in a number of areas. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers.

In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns.

Sincerely,

Garth Armstrong
Project Manager

4.Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical address:

Emailed to: pscreply@psc.state.fl.us; Attn. Mr. Rey Castillo on Wednesday May 9, 2018 at 4:10 PM EST, thirteen business days after complaint was received.

Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC
O 910.218.7655 / F 910.327.0374
O 1095 NC Hwy 210, Sneads Ferry, NC 28460
www.plurisusa.com

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Wednesday, May 09, 2018 4:15 PM
To:PSCREPLY
Cc:Joe Kuhns
Subject:RE: FL. PSC CATS NO: 1276169W HELEN BARNABEI

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Helen Barnabei and the PSC Request No. is 1276169W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Pluris Project Manager, Garth Armstrong called Helen Barnabei on April 23, 2018 and had to leave a voice message. Mr. Armstrong sent a follow up email April 24, 2018 to both the email address on the customer account and to the email address provided in the complaint (see 3e. below).

2.A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, May 9, 2018 at 4:10 PM EST thirteen business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b.Action taken to resolve the customer's complaint.

Garth Armstrong called Helen Barnabei on April 23, 2018 and had to leave a voice message he was calling to discuss her rate and water quality concerns. Mr. Armstrong sent two follow up emails April 24, 2018 (see 3e. below). In his email Mr. Armstrong provided that Pluris Wedgefield does provide drinking water that meets the strict regulatory standards of the Florida Department of Environmental Protection reminding her that Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water. Regarding her statement that she had experienced some water discoloration recently, water discoloration can come from a variety of sources related to maintenance of interior plumbing, appliances and home water treatment

does not change once it enters the home. Mr. Armstrong offered for Ms. Barnabei to contact him if she felt further investigation was needed and he would arrange a visit to her home at her convenience to further investigate the issue. Pluris also installed commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production. He offered a visit to the Water Treatment Facility and contact information should she have any questions or additional concerns. Ms. Barnabei has not contacted Pluris since Mr. Armstrong left a voice message and sent the follow up email.

c.The company's proposed resolution to the complaint.

See 3b. above.

d.Answers to any questions raised by staff in the complaint.

None

e.Confirmation that the company has made direct contact with the customer.

Pluris Project Manager Garth Armstrong attempted to contact the customer on April 23, 2018. He sent a follow up email April 24, 2018 (see 3e. above).

Company response entered by R.Castillo

05/25/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1276255W; Name: ALAINA MOYNIHAN; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: ALAINA MOYNIHAN	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
2101 ALBION AVE	Attn: Beverly Yopp1276255W	Date: 4/23/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-928-5598	Date Due: 05/14/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: ALAINA MOYNIHAN	Reply Received: 05/09/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2101 ALBION AVE	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/29/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 29897		Apparent Rule Violation: N
E-Track #: 126437	**Request No: 1276255W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, April 21, 2018 12:33 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126437

CUSTOMER INFORMATION
Name: Alaina Moynihan
Telephone: (407) 928-5598
Email: admoyshep@gmail.com
Address: 2101 Albion Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Alaina Moynihan
Account Number: 29897
Address: 2101 Albion Ave Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
I live in a home built within the last 4 years and has been on water and sewer provided by Pluris. So far the kitchen sink faucet had to be replaced due to the poor quality of the water corroding a hole in the side of the faucet. I have had to replace the cartridge in the main shower after it started leaking due to the quality of the water. I had to stop giving our dog tap water due to her developing diarrhea every time and we also have had to put the family cat down after the tap water made her sick. My family and our pets only drink bottled water now and we spend at least $50/month on this. Even with bleaching our washing machine regularly and using odor fighting detergent our laundry often smells sour due to the poor quality of this water. Now I am looking at replacing the dishwasher since it is no longer cleaning the dishes, but instead leaving a waxy residue on everything. And I get to pay around $50 to have the "pleasure" of being hooked up to this water system every month before I turn a tap on. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166-WS

Company response indicates the following:

From: Garth Armstrong
Sent: Wednesday, April 25, 2018 1:24 PM
To: admoyshep@gmail.com
Cc: Joe Kuhns <jkuhns@plurisusa.com>; Beverly Yopp <byopp@plurisusa.com>
Subject: FL PSC CATS NO: 1276255W

Ms. Moynihan:

I am writing this email as a follow up to my telephone voice mail left 4-24-18 at 3:00pm in reference to your concerns voiced to the Public Service Commission.

I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements. The Pluris Wedgefield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production We also introduces a free customer portal (Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website.

In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know and I can set up a tour at a time that suits your schedule.

I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns.

Sincerely,

Project Manager

4.Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical address:

Emailed to: pscreply@psc.state.fl.us; Attn. Mr. Rey Castillo on Wednesday May 9, 2018 at 4:35 PM EST, twelve business days after complaint was received.

Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC
910.218.7655 / F 910.327.0374
1095 NC Hwy 210, Sneads Ferry, NC 28460
www.plurisusa.com

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Wednesday, May 09, 2018 4:37 PM
To:PSCREPLY
Cc:Joe Kuhns
Subject:RE: FL. PSC CATS NO: 1276255W ALAINA MOYNIHAN

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is
Alaina Moynihan and the PSC Request No. is 1276255W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Pluris Project Manager, Garth Armstrong called Alaina Moynihan on April 24, 2018 and had to leave a voice message. Mr. Armstrong sent a follow up email April 25, 2018 (see 3e. below).

2.A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, May 9, 2018 at 4:35 PM EST twelve business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about water quality.

b.Action taken to resolve the customer's complaint

Garth Armstrong called Alaina Moynihan on April 24, 2018 regarding her water quality concerns and had to leave a voice message. Mr. Armstrong sent a follow up email April 25, 2018 (see 3e. below). In his email Mr. Armstrong shared that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements. Mr. Armstrong shared that Pluris Wedgefield staff worked hard to implement upgrades to the system to further address water quality. The commercial water softeners Pluris installed at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. The softening system resulted in customers stating they no longer needed home water softeners and also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production. Mr. Armstrong also mentioned the AquaHawk portal available which allows customers to track usage and set alerts for leaks and abnormal usage noting it is a great tool for budgeting. Mr. Armstrong offered Ms. Moynihan a visit to the Water Treatment Facility.

c.The company's proposed resolution to the complaint

See 3b. above.

d.Answers to any questions raised by staff in the complaint

None

e.Confirmation that the company has made direct contact with the customer

Pluris Project Manager Garth Armstrong attempted to contact the customer on April 24, 2018. He sent a follow up email April 25, 2018 (see 3e. above).

Company response entered by R.Castillo

a GI - 16. R.Castillo

Case#: 1276257W; Name: GINA-MARIE PRADO; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: GINA-MARIE PRADO	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
2607 PINE GLEN CT	Attn: Beverly Yopp1276257W	Date: 4/23/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(631)-514-9378	Date Due: 05/14/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: GINA-MARIE PRADO	Reply Received: 05/09/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2607 PINE GLEN CT	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/31/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 126438	**Request No: 1276257W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, April 21, 2018 3:45 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126438

CUSTOMER INFORMATION
Name: Gina-Marie Prado
Telephone: (631) 514-9378
Email: gina1103emt@yahoo.com
Address: 2607 Pine Glen Ct Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Gina-Marie Prado
Account Number:
Address: 2607 Pine Glen Ct Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Dear Chairman and Commissioners,
In reference Docket # 20170166
Please include this correspondence as my opposition to, and protestation of, the proposed water/wastewater rate increase as submitted by Pluris Wedgefield, Inc in unincorporated Orange County Florida. I strongly disagree with the proposed rate increases as I am extremely dissatisfied with the water service being provided and the current high rates that I am already being charged. We are paying top dollar for water that is undrinkable. My bill for a household of two is between $90-$120. My household spends an additional $50 a month buying bottle water for our drinking and cooking needs. I urge you to vote no on this matter and urge you to please look into all the issues we are currently having with Pluris and their unreliable customer service. Twice in the last two years we were under a boil water notice due to a mistake at the Pluris plant. During both of the boil water notices, we received conflicting information from Pluris customer service, with no updated information on what happened. I sent them an email with my concerns and questions and received no response. Besides their terrible customer service, the water quality is even more horrible. The taste, smell and clarity is concerning. It doesn't appear to be clean and often has a chemical smell. Compared to the rest of Orange County Utility Customers that I know, our bill is double, sometimes triple, the amount of what they are paying, and again that's with us not drinking or cooking with Pluris water. We are hopeful that the county and people in charge will find a way to get rid of this nightmare that people in Wedgefield know as Pluris.
Sincerely,
Gina-Marie Prado "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166-WS.

05/09/2018 - Company response received via Email. DScott.

5/11/18: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Garth Armstrong called Gina-Marie Prado on 4/24/18 regarding her concerns and had to leave a voice message. 4/25/ 18.
*Ms. Prado stated concern of communication lapses during times when Boil Water Advisory (BWA) and Boil Water Advisory Clearances are issued.
*All water utilities experience instances where it is necessary to issue a BWA. Often, they are due to main breaks or equipment malfunctions.
*Mr. Armstrong shared he lives in the Tampa area where main breaks are very common and certain areas of the city are on and off BWAs year around.
*Larger utilities often rely on robo-calls, television or print news media to notify their customers of the BWA.
*These broadcasts may or may not be seen and often are missed by large amounts of people.
*The company's policy is to notify all customers affected by the BWA and clearance via telephone.

*Those customers that were not reached receive door tag notices.
*The company's goal is to always try and reach 100% of the customers affected by the BWA.
*Mr. Armstrong also assured Ms. Prado that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking.
*Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements.
*He also reminded her of the customer portal (Aqua Hawk) available to her which allows customers to track usage, budget and set alerts for leaks and abnormal usage.
*It is a fantastic tool for budgeting and registration is easy and can be done directly through our website.
*Mr. Armstrong also offered her a tour of Water Treatment Facility.
*Ms. Prado has not contacted the utility since Mr. Armstrong's telephone call or follow up email.
Shonna McCray

regarding inquiry 1276257W (Pluris Wedgefield). Email to analyst. eplendl

5/22/18: 8:41 a.m. Returned call to Ms. Gina-Marie Prado at 631-514-9378; no answer; left message requesting a return call. Shonna McCray

05/22/2018 Customer called back and asked to speak to analyst. Transferred caller to SMcCray who accepted the call. BJoiner

5/22/18: Ms. Prado transferred by Belkis. She stated she was calling to advise that she has not been contacted by the company. She stated she received a message from the company requesting a return call and returned the call but was unable to speak with anyone; she left her contact information, but has not heard anything else. Advised Ms. Prado that I would re-send her complaint to the company and request that she be contacted. Shonna McCray

5/22/18: NOTE: It appears the company has violated PSC rules---resolution not provided to the customer within 15 days. Shonna McCray

5/22/18: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PER CONSUMER COMPLAINT RULE 25-22.032, COMPLAINT RESOLUTION SHOULD BE PROVIDED TO THE CUSTOMER VIA DIRECT CONTACT WITH THE CUSTOMER, EITHER VERBALLY OR IN WRITING WITHIN 15 WORKING DAYS AFTER THE COMPLAINT HAS BEEN SENT TO THE COMPANY. LEAVING A MESSAGE FOR THE CUSTOMER OR SENDING A 'CALL ME' LETTER DOES NOT SATISFY THIS RULE. PLEASE CONFIRM THAT RESOLUTION HAS BEEN PROVIDED TO THE CUSTOMER. HAS RESOLUTION BEEN PROVIDED TO THE CUSTOMER? PLEASE PROVIDE RESPONSE TO THE PSC BY 6/1/17. Shonna McCray

5/22/18: NOTE: The company provided resolution to the customer via email on 5/9/18. Shonna McCray

5/25/18: Company response received via email. Shonna McCray

5/30/18: REVIEWED COMPANY'S SUPPLEMENTAL RESPONSE. Response states the following email was sent to the customer in response to her call by Beverly Yopp:
"I am emailing you to follow up from two voice messages I left on telephone number 631.514.9378 to speak with you regarding your call to the Florida Public Service Commission ("FPSC") on Tuesday, May 22nd. I called you Wednesday, May 23rd at 10:56 AM and left a voice message of my call and again yesterday May 24th at 4:16 PM and had to leave another voice message of my

25th I have not heard back from you.

In your conversation with FPSC analyst Shonna McCray on Tuesday you stated you had not been contacted by the company. You further stated you received a message from the company requesting a return call and returned the call but was unable to speak with anyone; you left your contact information, but had not heard anything else. Garth Armstrong, Pluris Project Manager, was the person who had attempted to contact you on April 24th. When I reached out to him regarding the message you referenced leaving he was unable to confirm receiving the message you left due to some recent telephone issues that caused voice messages to be deleted. Mr. Armstrong had called you on April 24th and had to leave a voice message of his call. He sent you a follow up email on April 25th which I have included below. Our records indicate you did not respond to the email or contact customer care regarding your complaint.

Ms. Prado, on behalf of Garth Armstrong, Regional Manager Joe Kuhns, and myself, we are all available to speak with you should you wish to do so. Please feel free to give any one of us a call at your convenience. If you would prefer to schedule a time to speak please let me know and I would be happy to make it happen. Mr. Armstrong can be reached at his office at 863.940.9771 or on his mobile phone at 813.526.0396. Mr. Kuhns can be reached at 813.526.0608 and I can be reached at 910.218.7655. I have included Ms. McCray, Mr. Armstrong and Mr. Kuhns on this email correspondence."
Shonna McCray

5/31/18: This inquiry closed. Shonna McCray

Case#: 1276651W; Name: JESSICA KOHL; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JESSICA KOHL	Company Code: WS929	Assigned to: ELLEN PLENDL
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: EPLENDL
2705 ABALONE BLVD.	Attn: Beverly Yopp1276651W	Date: 4/26/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-MAIL
(321)-271-4521	Date Due: 05/17/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer: JULIE BROWN
Caller: JESSICA KOHL	Reply Received: 05/11/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2705 ABALONE BLVD.	Informal conference: N	
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Closed by: ELLEN PLENDL
Can Be Reached: (321)-271-4521	Customer has been Contacted For Objection? N	Date Closed: 06/05/2018
Account #:		Close Type: GI-16
E-Track #:	**Request No: 1276651W**	Apparent Rule Violation: N

Received email as follows:

From: Office of Commissioner Brown
Sent: Thursday, August 24, 2017 12:09 PM
To: Commissioner Correspondence
Subject: FW: Pluris Wedgefield Water Increase Request
Good Afternoon,
Please place the attached email in Docket Correspondence, Consumers and their Representatives, in Docket No.
20170166-WS. Thank you.
-----Original Message-----
From: Jessica Kohl [mailto:jessicalynnkohl@gmail.com]
Sent: Thursday, August 24, 2017 10:27 AM
To: Office of Commissioner Brown
Cc: Mayor@ocfl.net; District5@ocfl.net; District6@ocfl.net; Jennifer.Thompson@ocfl.net; District3@ocfl.net;
district2@ocfl.net; District1@ocfl.net
Subject: Pluris Wedgefield Water Increase Request

Commission Chairman Julie Brown ,

Wedgefield.

My husband and I purchased a home in 2012. At the time the price of water was a base charge of 23.39 for water plus 21.07 for sewage (44.46 total) then 4.04 per 1000 gallons of water, and 3.82 per 1000 gal of sewage. We used 3700 gallons on average at our home.

By Sept of 2013 they raised our rates several times over a short period of time, which resulted in a base charge for water of 24.62 plus 28.85 for sewage (53.47 total) then 7.76 per 1000 gallons of water and 4.21 per 1000 gallons of sewage. Again, we were averaging 3700 gallons in our home.

Our last bill (and I can send attachments with the statements) was 2700 gallons used. A base fee of 24.71 (water) and 29.01 (sewage) (53.72 total) and 7.79 per 1000 gallons of water and 4.24 gallons of sewage. In comparison, OCU has fees such as hookup or other, which is fine. But they only charge $1.10 per 1000 gallons under 3000 and 1.51 per 1000 for 4000-10,000 gallons.

Every time we received notices about the rate increase we were being told it was being increased to compensate for future upgrades and repairs.

Now, 5-6 years after the purchase of our home and the first increases, Pluris is wanting to raise our rates again.
It appears the statement they are sending is that the increase is to cover the expenses that, according to their previous statements to the customers, was already supposed to be covered. Instead we have had to deal with EPA violations over those years.

It appears as though they want to raise our base water fee by 3.64 (up to 28.59), our water per 1000 gallons by 1.15 (9.01 total), and our sewage by 1.29 (total of 10.16 per 1000).

If this is the case that seems as though the company has a severe mismanagement of finances and overall management of services.

This mismanagement is greatly impacting my family.
On average we spent $100 a month on 3000 gallons of water for 2 adults and one toddler that we do not drink because first the quality was filled with chemicals that could injure especially a baby. Now we are under an experiment that hasn't even finished a full year. We do not use irrigation. We have purchased a washer that conserves water. We have never been late. We always pay our bills. But this is getting stressful and ridiculous. We are running out of options other than to simply move and take our money elsewhere. From the years of nothing happening with this situation in Orange County, I am tired and wondering if this is even a place I want to call home anymore. This is just basic water. We need water to live.

I am not behind the scenes for the quality of water at the moment. I do know that for months

decided they have no responsibility for those situations anymore despite having no resolution. I also know that for months I have occasionally set the tap water down for my cats to try and they will not touch it. They will then drink bottled water immediately.

Because of all the events happening through now and with this 'experimental' program which has not even finished out a full year, I am hesitant to trust in this company with chemical compositions. Even with my phone number being added to their system to contact, I have not been contacted by phone when there were problems that required water to be boiled. When emergencies have happened, I was unable to contact their offices. This is not the way a company should be run.

Do not approve their request. They already should be making a significant profit off the water in this neighborhood both from residents and now the school. If they are not it is not due to a lack of resources, but instead of the management of those resources. The residents should not be responsible for that sort of negligence.

Thank you.

Jessica Kohl
2705 Abalone Blvd
Orlando, FL 32833
321-271-4521

04/26/2018 FAX TO CO. See above customer correspondence. Customer has a concern about water quality.

1) Please provide last water quality report the utility provided to the State of Florida.

2) Please document and explain how the utility is adhering to the water quality standard for the State of Florida.

3) Please provide date and actions taken to improve water quality over the last 90 days.

4) Please provide action plan to improve water quality over the next 90 days.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date below.

Note Customer contact is Ms. Jessica Kohl at 321-271-4521 or at jessicalynnkohl@gmail.com

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
    a) the cause of the problem
    b) actions taken to resolve the customer's complaint
    c) the company's proposed resolution to the complaint
    d) answers to any questions raised by staff in the complaint
    4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:
E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR
US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

04/26/2018 Contacted Ms. Kohl. eplendl

04/26/2018 FAX TO CO. Additional information requested. Customer reports that there is still lime on the street from the response to the sewage event in January 2018.

Please provide an action plan to remove the lime that remains on the street. eplendl

04/26/2018 Received email as follows:

From: Shalonda Hopkins
Sent: Thursday, April 26, 2018 3:08 PM
To: Ellen Plendl
Cc: Katherine Fleming
Subject: FW: Docket No. 20170166-WS - Correspondence

Sent: Thursday, April 26, 2018 3:06 PM
To: 'Jessica Kohl'
Cc: Records Clerk
Subject: Docket No. 20170166-WS - Correspondence

Dear Ms. Kohl,

On behalf of Commissioner Brown, your email is currently being reviewed by our consumer complaint department and staff will be in contact with you promptly. The Commission Clerk has placed a copy of your email in Docket Correspondence, Consumers and their Representatives, in Docket No. 20170166-WS, Application for limited proceeding rate increase in Orange County by Pluris Wedgefield, Inc. We appreciate you contacting the Commission and please contact us if you need anything further. Thank you.

Shalonda M. Hopkins
Florida Registered Paralegal
Executive Assistant to Commissioner Brown
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-6030
Fax: (850) 413-6031

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 e-mail message may be subject to public disclosure.

05/11/2018 - Company response received via Email. DScott.

05/11/2018 Reviewed report. Pluris sent an email to the customer on April 25, 2018.

The company confirmed that chlorine dioxide residual levels experienced within the water distribution system are not responsible for bleaching of clothing.

Pluris indicates that the company will place three automated calls to the affected customer. If the customer is not reached, the company will deliver a door hanger notice regarding the boil water precaution. The company also places signs at the neighborhood entrances. The customer may contact Mr. Joseph M. Kuhns Pluris Regional Manager at jkuhns@plurisusa.com to discuss further water quality concerns and request a tour of Pluris' water treatment facility. eplendl

05/11/2018 A letter was sent to the customer. eplendl

May 11, 2018

Ms. Jessica Kohl
2705 Abalone Blvd
Orlando, FL 32833

RE: FPSC Inquiry 1276651W

Dear Ms. Kohl:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Pluris Wedgefield, Inc (Pluris). You expressed concern with water quality.

We have learned from Pluris that the company confirmed that chlorine dioxide residual levels experienced within the water distribution system are not responsible for bleaching of clothing.

You also expressed concern about boil water notices. Pluris indicates that the company will place three automated calls to the affected customer. If the customer is not reached, the company will deliver a door hanger notice regarding the boil water precaution. The company also places signs at the neighborhood entrances. You may contact Mr. Joseph M. Kuhns Pluris Regional Manager at jkuhns@plurisusa.com to discuss further water quality concerns and request a tour of Pluris' water treatment facility.

If you would like to pursue your water quality concern further, you may contact the Florida Department of Environmental Protection, by using the following information:

Florida Department of Environmental Protection
Office of Citizen Services
3900 Commonwealth Boulevard M.S. 49
Tallahassee, Florida 32399

Telephone: 850-245-2118
Facsimile: 850-245-2128

We appreciate your comments and have added your correspondence to Docket No. 20170166-WS, regarding Pluris' application for limited proceeding rate increase in Orange County.
If you have any questions or concerns please contact Ms. Ellen Plendll at 1-800-342-3552 or by fax at 1-800-511-0809.

Randy Roland
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

RR:mep

06/05/2018 Closed. The PSC has no record of further customer contact. eplendl

Case#: 1277343W; Name: JOSEPH MACALUSO; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JOSEPH MACALUSO	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
20612 MAJESTIC ST	Attn: Beverly Yopp1277343W	Date: 5/7/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(321)-662-5389	Date Due: 05/29/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: JOSEPH MACALUSO	Reply Received: 05/25/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20612 MAJESTIC ST	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/11/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 25523		Apparent Rule Violation: N
E-Track #: 126546	**Request No: 1277343W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Monday, May 07, 2018 9:03 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126546

CUSTOMER INFORMATION
Name: Joseph Macaluso
Telephone: (321) 662-5389
Email: J.macaluso@hotmail.com
Address: 20612 Majestic St Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Joseph Macaluso
Account Number: 25523
Address: 20612 Majestic St Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Explain to me; Why are we still lodging complaints when your not paying attention
The water quality is horrible, it smells, it ruins our faucets, toilets etc. it's not fit for human consumption & yet you continue to give them increases.
We are seniors on a tight income & yet it doesn't matter to you.
Orange County needs to do something now before it gets any worse, if that's possible.
No we don't want to tour their plant, no we don't want any more in home testing, WE WANT ACTION.

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166.

05/25/2018 - Company response received via Email. DScott.

From: Joe Kuhns
Sent: Wednesday, May 23, 2018 3:57 PM
To: j.macaluso@hotmail.com
Cc: Beverly Yopp <byopp@plurisusa.com>
Subject: FL. PSC CATS NO: 1277343W JOSEPH MACALUSO

Mr. Macaluso,

I am following up on my phone call today on 5-23-2018 at 11:21 am to discuss your concerns raised in your complaint with the Public Service Commission. I am providing a brief email outlining your concerns which will provide further clarification for your consideration.

In your complaint you mentioned your displeasure with the rate structure and with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay. The Pluris staff has worked hard to implement upgrades to the system to further address water quality.

Pluris has listened to customers over the past 8 years and since taking ownership the water quality has improved in a number of areas. Pluris has delivered safe drinking water since it acquired the utility and also believes water quality has improved under its ownership. It should further be noted that Pluris has an increasing number of customers contacting Pluris noting improvement in the odor, taste and color of the water during the pilot study, as a result of converting from Chlorine to Chlorine Dioxide.

In closing, I understand from previous correspondence that you are blind and have other health concerns that would prevent you from visiting the Water Treatment Facility. I understand this and if you are agreeable I could visit you at your home to offer a more detailed explanation of the efforts that Pluris has made to improve the water quality since acquiring the system. Just let me know.

I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns.

Joseph M. Kuhns
Regional Manager

4.Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical address:

EST, fourteen business days after complaint was received.

Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC
910.218.7655 / F 910.327.0374
1095 NC Hwy 210, Sneads Ferry, NC 28460
www.plurisusa.com

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Friday, May 25, 2018 4:44 PM
To:PSCREPLY
Cc:Joe Kuhns
Subject:RE: FL. PSC CATS NO: 1277343W JOSEPH MACALUSO

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Joseph Macaluso and the PSC Request No. is 1277343W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Pluris Regional Manager, Joseph Kuhns called and had to leave a message with Joseph Macaluso on May 23, 2018 at 11:21 AM. Mr. Macaluso did not return his call and Mr. Kuhns sent him a follow up email that same day (see 3e. below).

2.A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, May 25, 2018 at 4:40 PM EST fourteen business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b.Action taken to resolve the customer's complaint

Joe Kuhns called and had to leave a message with Joseph Macaluso regarding his concerns. Mr. Macaluso did not respond to Mr. Kuhns' voice message so Mr. Kuhns sent Mr. Valencia a follow up email May 23, 2018 (see 3e. below). Mr. Kuhns shared Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay. Pluris has listened to customers over the past 8 years and since taking ownership the water quality has improved in a number of areas. Pluris has delivered safe drinking water since it acquired the utility and also believes water quality has improved under its ownership. It should further be noted that Pluris has an increasing number of customers contacting Pluris noting improvement in the odor, taste and color of the water during the pilot study, as a result of converting from Chlorine to Chlorine Dioxide. Mr. Kuhns noted from previous correspondence that Mr. Macaluso is blind so he offered to visit with Mr. Macaluso at his home to further discuss his concerns. Mr. Macaluso has not responded as of this reply.

c.The company's proposed resolution to the complaint

See 3b. above.

d.Answers to any questions raised by staff in the complaint

None

e.Confirmation that the company has made direct contact with the customer

Pluris Regional Manager Joseph Kuhns contacted the customer on May 23, 2018 and had to leave a voice message. He sent him a follow up email May 23, 2018 (see 3e. above).

Company response entered by R.Castillo

06/11/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

07/12/2018 Customer correspondence received via email, added to file, and forwarded to RCastillo. DHood

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, July 11, 2018 8:21 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 127023

CUSTOMER INFORMATION
Name: Joseph Macaluso
Telephone: (321) 662-5389
Email: j.macaluso@hotmail.com
Address: 20612 Majestic St Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Joseph Macaluso
Account Number: 00025523
Address: 20612 Majestic St Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION
Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
I can't believe you continually give Pluris increases & don't even bother to talk to the residents of Wedgefield, you as the PSC should be ashamed of yourselves.
All we get is the continuation of poor quality of water, we purchase bottled water to maintain. I am writing this for my husband Joseph who is totally blind & a seizure victim & I will not permit him to take his meds with this NASTY ?? WATER.
HOW DARE YOU CONTINUE TO ALLOW THIS COMPANY HOLD US HOSTAGE. We pay County taxes & yet we can't get County water, shame on you.
I can only hope someday you will all be replaced by decent human beings.
Do not ever send me in the Mail your survey again you won't like my answers.
Concetta Macaluso

PSC was contacted previously"

Case#: 1282455W; Name: STACEY ALFIERI; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: STACEY ALFIERI	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
20220 MELVILLE ST.	Attn: Beverly Yopp1282455W	Date: 7/12/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(321)-727-6668	Date Due: 08/02/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: STACEY ALFIERI	Reply Received: 07/19/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20220 MELVILLE ST.	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 08/16/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 127024	**Request No: 1282455W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, July 11, 2018 8:54 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 127024

CUSTOMER INFORMATION
Name: Stacey Alfieri
Telephone: (321) 727-6668
Email: Slalfieri@yahoo.com
Address: 20220 Melville St Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Stacey Alfieri
Account Number:
Address: 20220 Melville St Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Water is damaging my clothing, towels and bed linens. Also bleaches our the color from my patio furniture cushions. I am honestly afraid to ingest it as when I use my ice cubes I pay for it with diarrhea and stomach pains. Have installed salt water treatment at demarc to house and buy bottled water for drinking , cooking and for my pets. Price continues to go up and residents are provided no alternatives. This is a private company who charges a fortune for their product and then continues to upcharge to pay for their facilities and improvements. Why should consumers cover those costs when product is not considered quality? This is also beginning to affect our home values as the bills are too high. When we can safely wash our clothes and drink the water, then and only then, should price hikes be considered. Who is looking out for us??? We need help.
"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166.

07/19/2018 - Company response received via Email. DScott.

Company response indicates the following:

From:PSCREPLY
Sent:Monday, July 23, 2018 9:10 AM
To:Rey Castillo
Subject: FW: FL. PSC CATS NO: 1282455W STACEY ALFIERI
Attachments:Chlorine Dioxide June 2018 Update.pdf; Color-Wash-Summary-Phase-I.pdf; ColorWashSummaryPhase2.pdf

From: Beverly Yopp [mailto:byopp@plurisusa.com]
Sent: Thursday, July 19, 2018 3:07 PM
To: PSCREPLY
Cc: Joe Kuhns
Subject: RE: FL. PSC CATS NO: 1282455W STACEY ALFIERI

Dear Mr. Rey Castillo,

I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Stacey Alfieri and the PSC Request No. is 1282455W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Pluris Regional Manager, Joseph Kuhns called and spoke with Stacey Alfieri on July 13, 2018. Mr. Kuhns
sent a follow up email that same day (see 3e. below).

2.A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, July 19, 2018 at 3:00 PM EST five business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b.Action taken to resolve the customer's complaint

Joe Kuhns called and spoke with Stacey Alfieri regarding her concerns. Mr. Kuhns shared the following: He and Ms. Alfieri briefly discussed Pluris Wedgefield's ("Pluris") rates and addressed how the rates are determined through the PSC. He offered her this additional information for her consideration. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring – base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. While he does understand her concern with rising cost for her water/wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously and it is his hope that the information that has been provided to Ms. Alfieri has helped to address her concerns.

Pluris has listened to customers over the past 8 years and since taking ownership the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers.

Pluris thoroughly researched an effective and a financially responsible solution to address the earlier elevated Total Trihalomethane ("TTHM") levels detected in routine FDEP mandated testing. Stating Ms. Alfieri may recall, although Pluris was in compliance with FDEP and the federal EPA requirements in delivering safe drinking water, customers wanted the TTHM addressed and Pluris responded to the concern with the present use of Chlorine Dioxide as the primary disinfection. The initial pilot study results showed that use of Chlorine Dioxide is effective in addressing TTHM. Mr. Kuhns was pleased to report to Ms. Alfieri that the most recent quarterly FDEP compliance testing results show TTHM not just meeting the FDEP limit of 80 micrograms per liter, but testing shows that TTHM are completely undetected. In his follow up email Mr. Kuhns attached the most recent

attachments).

During the initial pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts have and continue to actively evaluate whether chlorine dioxide, at the initial levels in the pilot study, may have potentially contributed to this type of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. Mr. Kuhns encouraged Ms. Alfieri to read the reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system.

Mr. Kuhns offered for Ms. Alfieri to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new Chlorine Dioxide treatment, and that he would gladly meet her there. Mr. Kuhns shared he believed she would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers.

c.The company's proposed resolution to the complaint

See 3b. above.

d.Answers to any questions raised by staff in the complaint

None

e.Confirmation that the company has made direct contact with the customerPluris Regional Manager Joseph Kuhns spoke with the customer on July 13, 2018 and sent a follow up email that same day (see 3e. below).

From:Joe Kuhns
Sent: Friday, July 13, 2018 2:41 PM
To: slalfieri@yahoo.com
Cc: Beverly Yopp <byopp@plurisusa.com>
Subject: FL. PSC CATS NO: 1282455W STACEY ALFIERI

Stacey,

It was a pleasure speaking with you today in reference to your concerns made to the Public Service Commission ("PSC"). As I mentioned in our phone conversation, I am writing this email to summarize our conversation and to provide you with additional information for your consideration.

We briefly discussed Pluris Wedgefield's ("Pluris") rates and addressed how the rates are

a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring –base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. While I do understand your concern with rising cost for your water/wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously and it is my hope that the information that has been provided to you has helped to address your concerns.

Pluris has listened to customers over the past 8 years and since taking ownership the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers.

Pluris thoroughly researched an effective and a financially responsible solution to address the earlier elevated Total Trihalomethane ("TTHM") levels detected in routine FDEP mandated testing. As you may recall, and although Pluris was in compliance with FDEP and the federal EPA requirements in delivering safe drinking water, customers wanted the TTHM addressed and Pluris responded to the concern with the present use of Chlorine Dioxide as the primary disinfection. The initial pilot study results showed that use of Chlorine Dioxide is effective in addressing TTHM. I am pleased to report to you that the most recent quarterly FDEP compliance testing results show TTHM not just meeting the FDEP limit of 80 micrograms per liter, but testing shows that TTHM are completely undetected. I have attached the most recent customer newsletter provided to all Pluris customers advising of the most recent results.

During the initial pilot study, Pluris received a small number of calls from customers expressing

continue to actively evaluate whether chlorine dioxide, at the initial levels in the pilot study, may have potentially contributedto these type of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. I encourage to read the reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new Chlorine Dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Customer Care Director on this email. If Beverly or I may be of any further assistance feel free to contact us. Thank you!

Joseph M. Kuhns
Regional Manager

4.Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical address:

Emailed to: pscreply@psc.state.fl.us; Attn. Mr. Rey Castillo on Thursday, 19, 2018 at 3:00 PM EST, five business days after complaint was received.

Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC
O 910.218.7655 / F 910.327.0374
O 1095 NC Hwy 210, Sneads Ferry, NC 28460
www.plurisusa.com

This e-mail is subject to the Pluris Holdings email disclaimer.

Company response entered by R.Castillo

08/16/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1282457W; Name: JASON APRUZZESE; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JASON APRUZZESE	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
20862 NETTLETON ST.	Attn: Beverly Yopp1282457W	Date: 7/12/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-616-3579	Date Due: 08/02/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: JASON APRUZZESE	Reply Received: 07/19/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20862 NETTLETON ST.	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 08/23/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 127025	**Request No: 1282457W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, July 11, 2018 10:39 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 127025

CUSTOMER INFORMATION
Name: Jason Apruzzese
Telephone: (407) 616-3579
Email: Jay323741@gmail.com
Address: 20862 Nettleton St Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Jason Apruzzese
Account Number:
Address: 20862 Nettleton St Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Undrinkable quality of water which is overpriced. Water bill is higher than electric is on a monthly basis. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166.

07/19/2018 - Company response received via Email. DScott.

7/24/18: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On 7/13/18, Joe Kuhns called and spoke with Jason Apruzzese regarding his concerns voiced to the PSC.
*Mr. Kuhns shared the following:
"Mr. Kuhns and Mr. Apruzzese extensively discussed Pluris Wedgefield's ("Pluris") rates and addressed how the rates are determined through the PSC. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the

owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring - base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. While he does understand Mr. Apruzzese's concern with rising cost for his water/wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously and it is the hope that the information that has been provided to Mr. Apruzzese has helped to address his concerns."
*Mr. Kuhns offered for Mr. Apruzzese to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new Chlorine Dioxide treatment, and that he would gladly meet him there.
*Mr. Kuhns shared he believed he would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers.
Shonna McCray

8/23/18: This inquiry closed. Shonna McCray

Case#: 1282463W; Name: AMANDA HARRIS; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: AMANDA HARRIS	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
2979 LYNDSCAPE ST.	Attn: Beverly Yopp1282463W	Date: 7/12/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-867-7989	Date Due: 08/02/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: AMANDA HARRIS	Reply Received: 07/19/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2979 LYNDSCAPE ST.	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 08/16/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00025184		Apparent Rule Violation: N
E-Track #: 127030	**Request No: 1282463W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, July 12, 2018 8:58 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 127030

CUSTOMER INFORMATION
Name: Amanda Harris
Telephone: (407) 867-7989
Email:
Address: 2979 lyndscape street Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Amanda Harris
Account Number: 00025184
Address: 2979 lyndscape street Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Pluris water company is price gouging its residents and delivery sub par product. The water here is hard, ruins clothes and home appliances. You can't even drink it without filtering it yourself first. They just approved another 11% hike rate to our . Which is absurd. I could an increase in rates ok if I knew what they were spending the money on in the first place... my bill was $161.81 last month. They charged me $65 alone in delivery/ removal charges before I even pour water out of my faucet! I've had enough. Along with all the other residents here in Wedgefield. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
Also filed for Docket 20170166.

07/19/2018 - Company response received via Email. DScott.

Company response indicates the following:

From: PSCREPLY

To: Rey Castillo
Subject: FW: FL. PSC CATS NO: 1282463W AMANDA HARRIS

From: Beverly Yopp [mailto:byopp@plurisusa.com]
Sent: Thursday, July 19, 2018 3:50 PM
To: PSCREPLY
Cc: Joe Kuhns
Subject: RE: FL. PSC CATS NO: 1282463W AMANDA HARRIS

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is
Amanda Harris and the PSC Request No. is 1282463W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Pluris Regional Manager, Joseph Kuhns called and spoke with Amanda Harris on July 13, 2018. Mr. Kuhns sent a follow up email that same day (see 3e. below).

2.A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint
has been sent to the company.

A response to the PSC (this email) is being sent today, July 19, 2018 at 3:45 PM EST five business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b.Action taken to resolve the customer's complaint Joe Kuhns called and spoke with Amanda Harris regarding her concerns. Mr. Kuhns shared the following:

He and Ms. Harris discussed Pluris Wedgefield's ("Pluris") rates and addressed how the rates are determined through the PSC. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the

on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring – base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation. Also discussed were the base rates customers are charged. The current base rate(s) are $56.19 per month. Included in that cost is a 10% cost added by Orange County in the amount of $2.47.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. While he does understand her concern with rising cost for her water/wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously and it is his hope that the information that has been provided to Ms. Harris has helped to address her concerns.

Pluris has listened to customers over the past 8 years and since taking ownership the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers.

Mr. Kuhns offered for Ms. Harris to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new Chlorine Dioxide treatment, and that he would gladly meet her there. Mr. Kuhns shared he believed she would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers.

c.The company's proposed resolution to the complaint

See 3b. above.

d.Answers to any questions raised by staff in the complaint

None

e.Confirmation that the company has made direct contact with the customer Pluris Regional

same day (see 3e. below).

From:Joe Kuhns
Sent: Friday, July 13, 2018 1:56 PM
To: toharr01@gmail.com
Cc: Beverly Yopp <byopp@plurisusa.com>
Subject: FL. PSC CATS NO: 1282463W AMANDA HARRIS

Amanda,

It was a pleasure speaking with you today in reference to your concerns made to the Public Service Commission ("PSC"). As I mentioned in our phone conversation, I am writing this email to summarize our conversation and to provide you with additional information for your consideration.

We discussed Pluris Wedgefield's ("Pluris") rates and addressed how the rates are determined through the PSC. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring – base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation.

We discussed the base rates customers are charged. The current base rate(s) are $56.19 per month. Included in that cost is a 10% cost added by Orange County in the amount of $2.47.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. While I do understand your concern with rising cost for your water/wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously and it is my hope that the information that has been provided to you has helped to address your concerns.

Pluris has listened to customers over the past 8 years and since taking ownership the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and

gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Customer Care Director on this email. If Beverly or I may be of any further assistance feel free to contact us. Thank you!

Joseph M. Kuhns
Regional Manager

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical address:
Emailed to: pscreply@psc.state.fl.us; Attn. Mr. Rey Castillo on Thursday, 19, 2018 at 3:45 PM EST, five business days after complaint was received.

Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC
O 910.218.7655 / F 910.327.0374
O 1095 NC Hwy 210, Sneads Ferry, NC 28460
www.plurisusa.com

This e-mail is subject to the Pluris Holdings email disclaimer.

Company response entered by R.Castillo

08/16/18 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1282470W; Name: AMANDA PAUL; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: RICHARD PAUL	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: DHOOD
20132 MACON PKWY	Attn: Beverly Yopp1282470W	Date: 7/12/2018 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(321)-987-1648	Date Due: 08/02/2018	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: AMANDA PAUL	Reply Received: 07/19/2018	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20132 MACON PKWY	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 08/23/2018
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00024697		Apparent Rule Violation: N
E-Track #: 127032	**Request No: 1282470W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Thursday, July 12, 2018 9:54 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 127032

CUSTOMER INFORMATION
Name: Amanda Paul
Telephone: (321) 987-1648
Email: mandy101793@yahoo.com
Address: 20132 Macon Pkwy Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Richard D Paul
Account Number: 00024697
Address: 20132 Macon Pkwy Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
I am filing this complaint because I am completely shocked that you approved an increase in our water bill! The water is not fit to drink and is already priced so much higher than almost every other water company in the state. There are a lot of retired people on fixed incomes that live in Wedgefield and cannot take another hit to their budgets. Many people have decided it's time to move because of the approval of the latest rate increase. I would like for someone to please explain to me how you could have possibly approved this increase! Do you not care about the citizens that live in Wedgefield? Pluris keeps getting everything they want and the residents suffer the consequences. It is a truly sad day when people decide to start leaving their homes because you people gave in to some big business and let them line their pockets with more of our money. What is wrong with all of you?? You should be ashamed! I bet if any of you lived in the area, you would have thought twice about approving this increase! Shame on all of you! I really hope you are all proud of yourselves.

PSC was contacted previously "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Also filed for Docket 20170166
Customer filed a duplicate with eform 127033, only filing with eform 127032

7/12/2017 Corrected the name of the customer and resent to the company. DHood

07/19/2018 - Company response received via Email. DScott.

7/23/18: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On 7/13/18, Joseph Kuhns called and spoke with Amanda Paul.
*Mr. Kuhns sent a follow up email that same day.
*Mr. Kuhns and Ms. Paul discussed Pluris Wedgefield's ("Pluris") rates and addressed how the rates are determined through the PSC.
"There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring - base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. While he does understand her concern with rising cost for her water/wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously and it is his hope that the information that has been provided to Ms. Paul has helped to address her concerns.

Pluris has listened to customers over the past 8 years and since taking ownership the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers.

earlier elevated Total Trihalomethane ("TTHM") levels detected in routine FDEP mandated testing. Stating Ms. Paul may recall, although Pluris was in compliance with FDEP and the federal EPA requirements in delivering safe drinking water, customers wanted the TTHM addressed and Pluris responded to the concern with the present use of Chlorine Dioxide as the primary disinfection. The initial pilot study results showed that use of Chlorine Dioxide is effective in addressing TTHM. Mr. Kuhns was pleased to report to Ms. Paul that the most recent quarterly FDEP compliance testing results show TTHM not just meeting the FDEP limit of 80 micrograms per liter, but testing shows that TTHM are completely undetected. In his follow up email Mr. Kuhns attached the most recent customer newsletter provided to all Pluris customers advising of the most recent results (see attachments).

During the initial pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts have and continue to actively evaluate whether chlorine dioxide, at the initial levels in the pilot study, may have potentially contributed to this type of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. Mr. Kuhns encouraged Ms. Paul to read the reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system."

*Mr. Kuhns offered for Ms. Paul to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new Chlorine Dioxide treatment, and that he would gladly meet her there.
*Mr. Kuhns shared he believed she would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers.
Shonna McCray

8/23/18: This inquiry closed. Shonna McCray

Case#: 1296498W; Name: MICHAEL MCCRUDDEN; Business: PLURIS WEDGEFIELD, INC.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: MICHAEL MCCRUDDEN	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, INC.	Entered by: CD
2650 ALBION AVE	Attn: Beverly Yopp1296498W	Date: 1/4/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: PHONE
(407)-342-6336	Date Due: 01/28/2019	Prelim Type: IMPROPER BILLS
Orlando, FL 32833-		PO Officer:
Caller: MICHAEL MCCRUDDEN	Reply Received: 01/22/2019	Disputed Amt: 353.00
Mailling Addr:	Reply Received Timely? Y	
2650 ALBION AVE	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 02/11/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-25
Account #: 00025241		Apparent Rule Violation: N
E-Track #:	**Request No: 1296498W**	

Preclose Type - Improper Bills

What is the amount of the bill in dispute? 353.00

What is the date of the bill? 1/4/2019

Why do you believe you have been billed improperly? Unusually high bill

Other Comments: Customer does not understand why his water bill has increased to 553.00 for one month. When customer called to discuss account no explanation was provided he was just told to pay bill. Customer states that his normal monthly bill is approximately $200.00 per month. Customer would like a explanation of why his bill increase so much.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the

a) the cause of the problem
b) actions taken to resolve the customer's complaint
c) the company's proposed resolution to the complaint
d) answers to any questions raised by staff in the complaint
e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Kenny Davis

1/22/19: Response received via email. Shonna McCray

1/22/19: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On 1/4/19 at 11:28 a.m. Ms. McCrudden called Pluris about the high bill.
*When speaking with a Customer Care Representative she stated their tub was leaking in early December and was fixed and then they had a toilet issue later in December but the toilet was not running at the time of her call.
*Ms. McCrudden also stated they have a pool but she turned it off while on the telephone with the representative.
*The representative let her know the meter usage history log did not show high usage in December related to the events she referenced.
*The elevated usage was reflecting in November.
*Ms. McCrudden asked if they could pay the bill in 2 payments, 2 weeks apart and was told she could.
*The representative also discussed the AquaHawk feature for monitoring usage and suggested she register.
*The conversation lasted 17 minutes.
*On 1/4/19 at 11:42 a.m. Mr. McCrudden called Pluris from his work number and his call came in during the same time Ms. McCrudden was on the phone with another Pluris representative.
*Mr. McCrudden called due to his bill of $553.44.
*He stated he did not know why the bill would be that high as all they had done was have a toilet reseated 2 weeks prior.
*The representative let him know the usage data log showed the elevated usage started around 11/1/18 and didn't resolve until around 11/24/18.

*However, Ms. McCrudden stated they did have a pool in her conversation with the Pluris representative she spoke with.
*Due to the discrepancy, Beverly Yopp researched and confirmed there is indeed a pool on the property.
*A leak indicator check was offered but Mr. McCrudden stated it wouldn't matter since the usage had returned to normal in late November.
*AquaHawk registration was also suggested to Mr. McCrudden to monitor usage.
*Mr. McCrudden also asked for a payment arrangement.
*Ms. Yopp personally called Mr. McCrudden on 1/8/19.
*He and Ms. Yopp spoke for approximately 15 minutes.
*She discussed the 2 AquaHawk alert notification emails the company sent to him in November.
*The first email was sent on 11/2/18 and the second email notification was sent on 11/21/18.
*Mr. McCrudden stated he did not recall receiving any emails however, they could have gone to his junk mail which he had not checked it.
*When speaking with Mr. McCrudden Ms. Yopp explained it is not possible for the utility to know how any customer utilizes their water.
*She further explained the company's responsibility does not go beyond the meter however, one feature with the new Advanced Metering Infrastructure ('AMI") system Wedgefield customers have is the ability to retrieve a usage history data log.
*Ms. Yopp reviewed the usage data log with him noting the near continuous usage appeared to start on 10/31/18 and the returned to a more normal pattern on 11/24/18.
*Mr. McCrudden stated he was still puzzled about the usage for that time period as he had not done any repairs during that time.
*He said in December he had a plumber check a toilet that the base was having some movement and the plumber only needed to tighten the bolts.
*Ms. Yopp reminded Mr. McCrudden of the features and benefits of utilizing AquaHawk as she had noted he had not registered to date.
*Ms. Yopp reaffirmed the AquaHawk information provided by the representative he spoke with and encouraged him to register so he could monitor their usage and set up alert notifications in the event the usage exceeds whatever thresholds he sets.
*Mr. McCrudden stated he wife was supposed to register the account.
*When speaking with Mr. McCrudden, Ms. Yopp offered to provide a one-time courtesy sewer usage credit to his 6-month usage average from the unexplained elevated usage and he accepted the offer.
*A credit adjustment of ($21.94) was applied to his account that same day.
*Ms. Yopp also confirmed a payment arrangement was made to allow the bill amount of $553.44 to be paid in 2 payments and the company had received a payment in the amount of $278.44 on 1/4/19.
*Ms. Yopp asked Mr. McCrudden if he had any more questions or concerns and he stated he did not.
Shonna McCray

2/11/19: This inquiry closed. Shonna McCray

Case#: 1301470W; Name: EIMEAR ROY MULCAHY; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: EIMEAR ROY MULCAHY	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
2337 ALBION AVE	Attn: Beverly Yopp1301470W	Date: 3/4/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-955-6041	Date Due: 03/25/2019	Prelim Type: IMPROPER DISCONNECTS
Orlando, FL 32833-		PO Officer:
Caller: EIMEAR ROY MULCAHY	Reply Received: 03/22/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2337 ALBION AVE	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 04/08/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-28
Account #: 00031868		Apparent Rule Violation: N
E-Track #: 128505	**Request No: 1301470W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, March 02, 2019 2:19 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128505

CUSTOMER INFORMATION
Name: Eimear Roy Mulcahy
Telephone: (407) 955-6041
Email: Eimearroy@gmail.com
Address: 2337 Albion ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Eimear Roy Mulcahy
Account Number: 00031868
Address: 2337 Albion ave Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Exorbitant cost of water put us 5 months into kortgage default. We've lived in FL, California, Oregon and Virginia and never experienced this nor the rapid disconnect, in a family with disabilities, Without warning or reason. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

03/22/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Beverly Yopp [mailto:byopp@plurisusa.com]
Sent: Friday, March 22, 2019 11:32 AM
To: PSCREPLY
Cc: Joe Kuhns
Subject: RE: FL. PSC CATS NO: 1301470W EIMEAR ROY MULCAHY

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Robert Mulcahy and the caller was Eimear Roy Mulcahy and the PSC Request No. is 1301470W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

I personally called Robert Mulcahy on March 4, 2019 and again on March 11, 2019 and had to leave a voice message on both occasions to return my call. I received email correspondence from the customer on Sunday, March 17th and because some of the concerns referenced water quality, I forwarded the concerns to Joe Kuhns, Florida Regional Manager on Monday, March 18th. Mr. Kuhns attempted to reach Mr. Mulcahy by telephone that same day and had to leave a voice message also. Mr. Kuhns did not get a return call so he sent a follow up email on Tuesday, March 19th (see 3e. below). I also sent a follow up email on Thursday, March 21st to further address concerns the customer had stated (see 3e. below).

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, Friday, March 22, 2019 fourteen business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and disconnection.

b.Action taken to resolve the customer's complaint

On March 4, 2019 I personally called Robert Mulcahy and had to leave a voice message to return my call. I attempted a second time on March 11th and left another voice message to return my call. Mr. Mulcahy sent me email correspondence on Sunday, March 17th (see 3e. below) and due to some of his concerns referencing water quality I forwarded his email to Joe Kuhns, Regional Manager. Mr. Kuhns also attempted to reach Mr. Mulcahy by telephone and was unsuccessful so he sent a follow up email to Mr. Mulcahy on Tuesday, March 19th regarding his concerns (see 3e. below). Mr. Kuhns included documents in his email correspondence to Mr. Mulcahy (see attachments 1, 2, 3). After not hearing back from Mr. Mulcahy, I sent him a follow up email on Thursday, March 21st to further address his concerns. I included the Pluris Wedgefield residential

additional email correspondence which included attachments 5, 6, 7, 8, 9, 10.

c.The company's proposed resolution to the complaint I.See 3b. above.

d. Answers to any questions raised by staff in the complaint. I. None

e. Confirmation that the company has made direct contact with the customer.

Joe Kuhns sent email correspondence to the customer on March 19, 2019 and I sent email correspondence to the customer on March 21, 2019.

Company response entered by R.Castillo

Company response received via email. R.Castillo

Company response indicates the following:

From: PSCREPLY
Sent: Monday, March 25, 2019 7:31 AM
To:Rey Castillo
Subject: FW: FL. PSC CATS NO: 1301470W EIMEAR ROY MULCAHY
Attachments: Color-Wash-Summary-Phase-I.pdf; ColorWashSummaryPhase2.pdf; FSAWWA Region III 2018 Best Tasting Drinking Water Final.pdf; Pluris Wedgefield 2018 Residential Water & Sewer Rate Schedules.pdf; Screenshot_2019-03-21-15-34-27.png; Screenshot_2019-03-21-15-45-57.png; Screenshot_2019-03-21-15-43-35.png; Screenshot_2019-03-21-16-01-40.png;Screenshot_2019-03-21-15-44-08.png;Screenshot_2019-03-21-17-43-17.png

Company response entered by R.Castillo

04/08/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 28. R.Castillo

Case#: 1301471W; Name: CHRISTOPHER MAR JONES; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: CHRISTOPHER MAR JONES	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
20445 NETTLETON ST.	Attn: Beverly Yopp1301471W	Date: 3/4/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(309)-258-9385	Date Due: 03/25/2019	Prelim Type: IMPROPER BILLS
Orlando, FL 32833-		PO Officer:
Caller: CHRISTOPHER MAR JONES	Reply Received: 03/22/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20445 NETTLETON ST.	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 04/12/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-25
Account #:		Apparent Rule Violation: N
E-Track #: 128507	**Request No: 1301471W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, March 02, 2019 5:12 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128507

CUSTOMER INFORMATION
Name: Christopher Jones
Telephone: (309) 258-9385
Email: chrisjones1988@live.com
Address: 20445 Nettleton St. Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Christopher Mark Jones
Account Number:
Address: 20445 Nettleton St. Orlando FL 32833

COMPLAINT INFORMATION
Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Pluris water is 3-4x what other orange county residents pay. _$150 per month for 4500 gallons. We're on the verge of having to sell our home because our water bill is absolutely outrageous and we can save so much moving to a neighboring subdivision. Please please help "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

03/22/2019 - Company response received via Email. DScott.

3/25/19: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Beverly Yopp called Christopher Jones on 3/4/19 and had to leave a voice message to return her call.
*Ms. Yopp called him again on 3/11/19 at 3:14 p.m. and he asked if she could call him back around 5 p.m.
*She called back at 5:17 p.m. that same day and had to leave another voice message to return her

*She sent a follow up email on Wednesday, 3/20/19, addressing his concerns.
*She provided the Pluris Wedgefield residential rate schedule with the email correspondence.
Shonna McCray

4/12/19: This inquiry closed. Shonna McCray

Case#: 1306021W; Name: CHARLOTTE DENI; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: CHARLOTTE DENI	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
20507 MACON PKWY	Attn: Beverly Yopp1306021W	Date: 4/15/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-MAIL
(916)-622-6742	Date Due: 05/06/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: CHARLOTTE DENI	Reply Received: 04/30/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20507 MACON PKWY	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 05/30/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00032764		Apparent Rule Violation: N
E-Track #:	**Request No: 1306021W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: Charlotte Deni [mailto:charlotte.deni@gmail.com]
Sent: Sunday, March 03, 2019 9:28 AM
To: Consumer Contact
Subject: Wedgefield- Pluris Utility Services

Dear Members of the Public Utilities Commission:

The Pluris company that monopolizes the Water And Wastewater in Wedgefield, located in East Orlando/Orange County, is gauging the residents of this community with the high rates of Water/Wastewater services. We have no choice or recourse because of the nature of this privately owned company that refuses to sell out to have a municipally-run utility service take over.

It is ridiculous to expect the residents of this community to be forced to pay such a high cost of water services, and to get out from under this situation - only to be forced to pay more by having the next 20 years paying an even higher rate of taxes in order to buy them out, should they even consider the action of selling.

drinking and bathing water, without these individually installed systems- the status/condition of the water is outrageously unacceptable. To propose that Pluris remain here, simply because it is privately owned and they have no desire to sell, and we as Americans subscribe to Private Enterprise- their monopoly over water services, and their commitment to the condition of water services that will continue to rise in cost, and be unacceptable to use 'as-is', is just plain unacceptable.

Something must be done; the Wedgefield community has been battling this issue for far too long, with not only rising costs but a subpar condition of the water itself that is clearly a financial burden, and a deterrent to be a resident here. Even if Pluris was to improve the conditions of the water, the costs would rise even higher. When all other communities in the Central Florida area are allowed to have better water conditions at a substantially lower cost, how is this allowed and deemed acceptable?

Please accept this letter of complaint of unacceptable water conditions in addition to extremely unacceptable costs a serious matter.

Respectfully,

Charlotte Deni
charlotte.deni@gmail.com
Resident of Wedgefield "

"From: Charlotte Deni [mailto:charlotte.deni@gmail.com]
Sent: Saturday, April 13, 2019 10:49 PM
To: Consumer Contact
Subject: Re: Wedgefield- Pluris Utility Services

Dear Angela,

Name on the account: Charlotte Deni
Account Number: 00032764
Service address: 20507 Macon Pkwy Orlando FL 32833
Customer mailing address: (same as service address)
Telephone number: 916-622-6742 (cell)

Thank you,
Charlotte Deni
charlotte.deni@gmail.com
Resident of Wedgefield, Orlando, Orange County"

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2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

04/30/2019 - Company response received via Email. DScott.

5/1/19: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Beverly Yopp called Charlotte Deni on 4/16/19 and had to leave a voice message to return the call.
*Regional Manager Joe Kuhns, called Ms. Deni on 4/16/19 and again on 4/17/19 and had to leave a voice message each time of his call.
*Mr. Kuhns did not receive a return call from Ms. Deni so he sent a follow up email on Wednesday, 4/17/19 and included two documents with his correspondence.
*Pluris response to the customer's concerns:
"Pluris recognizes that the cost to provide safe drinking water to the Wedgefield residents is higher than in other communities in Florida. The increased costs are due to the water quality within the subsurface aquifers below the Wedgefield community. This water quality has been known for years prior to Pluris' acquisition in 2010.
Ms. Deni moved to Wedgefield nine months ago on July 20, 2018 following the completion of the

trihalomethanes ("TTHM") that were increasing in the water. TTHMs are common in all drinking water utilities including both public and private systems. The US Environmental Protection Agency ("EPA") has established limits of 80 micrograms per liter ("µ/l") for TTHMs. All utilities are required to keep TTHM levels below this number on a 4-quarter trailing average (meaning the compliance testing is done every three months out of the year and the value being the average of the 4 results). Pluris had test results exceed the limit in one quarter and although was in compliance over a 4-quarter basis decided to evaluate treatment alternatives to insure the drinking water would remain in compliance I the future. A number of customers complained to the Florida Public Services Commission and the Florida Department of Environmental Protection ("FDEP") and contacted the Media in regards to Pluris.

Pluris and its outside professional engineers Kimley-Horn worked closely with the FDEP and modeled an innovative treatment approach replacing the traditional chlorine disinfectant for drinking water with chlorine dioxide. A comprehensive 18-month pilot test was conducted and upon completion the FDEP approved a permit to allow chlorine dioxide to replace chlorine.

The use of chlorine dioxide has resulted in not only reducing TTHM levels but for the past 8 quarters (2 years), the test results have been non-detected in the drinking water. Very view if any utilities in Florida have non-detect for TTHM in their drinking water.

In addition to the drinking water being in compliance with all EPA and FDEP drinking water requirements, Pluris has been awarded by the American Water Works Association, "The Best Tasting Water" in Central Florida in 2016 and 2018. This contest includes The Orange County Utilities Department, The City of Orlando Utilities Commission, City of Altamonte Springs, City of Casselberry, City of DeLand, City of Leesburg, City of St. Cloud, City of Tavares, City of Winter Garden, City of Sanford, Orange County Utilities, The Villages, Volusia County Utilities, City of Melbourne, City of Deland utilities.

Pluris' drinking water may have a higher cost in providing safe drinking water but it is not subpar, nor does it require any further treatment by homeowners. Pluris also provides water softening at the drinking water plant due to the hardness of the Central Florida Aquifer water.

Mr. Joe Kuhns, Regional Manager for Pluris attempted to contact Ms. Deni to invite her to visit the drinking water plant for an in-depth tour to explain the treatment done at the facility."

Shonna McCray

5/30/19: This inquiry closed. Shonna McCray

Case#: 1308505W; Name: CASSANDRA WILDS; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: CASSANDRA WILDS	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
2566 BALLARD AVE	Attn: Beverly Yopp1308505W	Date: 5/17/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(502)-767-9972	Date Due: 06/10/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: CASSANDRA WILDS	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2566 BALLARD AVE	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/25/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 128907	**Request No: 1308505W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 12:49 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128907

CUSTOMER INFORMATION
Name: Cassandra Wilds
Telephone: (502) 767-9972
Email: Luverofhod1958@yahoo.com
Address: 2566 Ballard Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Cassandra Wilds
Account Number:
Address: 2566 Ballard Ave Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
The water is not fit to drink for me or my pets yet they are asking for an increase yet again. My bill on average is already $135 per month. We need an alternative water source. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

6/6/19: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Mr. Kuhns attempted to personally speak with Cassandra Wilds on 5/28/19. ; however, she did not return his call.
*Mr. Kuhns sent a follow up email on 5/31/19 about her concerns.
*The following information was provided to the customer:
"Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case.

index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris. Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris' drinking water may have a higher cost in providing safe drinking water but it is not subpar, nor does it require any further treatment by homeowners. Pluris also provides water softening at the drinking water plant due to the hardness of the Central Florida Aquifer water."

*Mr. Kuhns invited Ms. Wilds for a detailed tour of the Water Treatment Facility process, including the new chlorine dioxide treatment done at the facility.

*Ms. Wilds did not respond to Mr. Kuhns call or correspondence.

Shonna McCray

6/25/19: This inquiry closed. Shonna McCray

Case#: 1308506W; Name: ERIN WARD; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: ERIN WARD	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
19430 CHARRICE CT	Attn: Beverly Yopp1308506W	Date: 5/17/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
	Date Due: 06/10/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: ERIN WARD	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
19430 CHARRICE CT	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/24/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 128906	**Request No: 1308506W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 12:49 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128906

CUSTOMER INFORMATION
Name: Erin Ward
Telephone:
Email: erinfl7@yahoo.com
Address: 19430 Charrice Ct ORLANDO FL 32833

BUSINESS INFORMATION
Business Account Name: Erin Ward
Account Number:
Address: 19430 Charrice Ct ORLANDO FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
Water smells and has a funny taste. Water prices keep increasing and my family only uses the water to bathe in. We purchase bottled water to drink and cook with. Water bill costs more than my power bill. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/03/2019 Customer correspondence received via email, added to file, and forwarded to RCastillo. Attachment printed and added to the file. DHood
"From: Erin Fleming [mailto:erinfl7@yahoo.com]
Sent: Monday, June 03, 2019 8:46 AM
To: Consumer Contact
Subject: Re: Pluris Wedgefield, LLC

Angela,

Please see attached.

Thanks,

Erin"

06/05/2019 - Company response received via Email. DScott.

Company response indicates the following:

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Wednesday, June 05, 2019 3:25 PM
To: PSCREPLY
Cc: Joe Kuhns
Subject: RE: FL. PSC CATS NO: 1308506W ERIN WARD

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Erin Ward and the PSC Request No. is 1308506W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Joe Kuhns, Regional Manager for Pluris, called Erin Ward on May 28, 2019 at 2:10 PM and had to leave a voice message of his call. Mr. Kuhns did not receive a return call and sent a follow up email on Friday, May 31st (see email correspondence in 3e. below).

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, Wednesday, June 5, 2019 twelve business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b.Action taken to resolve the customer's complaint

Mr. Kuhns attempted to personally speak with Erin Ward on May 28, 2019 at 2:10 PM. Mr. Kuhns left her a voice message but Ms. Ward did not return his call. Mr. Kuhns sent Ms. Ward a follow up email on May 31, 2019 about her concerns (see 3e. below). Mr. Kuhns provided that Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris. Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months. In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring – base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay. In addition, Mr. Kuhns discussed the AquaHawk portal Pluris launched in 2017 for all Wedgefield customers. It is a free service that allows customers to closely monitor their water usage, receive timely leak alerts, and to set their own personal threshold alerts. Mr. Kuhns offered Ms. Ward a visit to the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment done at the facility.

The company's proposed resolution to the complaint

I. See 3b. above.

c.Answers to any questions raised by staff in the complaint

I. None

d.Confirmation that the company has made direct contact with the customer

Joe Kuhns sent Erin Ward email correspondence on May 31, 2019. Ms. Ward did not respond.

Company response entered by R.Castillo

06/24/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1308509W; Name: YESNIA PENA; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: YESNIA PENA	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
20630 MAJESTIC ST	Attn: Beverly Yopp1308509W	Date: 5/17/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
	Date Due: 06/10/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: YESNIA PENA	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20630 MAJESTIC ST	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/25/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 128909	**Request No: 1308509W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 1:26 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128909

CUSTOMER INFORMATION
Name: Yesenia Pena
Telephone:
Email: yes.pena@gmail.com
Address: 20630 Majestic St Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Yesenia Pena
Account Number:
Address: 20630 Majestic Street Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
We just had a rate increase some months ago and have just received a notice for another rate increase to come. It is ridiculous that we have to be so afraid to use our water because it is getting so expensive. I have to tell my children they can't play with water because I'm afraid of what our bill will look like. Pluris should not be allowed to raise our rates when the water is so mediocre. Many people in our neighborhood can't even drink the water or use it for their laundry. The water has an odor and color sometimes too. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

6/6/19: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On 5/28/19, Joe Kuhns spoke with the customer; however, she requested he call her back after 2:30 p.m. on 5/29/19.
*Mr. Kuhns called her back but she did not answer or return his call.

*The following information was provided to the customer:
"Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris. Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.
In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case.
Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay."
*Mr. Kuhns invited Ms. Pena for a detailed tour of the Water Treatment Facility process, including the new chlorine dioxide treatment done at the facility.
*Ms. Pena did not respond to Mr. Kuhns call or correspondence.
Shonna McCray

6/25/19: This inquiry closed. Shonna McCray

Case#: 1308513W; Name: JEANETTE LAMASON; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JEANETTE LAMASON	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
20321 MAJESTIC ST	Attn: Beverly Yopp1308513W	Date: 5/17/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(717)-574-9573	Date Due: 06/10/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: JEANETTE LAMASON	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20321 MAJESTIC ST	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/24/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 128910	**Request No: 1308513W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 1:50 PM
To: Consumer Contact
Subject: E-Form Delay in Service TRACKING NUMBER: 128910

CUSTOMER INFORMATION
Name: Jeanette Lamason
Telephone: (717) 574-9573
Email: jlamason@aol.com
Address: 20321 Majestic St Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Jeanette Lamason
Account Number:
Address: 20321 Majestic St Orlando FL 32833

Water County Selected: Orange

Complaint: Delay in Service against Pluris Wedgefield, LLC
Details:
We live in East Orlando and have a water company called Pluris who are AGAIN asking for a rate increase! This is not acceptable. We are a retired couple and currently are paying $100 monthly for water that we (or our dogs) drink. We purchase bottled water every month. Pluris water is horrible and should not receive an increase - our whole neighborhood (Wedgefield) is upset with this company! DO NOT ALLOW THIS TO HAPPEN!!!! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

06/06/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Beverly Yopp <byopp@plurisusa.com>

To: PSCREPLY
Cc: Joe Kuhns
Subject: RE: FL. PSC CATS NO: 1308513W JEANETTE LAMASON

Dear Ms. Shonna McCray,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Jeanette Lamason and the PSC Request No. is 1308513W.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Joe Kuhns, Regional Manager for Pluris called and spoke with Jeanette Lamason on May 28, 2019. Mr. Kuhns also sent a follow up email on Friday, May 31st (see email correspondence in 3e. below).

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, Wednesday, June 5, 2019 twelve business days after the complaint was received.

3. The response should include the following:

a. The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b. Action taken to resolve the customer's complaint

Mr. Kuhns called and spoke with Jeanette Lamason on May 28, 2019 at 1:57 PM. Mr. Kuhns sent her a follow up email on May 31, 2019 about her concerns (see 3e. below). When speaking with Ms. Lamason, Mr. Kuhns shared that Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris.

Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a

incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included
capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment.There are two primary components to rate structuring – base rates and gallonage.There can also be the addition of tiered rates as a mechanism to promote water conservation. Mr. Joe Kuhns invited Ms. Lamason for a detailed tour of the Water Treatment Facility process, including the new chlorine dioxide treatment done at the facility. Ms. Hammond declined Mr. Kuhns offer.

c.The company's proposed resolution to the complaint

I. See 3b. above.

d. Answers to any questions raised by staff in the complaint

I. None

e. Confirmation that the company has made direct contact with the customer

Joe Kuhns spoke with Jeanette Lamason on May 28, 2019 and sent her follow up email correspondence on May 31, 2019.

Company response entered by R.Castillo

06/06/2019 - Company response received via Email. DScott.

Company response indicates the following:

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Thursday, June 06, 2019 9:51 AM
To:PSCREPLY
Cc:Joe Kuhns
Subject: FW: FL. PSC CATS NO: 1308513W JEANETTE LAMASON

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Jeanette Lamason and the PSC Request No. is 1308513W. My apologies for incorrectly sending the reply to Shonna McCray yesterday, June 5, 2019.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Joe Kuhns, Regional Manager for Pluris called and spoke with Jeanette Lamason on May 28, 2019. Mr. Kuhns also sent a follow up email on Friday, May 31st (see email correspondence in 3e. below).

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, Wednesday, June 5, 2019 twelve business days after the complaint was received.

3. The response should include the following:

a. The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b. Action taken to resolve the customer's complaint

Mr. Kuhns called and spoke with Jeanette Lamason on May 28, 2019 at 1:57 PM. Mr. Kuhns sent her a follow up email on May 31, 2019 about her concerns (see 3e. below). When speaking with Ms. Lamason, Mr. Kuhns shared that Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris.

Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included

dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment.There are two primary components to rate structuring – base rates and gallonage.There can also be the addition of tiered rates as a mechanism to promote water conservation. Mr. Joe Kuhns invited Ms. Lamason for a detailed tour of the Water Treatment Facility process, including the new chlorine dioxide treatment done at the facility. Ms. Hammond declined Mr. Kuhns offer.

c.The company's proposed resolution to the complaint

I. See 3b. above.

d. Answers to any questions raised by staff in the complaint

I. None

e. Confirmation that the company has made direct contact with the customer

Joe Kuhns spoke with Jeanette Lamason on May 28, 2019 and sent her follow up email correspondence on May 31, 2019.

Company response entered by R.Castillo

06/24/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1308514W; Name: ERICA HAMMOND; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: ERICA HAMMOND	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
3066 LEFLORE LN	Attn: Beverly Yopp1308514W	Date: 5/17/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-808-6555	Date Due: 06/10/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: ERICA HAMMOND	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
3066 LEFLORE LN	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/25/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 128912	**Request No: 1308514W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 2:11 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128912

CUSTOMER INFORMATION
Name: Erica Hammond
Telephone: (407) 808-6555
Email: Ericahammond24@yahoo.com
Address: 3066 leflore ln Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Erica Hammond
Account Number:
Address: 3066 leflore ln Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
Pluris water is undrinkable and way too expensive..the water smells and is discolored and breaks all appliances
Also the continued rate increases "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

6/6/19: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Mr. Kuhns attempted to personally speak with Erica Hammond on 5/28/19.
*Mr. Kuhns left her a voice message but Ms. Hammond did not return his call.
*Mr. Kuhns sent a follow up email on 5/31/19 about her concerns.
*The following information was provided to the customer:
"Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes

The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris. Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay. Pluris' drinking water may have a higher cost in providing safe drinking water but it does not require any further treatment by homeowners. Pluris also provides water softening at the water plant due to the hardness of the Central Florida Aquifer water."

*Mr. Kuhns invited Ms. Hammond for a detailed tour of the Water Treatment Facility process, including the new chlorine dioxide treatment done at the facility.

*Ms. Hammond did not respond to Mr. Kuhns call or correspondence.

Shonna McCray

6/25/19: This inquiry closed. Shonna McCray

Case#: 1308515W; Name: DAVID MERCADO; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: DAVID MERCADO	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
2624 PINE GLEN CT	Attn: Beverly Yopp1308515W	Date: 5/17/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
	Date Due: 06/10/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: DAVID MERCADO	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2624 PINE GLEN CT	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/21/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00029286		Apparent Rule Violation: N
E-Track #: 128914	**Request No: 1308515W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 3:01 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128914

CUSTOMER INFORMATION
Name: David Mercado
Telephone:
Email: Colonglau@gmail.com
Address: 2624 pine glen ct Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: David Mercado
Account Number: 00029286
Address: 2624 pine glen ct Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
IVE BEEN LIVING IN THE WEDGEFIELD ALMOST 3 YEARS.ITS RIDICULOUS THAT OUR WATER KEEPING GOING UP ON PRICE.WE CANNOT EVEN DRINK THE WATER.WE PAY HIGH PRICE ON THE BILL IN ADDITION WE HAVE TO BUY OUR OWN WATER TO COOK AND DRINK.OUR ELECTRIC BILL SOMETIMES IS CHEAP THAN THE WATER BILL.PLEASE HELP US WE JUST GOT ANOTHER LETTER OUR WATER BILL GOING UP AGAIN .ITS BEEN LESS THAN 3 MONTHS ITS ALREDAY WENT UP.
I APRECCIATE YOUR ATTENTION
DAVID COLON MERCADO "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

Company response indicates the following:

Sent: Wednesday, June 05, 2019 3:35 PM
To: PSCREPLY
Cc: Joe Kuhns
Subject: RE: FL. PSC CATS NO: 1308515W DAVID MERCADO

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is David Mercado and the PSC Request No. is 1308515W.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Joe Kuhns, Regional Manager for Pluris, called David Mercado on May 28, 2019 at 1:45 PM and had to leave a voice message of his call. Mr. Kuhns did not receive a return call and sent a follow up email on Friday, May 31st (see email correspondence in 3e. below).

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company. A response to the PSC (this email) is being sent today, Wednesday, June 5, 2019 twelve business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b. Action taken to resolve the customer's complaint.

Mr. Kuhns attempted to personally speak with David Mercado on May 28, 2019 at 1:45 PM. Mr. Kuhns left him a voice message but Mr. Mercado did not return his call. Mr. Kuhns sent Mr. Mercado a follow up email on May 31, 2019 about his concerns (see 3e. below).

Mr. Kuhns provided that Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris. Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the

solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring – base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay. In addition, Mr. Kuhns discussed the AquaHawk portal Pluris launched in 2017 for all Wedgefield customers. It is a free service that allows customers to closely monitor their water usage, receive timely leak alerts, and to set their own personal threshold alerts.

Mr. Kuhns offered Mr. Mercado a visit to the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment done at the facility.

The company's proposed resolution to the complaint

I. See 3b. above.

c.Answers to any questions raised by staff in the complaint

I. None

d. Confirmation that the company has made direct contact with the customer

Joe Kuhns sent David Mercado email correspondence on May 31, 2019. Mr. Mercado did not respond.

Company response entered by R.Castillo

a GI - 16. R.Castillo

Case#: 1308533W; Name: RUSTY COLLINS; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: RUSTY COLLINS	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
2227 ALBION AVE	Attn: Beverly Yopp1308533W	Date: 5/20/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-442-9912	Date Due: 06/11/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: RUSTY COLLINS	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2227 ALBION AVE	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/25/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 128916	**Request No: 1308533W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 4:25 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128916

CUSTOMER INFORMATION
Name: Rusty Collins
Telephone: (407) 442-9912
Email: Wassii@yahoo.com
Address: 2227 Albion Avenue Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Rusty Collins
Account Number:
Address: 2227 Albion Avenue Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
Pluris Wedgefield LLC water provider has the worst water out here at the highest rates in the State of Florida. They continue to request rate increases
Despite them knowing they provide poor quality overpriced water. To allow this to continue to happen is allowing Pluris to continue to kill us slowly. My water bill
Is now higher than my electric bill, would you continue to tolerate this?. Enough is Enough. Stop allowing price hikes without resolving the source of the problem. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

6/6/19: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Mr. Kuhns attempted to personally speak with Rusty Collins on 5/28/19.
*Mr. Kuhns left her a voice message but Mr. Collins did not return his call.
*Mr. Kuhns sent a follow up email on 5/31/19 about her concerns.

"Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris. Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring - base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay.

In addition, Mr. Kuhns provided the AquaHawk portal information that Pluris launched in 2017 for all Wedgefield customers. It is a free service that allows customers to closely monitor their water usage, receive timely leak alerts, and to set their own personal threshold alerts."

*Mr. Kuhns invited Mr. Collins to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment done at the facility.

Shonna McCray

6/25/19: This inquiry closed. Shonna McCray

Case#: 1308535W; Name: STACIE BARNES; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: STACIE BARNES	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
2349 ARCHER BLVD	Attn: Beverly Yopp1308535W	Date: 5/20/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-342-7478	Date Due: 06/11/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: STACIE BARNES	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2349 ARCHER BLVD	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/24/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 128917	**Request No: 1308535W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 5:02 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 128917

CUSTOMER INFORMATION
Name: Stacie Barnes
Telephone: (407) 342-7478
Email: Stacie.barnes@ocps.net
Address: 2349 Archer Blvd Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Stacie Barnes
Account Number:
Address: 2349 Archer Blvd Orlando FL 32833

Water County Selected: Orange

Complaint: Improper Billing against Pluris Wedgefield, LLC
Details:
Wedgefield is on private Pluris Holdings water. This water company charges outrageous prices forcwater that is not suitable to drink, bath in or cook with. It has cancerous properties and makes people ill. To try to cover this up, they put tons of chlorine and other chemicals into the water that burns the eyes, skin and nose. This water also corrodes pipes, washing machines, sinks, toilettes and all other appliances. They are proposing another rate hike which is unfair to us, as we pay more for water than urilities! Something must be done to stop this and the city needs to take over the water. It is killing residents slowly while costing us hundreds a month!! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Beverly Yopp <byopp@plurisusa.com>

To: PSCREPLY
Cc: Joe Kuhns
Subject: RE: FL. PSC CATS NO: 1308535W STACIE BARNES

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Stacie Barnes and the PSC Request No. is 1308535W.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Joe Kuhns, Regional Manager for Pluris, called and spoke with Stacie Barnes on May 28, 2019 at 1:37 PM. Mr. Kuhns sent a follow up email on Friday, May 31st (see email correspondence in 3e. below).

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, Wednesday, June 5, 2019 eleven business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b. Action taken to resolve the customer's complaint

Mr. Kuhns called and personally spoke with Stacie Barnes on May 28, 2019 at 1:57 PM. Mr. Kuhns sent Ms. Barnes a follow up email on May 31, 2019 about her concerns (see 3e. below). When speaking with Ms. Barnes Mr. Kuhns explained that Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris.

Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a

incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring – base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates.

Mr. Kuhns briefly discussed Ms. Barnes' concern with the total trihalomethane ("TTHM") issue that surfaced due to water chemistry changing where the constituents within the TTHM make up changed causing TTHM levels to increase. Pluris necessarily had to determine the financially fair and reasonable approach to meet the PSC requirements and also the technical solution that would meet the Federal EPA and FDEP requirement to provide safe drinking water. We have found the solution by replacing the existing Chlorine disinfection with Chlorine Dioxide. As discussed, the most recent TTHM laboratory testing results showed TTHM non-detected. Mr. Kuhns offered Ms. Barnes a visit to the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment done at the facility.

The company's proposed resolution to the complaint

I. See 3b. above.

c.Answers to any questions raised by staff in the complaint

I. None

d.Confirmation that the company has made direct contact with the customer

Joe Kuhns spoke with Stacie Barnes on May 28, 2019 and sent her the following email correspondence on May 31, 2019.

Company response entered by R.Castillo

06/24/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1308538W; Name: TANYA TIRADO; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: TANYA TIRADO	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
20648 MAXIM PKWY	Attn: Beverly Yopp1308538W	Date: 5/20/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-701-2887	Date Due: 06/11/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: TANYA TIRADO	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20648 MAXIM PKWY	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/25/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 128918	**Request No: 1308538W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 5:15 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128918

CUSTOMER INFORMATION
Name: Tanya Tirado
Telephone: (407) 701-2887
Email: Fltjt705@aol.com
Address: 20648 maxim parkway Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Tanya Tirado
Account Number:
Address: 20648 maxim parkway Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
Pluris water is bad as it is. I'm a divorced parent of two and itS hard raising them in a decent area and now having to sacrifice their necessities because pluris wants to raise rates...AGAIN! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

6/6/19: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Mr. Kuhns attempted to personally speak with Tanya Tirado on 5/24/19.
*Mr. Kuhns left her a voice message but Ms. Tirado did not return his call.
*Mr. Kuhns sent a follow up email on 5/31/19 about her concerns.
*The following information was provided to the customer:
"Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case.

index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris. Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring - base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay.

In addition, Mr. Kuhns provided the AquaHawk portal information that Pluris launched in 2017 for all Wedgefield customers. It is a free service that allows customers to closely monitor their water usage, receive timely leak alerts, and to set their own personal threshold alerts."

*Mr. Kuhns invited Ms. Tirado to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment done at the facility."

Shonna McCray

6/25/19: This inquiry closed. Shonna McCray

Case#: 1308541W; Name: JOSEPH KLINGER; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JOSEPH KLINGER	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
20075 MARDI GRAS ST	Attn: Beverly Yopp1308541W	Date: 5/20/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-417-7123	Date Due: 06/11/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: JOSEPH KLINGER	Reply Received: 06/06/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20075 MARDI GRAS ST	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/24/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00031542		Apparent Rule Violation: N
E-Track #: 128919	**Request No: 1308541W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 5:29 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128919

CUSTOMER INFORMATION
Name: Joseph Klinger
Telephone: (407) 417-7123
Email: jklinger2000@gmail.com
Address: 20075 Mardi Gras St Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Joseph Klinger
Account Number: 00031542
Address: 20075 Mardi Gras St Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
We have lived in Wedgefield for 1 year and 4 months in a new construction home. In that time our dishwasher has acculimated an abundence of calcium build up. Our clothes have lost color and we have had some clothes appear "bleached". We cannot drink the water as it tastes terrible.

We just received notice of another rate increase from Pluris. We had a huge increaseat the end of 2018 only to receive another increase of 1.39% to be reflected in June. We cannot drink the water, it damages our clothes and it is too expensive to irrigate. We are a household of 2 adults, again, do not drink the water, wash clothes 3 times a week (3 loads total), supply our own drinking water and still ahve a bill of $140 a month. How is this possible? "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/06/2019 - Company response received via Email. DScott.

Company response indicates the following:

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Thursday, June 06, 2019 9:34 AM
To:PSCREPLY
Cc:Joe Kuhns
Subject:RE: FL. PSC CATS NO: 1308541W JOSEPH KLINGER
Attachments: Color-Wash-Summary-Phase-I.pdf; ColorWashSummaryPhase2.pdf

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Joseph Klinger and the PSC Request No. is 1308541W.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Joe Kuhns, Regional Manager for Pluris, called and spoke with Joseph Klinger on May 24, 2019 at 12:46 PM. Mr. Kuhns sent a follow up email on Friday, May 31st (see email correspondence in 3e. below).

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, Thursday, June 6, 2019 twelve business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b. Action taken to resolve the customer's complaint

Mr. Kuhns called and personally spoke with Joseph Klinger on May 24, 2019 at 12:46 PM. Mr. Kuhns sent a follow up email on May 31, 2019 about his concerns (see 3e. below). When speaking with Mr. Klinger Mr. Kuhns explained that Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not

Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included
capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case. To briefly discuss Pluris Wedgefield's ("Pluris") rates and how the rates are determined through the Public Service Commission ("PSC") Mr. Kuhns shared there is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring – base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. While I do understand your concern with rising cost for your water/wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously. In addition, Pluris has launched the AquaHawk portal for all Wedgefield customers. This free service that allows customers to closely monitor their water usage, receive timely leak alerts and set up their own personal threshold alerts.

Discussed during the call was the bleaching of clothing. During the initial chlorine dioxide pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts actively evaluated whether chlorine dioxide may have potentially contributed to these types of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. Mr. Kuhns encouraged Mr. Klinger to read the reports (see attached). The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system. Also, the use of certain laundry soaps such as but not limited to OxyClean may be a contributing

Mr. Kuhns invited Mr. Klinger to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment done at the facility.

c. The company's proposed resolution to the complaint

I. See 3b. above.

d. Answers to any questions raised by staff in the complaint

I. None

e.Confirmation that the company has made direct contact with the customer.

Joe Kuhns spoke with Joseph Klinger on May 24, 2019 and sent him the following email correspondence on May 31, 2019.

Company response entered by R.Castillo

06/24/19 Having not received any further contact from the customer, this inquiry will be closed as a GI -16. R.Castillo

Case#: 1308544W; Name: RONALD SCALA; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: RONALD SCALA	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
2621 ALBION AVE	Attn: Beverly Yopp1308544W	Date: 5/20/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-489-3327	Date Due: 06/11/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: RONALD SCALA	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2621 ALBION AVE	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/25/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00025815		Apparent Rule Violation: N
E-Track #: 128921	**Request No: 1308544W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 7:28 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128921

CUSTOMER INFORMATION
Name: Ronald Scala
Telephone: (407) 489-3327
Email: Scalaj@ocps.net
Address: 2621 Albion ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Ronald Scala
Account Number: 00025815
Address: 2621 Albion ave Orlando FL 32833

COMPLAINT INFORMATION

Pluris should should not be allowed to raise rates yet again They already raised them we have water we cannot even drink this has to stop "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

6/6/19: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On 5/24/19, Joe Kuhns spoke with the customer.
*Mr. Kuhns explained the following to the customer:
"at Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris. Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a

incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring - base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates.

In addition, Mr. Kuhns discussed the AquaHawk portal Pluris launched in 2017 for all Wedgefield customers. It is a free service that allows customers to closely monitor their water usage, receive timely leak alerts, and to set their own personal threshold alerts."

*Mr. Kuhns invited the customer to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment done at the facility.

*Resolution also provided via email.

Shonna McCray

6/25/19: This inquiry closed. Shonna McCray

Case#: 1308546W; Name: MARJORIE QUILES; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: MARJORIE QUILES	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
3037 LEFLORE LN	Attn: Beverly Yopp1308546W	Date: 5/20/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(321)-287-1284	Date Due: 06/11/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: MARJORIE QUILES	Reply Received: 06/06/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
3037 LEFLORE LN	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/24/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 128922	**Request No: 1308546W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 8:33 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128922

CUSTOMER INFORMATION
Name: Marjorie Quiles
Telephone: (321) 287-1284
Email: marjoriequiles01@hotmail.com
Address: 3037 leflore lane Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Marjorie Quiles
Account Number:
Address: 3037 leflore lane Orlando FL 32833

COMPLAINT INFORMATION

We currently live in Wedgefield in The Reserves. Today we received a letter from Pluris our water company notifying us of a rate increase. As I am sure you are aware from previous complaints, the water quality here is bad. Just the other day I am washing dishes and the smell from the water was terrible. I have washed laundry with no clorox and I have had clorox looking stains on the clothes. Most of us buy bottled water to cook and drink with. I don't understand why my water bill is more than my electric bill. We can't afford to water our lawns because it is so expensive. Please help us with this situation, we are paying a lot for a terrible service. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/06/2019 - Company response received via Email. DScott.

Company response indicates the following:

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Thursday, June 06, 2019 10:31 AM
To:PSCREPLY

Subject:RE: FL. PSC CATS NO: 1308546W MARJORIE QUILES

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The Pluris customer is Carlos Quiles. Marjorie Quiles filed the PSC Request No. 1308546W.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Joe Kuhns, Regional Manager for Pluris, called Marjorie Quiles on May 24, 2019 at 2:30 PM and had to leave a voice message of his call. Mr. Kuhns did not receive a return call sent a follow up email on Friday, May 31st (see email correspondence in 3e. below).

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, Thursday, June 6, 2019 twelve business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b.Action taken to resolve the customer's complaint

Mr. Kuhns attempted to personally speak with Marjorie Quiles on May 24, 2019 at 2:30 PM. Mr. Kuhns left her a voice message but Ms. Quiles did not return his call. Mr. Kuhns sent a follow up email on May 31, 2019 about her concerns (see 3e. below). Mr. Kuhns provided that Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris.

Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs

included
capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months. In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay. An additional concern was the bleaching of clothing. During the initial chlorine dioxide pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts actively evaluated whether chlorine dioxide may have potentially contributed to this type of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. I encourage you to read the reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system. Also, the use of certain laundry soaps such as but not limited to OxyClean may be a contributing factor in any bleaching of clothing.

Mr. Kuhns invited Ms. Quiles to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment done at the facility.

c.The company's proposed resolution to the complaint

I. See 3b. above.

d. Answers to any questions raised by staff in the complaint

I. None

e. Confirmation that the company has made direct contact with the customer

Joe Kuhns sent Marjorie Quiles the following email correspondence on May 31, 2019. Ms. Quiles did not respond.

Company response entered by R.Castillo

06/24/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1308548W; Name: SHERRI WANDA; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: SHERRI WANDA	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
2506 ABBEY AVE	Attn: Beverly Yopp1308548W	Date: 5/20/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-568-8249	Date Due: 06/11/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: SHERRI WANDA	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2506 ABBEY AVE	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/25/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00024502		Apparent Rule Violation: N
E-Track #: 128924	**Request No: 1308548W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 10:31 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128924

CUSTOMER INFORMATION
Name: Sherri Wanda
Telephone: (407) 568-8249
Email: swanda@bellsouth.net
Address: 2506 Abbey Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Sherri Wanda
Account Number: 000-24502
Address: 2506 Abbey Ave Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
I oppose this rate increase. We currently spent more on water that we do not drink than electricity which is ludicrous since we don't even drink it. On top of that we are forced to spend an extra $100.00 a month for bottled water. Our water smells and tastes horrible and many are concerned about it's toxicity. Our water is more expensive than communities nearby...Why is that??? Pluris has had ample time to make improvements and never does. They SHOULD NOT BE GRANTED A RATE INCREASE. Thank you in advance for your consideration , Sherri Wanda "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

6/6/19: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On 5/24/19, Joe Kuhns spoke with the customer.
*Mr. Kuhns explained the following to the customer:
"at Pluris recently provided notification to all of our customers in reference to the PSC 2019

an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris. Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring - base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates.

In addition, Mr. Kuhns discussed the AquaHawk portal Pluris launched in 2017 for all Wedgefield customers. It is a free service that allows customers to closely monitor their water usage, receive timely leak alerts, and to set their own personal threshold alerts."

*Mr. Kuhns invited the customer to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment done at the facility.

*Resolution also provided via email.

Shonna McCray

6/25/19: This inquiry closed. Shonna McCray

Case#: 1308549W; Name: CATHY BERENS; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: FRANK BERENS	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
2624 BALLARD AVE	Attn: Beverly Yopp1308549W	Date: 5/20/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-568-8506	Date Due: 06/11/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: CATHY BERENS	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2624 BALLARD AVE	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/24/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00024813		Apparent Rule Violation: N
E-Track #: 128926	**Request No: 1308549W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, May 17, 2019 10:49 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128926

CUSTOMER INFORMATION
Name: Cathy Berens
Telephone: (407) 568-8506
Email: cberens@cfl.rr.com
Address: 2624 Ballard Avenue Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Frank Berens
Account Number: 00024813
Address: 2624 Ballard Avenue Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
Pluris water is very expensive and now they are asking you for another price increase. The water has particles in it. We have a water softener and it still smells and we have to buy bottled water to drink. Our ice cubes come out with particles and it is awful.
Please do not give the price increase and please make them make the water drinkable. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

Company response indicates the following:

From:Beverly Yopp <byopp@plurisusa.com>
Sent: Wednesday, June 05, 2019 4:43 PM
To: PSCREPLY
Cc: Joe Kuhns

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Frank Berens and the PSC Request No. is 1308549W.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Joe Kuhns, Regional Manager for Pluris, called Frank Berens on May 24, 2019 at 1:03 PM and had to leave a voice message of his call. Mr. Kuhns did not receive a return call and sent a follow up email on Friday, May 31st (see email correspondence in 3e. below).

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, Wednesday, June 5, 2019 eleven business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b.Action taken to resolve the customer's complaint

Mr. Kuhns attempted to personally speak with Frank Berens on May 24, 2019 at 1:03 PM and had to leave a voice message. Mr. Berens did not return his call so Mr. Kuhns sent Mr. Berens a follow up email on May 31, 2019 about his concerns (see 3e. below). Mr. Kuhns provided that Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris.

Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the

detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay.

Mr. Kuhns briefly discussed Mr. Berens' concern expressed that he had experienced some "particles" in his water recently. Water particles and/or discoloration can come from a variety of sources related to maintenance of interior plumbing, appliances and home water treatment systems. These critical home components must be maintained to ensure the quality of the water does not change once it enters the home. If you feel further investigation is needed please contact me and I will provide additional information to further investigate the issue. Mr. Kuhns offered Mr. Berens a visit to the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment done at the facility.

The company's proposed resolution to the complaint

I. See 3b. above.

c.Answers to any questions raised by staff in the complaint

I. None

d.Confirmation that the company has made direct contact with the customer

Joe Kuhns sent Frank Berens the following email correspondence on May 31, 2019.

Company response entered by R.Castillo

06/24/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1308550W; Name: TONYA SPITLER; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: TONYA SPITLER	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
20428 MARLIN ST	Attn: Beverly Yopp1308550W	Date: 5/20/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
	Date Due: 06/11/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: TONYA SPITLER	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20428 MARLIN ST	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/25/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 128927	**Request No: 1308550W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, May 18, 2019 12:44 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128927

CUSTOMER INFORMATION
Name: Tonya Spitler
Telephone:
Email: Tspitler3@gmail.com
Address: 20428 Marlin St Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Tonya Spitler
Account Number:
Address: 20428 Marlin St Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
We cannot afford another rate increase for water that bleaches my clothing in the washer. My family cannot drink this water. We must buy bottled water. The taste/smell is frequently off. We pay far more than our neighboring cities and we have far less in terms of quality. Please do not allow yet another increase to our bill that will yield no results in our ability to USE the water we pay far too much to access. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

6/6/19: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Mr. Kuhns attempted to personally speak with Tonya Spitler on 5/24/19.
*Mr. Kuhns left her a voice message but Ms. Spitler did not return his call.
*Mr. Kuhns sent a follow up email on 5/31/19 about her concerns.
*The following information was provided to the customer:

the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris.

Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring - base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay.

During the initial chlorine dioxide pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts actively evaluated whether chlorine dioxide may have potentially contributed to these types of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system. Also, the use of certain laundry soaps such as but not limited to OxyClean may be a contributing factor in any bleaching of clothing.

Mr. Kuhns invited Ms. Spitler to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment done at the facility."

Shonna McCray

Case#: 1308555W; Name: SUSANN FAIRCHILD; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: SUSANN FAIRCHILD	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
2201 BALLARD AVE	Attn: Beverly Yopp1308555W	Date: 5/20/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
(407)-453-0003	Date Due: 06/11/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: SUSANN FAIRCHILD	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2201 BALLARD AVE	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/25/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00025984		Apparent Rule Violation: N
E-Track #: 128932	**Request No: 1308555W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, May 18, 2019 12:04 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128932

CUSTOMER INFORMATION
Name: Susann Fairchild
Telephone: (407) 453-0003
Email: suesg20@aol.com
Address: 2201 Ballard Avenue Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Susann Fairchild
Account Number: 00025984
Address: 2201 Ballard Avenue Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
Just received notification that this utility is requesting another rate increase. Come on Commissioners; enough is enough for this business. This water leaves a yellow, sticky substance on appliances and random, white patches on clothes. Please don't approve this increase and recommend and provide the funding for Orange County Utilities to become our provider. PS your IT department needs to fix this submission form; the selector doesn't hold the County or vendor information when selected. So you know the county is Orange and the vendor is Pluris Wedgefield LLC. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

6/6/19: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On 5/24/19, Joe Kuhns spoke with the customer.
*Mr. Kuhns explained the following to the customer:

authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris. Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-detection of TTHM for the past 18 months.

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case. There is a general belief that government owned utilities are less expensive than private utilities due to advantages such as the tax-exempt status governmental entities enjoy. Utility rates, whether government or privately owned are generally based on the cost to treat water and wastewater to regulatory standards. The cost can vary considerably based on a number of components including the quality of the water to be treated for drinking water and wastewater discharge limits before re-entering the environment. There are two primary components to rate structuring - base rates and gallonage. There can also be the addition of tiered rates as a mechanism to promote water conservation.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates.

In addition, Mr. Kuhns discussed the AquaHawk portal Pluris launched in 2017 for all Wedgefield customers. It is a free service that allows customers to closely monitor their water usage, receive timely leak alerts, and to set their own personal threshold alerts."

*Mr. Kuhns invited the customer to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment done at the facility.

*Resolution also provided via email.

Shonna McCray

6/25/19: This inquiry closed. Shonna McCray

Case#: 1308638W; Name: AIMEE LONDERGAN; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: AIMEE LONDERGAN	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
2614 ABNEY AVE	Attn: Beverly Yopp1308638W	Date: 5/20/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
	Date Due: 06/11/2019	Prelim Type: WATER QUALITY/PRESSURE
Orlando, FL 32833-		PO Officer:
Caller: AIMEE LONDERGAN	Reply Received: 06/05/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2614 ABNEY AVE	Informal conference: N	Closed by: REY CASTILLO
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 06/24/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 128929	**Request No: 1308638W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Saturday, May 18, 2019 8:23 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 128929

CUSTOMER INFORMATION
Name: Aimee Londergan
Telephone:
Email:
Address: 2614 Abney Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Aimee Londergan
Account Number:
Address: 2614 Abney Ave Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
Our water quality is horrible and they are increasing our rates AGAIN. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/05/2019 - Company response received via Email. DScott.

Company response indicates the following:

From: Beverly Yopp [mailto:byopp@plurisusa.com]
Sent: Wednesday, June 05, 2019 4:59 PM
To: PSCREPLY
Cc: Joe Kuhns
Subject: RE: FL. PSC CATS NO: 1308638W AIMEE LONDERGAN

Dear Mr. Rey Castillo,

22.032. The customer is Aimee Londergan and the PSC Request No. is 1308638W.

I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Aimee Londergan and the PSC Request No. is 1308638W.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Joe Kuhns, Regional Manager for Pluris, called Aimee Londergan on May 24, 2019 at 12:43 PM and had to leave a voice message of his call. Mr. Kuhns did not receive a return call and sent a follow up email on Friday, May 31st (see email correspondence in 3e. below).

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

A response to the PSC (this email) is being sent today, Wednesday, June 5, 2019 eleven business days after the complaint was received.

3.The response should include the following:

a.The cause of the problem – According to the Customer

The customer has concerns about the rates and water quality.

b. Action taken to resolve the customer's complaint

Mr. Kuhns attempted to personally speak with Aimee Londergan on May 24, 2019 at 12:43 PM. Mr. Kuhns left her a voice message but Ms. Londergan did not return his call. Mr. Kuhns sent Ms. Londergan a follow up email on May 31, 2019 about her concerns (see 3e. below). Mr. Kuhns provided that Pluris recently provided notification to all of our customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer. The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case. The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris. Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced. The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection. This solution has resulted in non-

In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case.
Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. Pluris takes our responsibility to do so very seriously. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay. Pluris has worked hard to implement upgrades to the system to further address water quality. These include the installation of commercial water softeners at the water treatment plant that have reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures.

Pluris made the conversion to chlorine dioxide from chlorine which improves taste, smell and inhibits total trihalomethane ("TTHM") production.TTHM's have been non-detect for the past 9 quarters. Pluris has delivered safe drinking water since it acquired the utility and also believes water quality has improved under its ownership. It should further be noted that Pluris has an increasing number of customers contacting Pluris noting improvement in the odor, taste and color of the water as a result of converting from chlorine to chlorine dioxide.In addition, Mr. Kuhns discussed the free customer portal (AquaHawk) Pluris introduced in 2017 which allows customers to track usage, budget and set alerts for leaks and abnormal usage.

Mr. Kuhns offered Ms. Londergan a visit to the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment done at the facility.

The company's proposed resolution to the complaint

I.See 3b. above.

c.Answers to any questions raised by staff in the complaint

I.None

d. Confirmation that the company has made direct contact with the customer

Joe Kuhns sent Aimee Londergan the following email correspondence on May 31, 2019. Ms. Londergan did not respond.

Company response entered by R.Castillo

06/24/19 Having not received any further contact from the customer, this inquiry will be closed as a GI - 16. R.Castillo

Case#: 1315459W; Name: CHAD HOBBY; Business: PLURIS WEDGEFIELD, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: CHAD HOBBY	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: PLURIS WEDGEFIELD, LLC	Entered by: DHOOD
2819 REGENCY OAK LN	Attn: Beverly Yopp1315459W	Date: 8/5/2019 12:00:00 AM
Orange County,	Response Needed From Company? Y	Via: E-FORM
	Date Due: 08/26/2019	Prelim Type: IMPROPER BILLS
Orlando, FL 32833-		PO Officer:
Caller: CHAD HOBBY	Reply Received: 08/13/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2819 REGENCY OAK LN	Informal conference: N	Closed by: SHONNA MCCRAY
ORLANDO, FL 32833-	Customer Objects To Company Response? N	Date Closed: 09/16/2019
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-25
Account #:		Apparent Rule Violation: N
E-Track #: 139506	**Request No: 1315459W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Friday, August 02, 2019 11:37 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 139506

CUSTOMER INFORMATION
Name: Chad Hobby
Telephone: (321) 804-4646
Email: chadiushobby@gmail.com
Address: 2819 Regency Oak Ln Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Chad Hobby
Account Number:
Address: 2819 Regency Oak Ln Orlando FL 32833

Water County Selected: Orange

Complaint: Improper Billing against Pluris Wedgefield, LLC
Details:
Pluris has been jacking up prices of our utility. They charge us more than double what the rest of the county pays for this essential and natural resource. They are price gouging all the residents here in Wedgefield. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/13/2019 - Company response received via Email. DScott.

8/14/19: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On 8/5/19, Beverly Yopp called and spoke with Chad Hobby about his concern of the utility rates.
*Mr. Hobby became a Pluris Wedgefield customer the end of May 2016 and as a fairly new customer Ms. Yopp shared with him some history of the improvements Pluris has done since taking ownership of the utility and encouraged him to visit the company's website to read the news articles of the many projects Pluris has completed.
*One in particular, was the installation of water softeners at the water plant in 2015 due to the

*Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers.
*Pluris takes its responsibility to do so very seriously.
*The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment.
*The costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates.
*Pluris' drinking water may have a higher cost in providing safe drinking water but it is not subpar, nor does it require any further treatment by homeowners.
*In discussing the rates with Mr. Hobby, Ms. Yopp shared Pluris recently provided notification to all of its customers in reference to the PSC 2019 authorized annual index increase of 1.39% for water and 1.50% for sewer.
*The PSC establishes an annual index which utilities can apply to cost increases in lieu of filing for a general rate case.
*The PSC annual index is determined by the PSC and like the national annual consumer price index ("CPI") the PSC index takes into account increases in costs directly related to utilities including electricity, chemicals, and labor in Florida, and does not include any profit to Pluris.
*Pluris filed for a limited rate case that was completed in 2018 for infrastructure projects including a large force main break in late 2017 however, the limited rate case did not include the costs incurred for solving the total trihalomethane ("TTHM") issues that surfaced.
*The TTHM solution included capital costs for the chlorine dioxide plant and an increase in operating costs for the chlorine dioxide which replaced chlorine for disinfection.
*This solution has resulted in non-detection of TTHM for the past 18 months.
*In lieu of filing for a rate case at this time, Pluris is only applying the annual index to rates, which saves on filing and other costs related to a rate case.
*Before ending the call, Ms. Yopp invited Mr. Hobby to visit the Water Treatment Facility for an in-depth tour to explain the treatment done at the facility, including the new chlorine dioxide treatment as she believes he would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers.
*Mr. Hobby declined the offer.
*Customer also provided with resolution via email.
Shonna McCray

9/16/19: This inquiry closed. Shonna McCray

Case#: 1328317W; Name: LUIS SOSA; Business: Pluris Wedgefield, Inc.

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: LUIS SOSA	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: Pluris Wedgefield, Inc.	Entered by: DHOOD
2652 ALBION AVE	Attn:	Date: 12/4/2019 4:03:04 PM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(321)-217-0773	Date Due: 12/27/2019	Prelim Type: IMPROPER BILLS
ORLANDO, FL 32833		PO Officer:
Caller: LUIS SOSA	Reply Received: 12/19/2019	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2652 ALBION AVE	Informal conference: N	Closed by: RCASTILL
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 01/08/2020
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-25
Account #: 00028989		Apparent Rule Violation: N
E-Track #: 160338	**Request No: 1328317W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]
Sent: Wednesday, December 04, 2019 2:48 PM
To: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 160338

CUSTOMER INFORMATION
Name: Luis Sosa
Telephone: (321) 217-0773
Email: sosaberriz@hotmail.com
Address: 2652 Albion Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Luis Sosa
Account Number: 00028989
Address: 2652 Albion Ave Orlando FL 32833

Water County Selected: Orange

Complaint: Improper Billing against Pluris Wedgefield, LLC
Details:
Pluris Wedgefield reported that we consumed close to 1,500 gallons of water in less than 12 hours (report states from 10pm on 12/3/2019 - 10am on 12/4/2019). Four people reside in our home and all four of us were home during this period with minimal water use. There was no leak found and no excess water can be seen anywhere on our property, yet, Plurisl insists that this is our problem. We called them as soon as we received an alert and they had a technician inspect our water meter at 10:15am. The technician reported that everything looked good and that he would let Pluris know, yet Pluris said that the 150 gallons of water being used suddendly stopped at 10am, therefor everything should have looked normal to the technician when he checked. A large number of these same complaints can be found on our community Wedgefield page, and it is absolute madness that they continue getting away with this. They have told us that nothing can be done, but we hope that PSC can help in some way. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

12/19/2019 – Company response received via Email. DScott.

Company response indicates the following:

From:Beverly Yopp <byopp@plurisusa.com>
Sent:Thursday, December 19, 2019 11:51 AM
To:PSCREPLY
Subject:RE: FL. PSC CATS NO: 1328317W LUIS SOSA

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Luis Sosa and the PSC Request No. is 1328317W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company. I personally called and spoke with Luis Sosa Wednesday, December 11th at 3:33 PM for about 5 minutes.

2.A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
A response to the PSC (this email) is being sent today, Thursday, December 19, 2019, eleven business days after the complaint was received.

3.The response should include the following: a.The cause of the problem – According to the Customer

The customer has concerns about water usage.
b.Action taken to resolve the customer's complaint

A Pluris Customer Care Representative called Mr. Sosa on Wednesday, December 4, 2019 at about 8:40 AM to make him aware the AquaHawk alert system had generated an alert notification of continuous usage that began around 8PM the previous evening and by 10PM the usage had increased to 120-150 gallons per hour and was still active as of the call. As part of the Pluris Wedgefield ("Pluris") Advanced Metering Infrastructure ("AMI") system Pluris customers have the ability to register on our website for a personal AquaHawk portal that allows them to view their meter water usage in near real time as well as set up usage alert thresholds and preferred notification methods. At the time of the call it was noted that Mr. Sosa was a registered AquaHawk user but did not have any alert thresholds or notifications set up on his portal. When speaking with the representative, Mr. Sosa stated he did not have a leak and questioned the amount of usage reflecting. He asked for a technician to visit the property to check the leak indicator on the meter. The technician spoke with Mr. Sosa during his visit at the property and made Mr. Sosa aware he was looking at his neighbor's meter. The technician located Mr. Sosa's meter which was covered with grass and showed him the meter leak indicator was not spinning at

technician's visit Mr. Sosa turned on his house valve and the meter started showing usage and when turned off the usage stopped. Mr. Sosa called Customer Care back after the technician's visit still questioning the usage as he had not found any leak. The representative shared it could be something such as a toilet flapper that was not seating properly.The representative also assisted Mr. Sosa with how to set up threshold alerts and receive notifications from his AquaHawk portal.I personally called and spoke with Mr. Sosa on December 11th at 3:33 PM. I discussed with Mr. Sosa I had been monitoring his usage since receiving the complaint he filed with the FPSC and had noted the usage had returned to normal after Pluris notified him December 4th. Mr. Sosa shared he had people staying in the downstairs of his home at the time of the issue and the downstairs toilet was leaking and they did not make him aware. The toilet has since been fixed. Before ending the call, I asked Mr. Sosa if he had any additional questions or concerns and he stated he did not, everything was fine.

c.The company's proposed resolution to the complaint
I.See 3b. above.

d.Answers to any questions raised by staff in the complaint
I.None

e.Confirmation that the company has made direct contact with the customer
I personally called and spoke with Luis Sosa December 11, 2019.

4.Send your written response to the PSC, and copies of all correspondence with the customer to the
following e-mail, fax or physical address:

Emailed to: pscreply@psc.state.fl.us; Attn. Mr. Rey Castillo on Thursday, December 19, 2019 at 11:45 AM EST, eleven business days after complaint was received.

Sincerely,

Please note: Our offices will be closed Tuesday & Wednesday December 24th & 25th in celebration of Christmas.

Beverly Yopp
Director, Customer Care
Pluris Holdings LLC
O 910.218.7655 / F 910.327.0374
O 1095 NC Hwy 210, Sneads Ferry, NC 28460
www.plurisusa.com

01/08/20 Having not received any further contact from the customer, this inquiry will be closed as a GI -25. R.Castillo

Case#: 1338851W; Name: ADOLFO LEMOINE; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: AQUINO DULCE	Company Code: WS929	Assigned to: REY CASTILLO
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
2740 REGENCY OAK LN	Attn:	Date: 6/15/2020 3:46:48 PM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(321)-662-4565	Date Due: 07/07/2020	Prelim Type: IMPROPER BILLS
ORLANDO, FL 32833		PO Officer:
Caller: ADOLFO LEMOINE	Reply Received: 06/24/2020	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2740 REGENCY OAK LN	Informal conference: N	Closed by: RCASTILL
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 07/20/2020
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #: 0025446		Apparent Rule Violation: N
E-Track #: 181451	**Request No: 1338851W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Monday, June 15, 2020 2:19 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 181451

CUSTOMER INFORMATION
Name: adolfo lemoine
Telephone: (321) 662-4565
Email: alemoine@aol.com
Address: 2740 Regency oak lane orlando FL 32833

BUSINESS INFORMATION
Business Account Name: dulce aquino
Account Number: 0025446
Address: 2740 regency oak lane orlando FL 32833

Water County Selected: Orange

Complaint: Improper Billing against Pluris Wedgefield, LLC
Details:
due to the currant heath crisis i was forced to temporarily move to a place closer to work location. Not knowing ihow long i was going to be out of the house i contacted pluris companies and asked them to turn off the water to the house. they charged a fee of $ 21.00 which i agreed to pay. the water is off to the house but i am still receiving a water bill for $60+ dollars a month. for services that i am not using. their explanation is that it is a basic charge for sewer and water that i am not using. also every other month or so i receive a notice that water is running in the house when no one is home. these people are overcharging for their services to begin with and now charging for not using their services. I am not the only person that this is being done too in this neighborhood. would like a clarification as to how this charge for non service is being allowed and a remedy or solution. thank you in advance for your consideration in this manner "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

06/24/2020 – Company response received via Email. DScott.

From:PSCREPLY
Sent:Wednesday, June 24, 2020 10:23 AM
To:Rey Castillo
Subject:FW: FL. PSC CATS NO: 1338851W AQUINO DULCE
Attachments:2019-06-22 WF TARIFFS.pdf

From: Beverly Yopp <byopp@plurisusa.com>
Sent: Wednesday, June 24, 2020 10:09 AM
To: PSCREPLY <PSCREPLY@PSC.STATE.FL.US>
Cc: Joe Kuhns <jkuhns@plurisusa.com>
Subject: RE: FL. PSC CATS NO: 1338851W AQUINO DULCE

Dear Mr. Rey Castillo,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Dulce Aquino, the caller is Adolfo Lemoine and the PSC Request No. is 133885W.

1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
I personally called and spoke with Adolfo Lemoine on June 19, 2020 and I sent a follow up email that same day (see 3e. below).

2.A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
A response to the PSC (this email) is being sent today, June 24, 2020 at 10:05 AM EDT seven business days after the complaint was received.

3.The response should include the following:
a. The cause of the problem – According to the Customer
The customer has concerns about the base rates.
b. Action taken to resolve the customer's complaint
I personally spoke with Adolfo Lemoine about his concerns of the monthly charges being billed with the meter turned off. Mr. Lemoine is not the account holder but is the property owner. In speaking with Mr. Lemoine, I asked for clarification as to his relationship with the account holder. He confirmed the account holder, Dulce Aquino, is his deceased mother. Due to the demise of his mother I made him aware he will need to transfer the account into his name. I sent him a New Service Application in my follow up email that same day (see 3e. below). When speaking with Mr. Lemoine I explained our rate structure which consist of a water base facility charge and a sewer base facility charge that apply and are billed apart and separate from any water usage on active accounts. The base facility charge is the minimum charge all active customers are billed. This

representative prior to filing this complaint. I made him aware our schedule of rates does not have a vacation rate as an alternative for customers who are away from the property for periods of time. I sent Mr. Lemoine a copy of the Pluris Wedgefield, LLC Schedule of Rates for his reference in my follow up email that same day (see 3e. below). Regarding the $21 fee referenced in the complaint, Mr. Lemoine was made aware it was a premise visit feefor turning off the meter at the time of his request. Mr. Lemoine was concerned about unauthorized usage in his absence so he requested the meter be turned off on April 3, 2020. I confirmed with Mr. Lemoine there has been no usage since the meter was turned off on April 3, 2020. I also offered to waive the premises visit fee when he is ready to have the meter turned back on. Mr. Lemoine was appreciative of the offer and confirmed he was satisfied with the information I had provided him regarding his concerns. I sent Mr. Lemoine a follow up email that same day (see 3e. below).

c.The company's proposed resolution to the complaint
See 3b. above.

d.Answers to any questions raised by staff in the complaint
None

e.Confirmation that the company has made direct contact with the customer
I personally called and spoke to the customer on June 19, 2020 and sent a follow up email that same day (see 3e. below).

From: Beverly Yopp
Sent: Friday, June 19, 2020 3:45 PM
To: aquino1933@aol.com
Subject: FL. PSC CATS NO: 1338851W - 2740 Regency Oak Lane
Dear Mr. Lemoine,
Thank you for taking the time to speak with me today in reference to your concerns made to the Florida Public Service Commission ("FPSC") about monthly charges you are currently being billed while your water meter is turned off.
When speaking with you today, you shared that you did not understand why you are still being billed when you are not using water and the meter had been turned off since April 3, 2020. I explained to you that our rate structure consists of a water base facility charge and a sewer base facility charge that apply and are billed apart and separate from any water usage on active accounts. The base facility charge is the minimum charge all active customers are billed. I further made you aware we do not have a vacation rate as an alternative for customers who are away from the property for periods of time. By the way, I confirmed there has been no usage on the meter since it was turned off on April 3rd. You also shared that you might not have had the meter turned off had you understood that you would continue to be billed minimum base charges and I offered to waive the premises visit charge for turning the meter back on when you are ready. Regarding our rate structure, I have included a copy of the current Pluris Wedgefield, LLC rate

On another note, I discussed with you the account is still in your deceased mother's name and needs to be transferred into your name. As you requested, I have included the application you will need to complete and remit along with a copy of a valid government issued ID such as your driver's license to establish your account. You do not need to provide documentation of ownership as Orange County property records reflect you as owner.
Mr. Lemoine, I appreciate your time today and that you were satisfied with the information I provided regarding your concerns. Please do not hesitate to contact me should you have any future questions or concerns.
Regards,
Beverly Yopp
Director, Customer Care

4.Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical address: Emailed to: pscreply@psc.state.fl.us; Attn. Mr. Rey Castillo on Tuesday June 24, 2020 at 10:05 AM EDT, seven business days after complaint was received.

Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC
Direct: 910.218.7655
Office: 1095 NC Hwy 210, Sneads Ferry, NC 28460

Company response entered by R.Castillo

07/20/2020 Having not received any further contact from the customer, this inquiry will be closed as a GI-25. R.Castillo

Case#: 1345321W; Name: TARA ABREU; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: TARA ABREU	Company Code: WS929	Assigned to: ELLEN PLENDL
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20123 MAXIM PKWY	Attn:	Date: 9/14/2020 8:49:01 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(845)-492-1292	Date Due: 10/05/2020	Prelim Type: WATER QUALITY/PRESSURE
ORLANDO, FL 32833		PO Officer:
Caller: TARA ABREU	Reply Received: 09/23/2020	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20123 MAXIM PKWY	Informal conference: N	Closed by: EPLENDL
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/26/2020
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 182342	**Request No: 1345321W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Sunday, September 13, 2020 1:39 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 182342

CUSTOMER INFORMATION
Name: Tara Abreu
Telephone: (845) 492-1292
Email: Liirau@yahoo.com
Address: 20123 Maxim Parkway Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Tara Abreu
Account Number:
Address: 20123 Maxim Parkway Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
Just wanted to know why pluris is allowed to charge so much for water. Also why is it not discolosed up front when purchasing a house? I moved to wedgefield in February and would not have come here if I knew the water was this expensive and horrible to drink. I am 6 months pregnant and am scared something is going to happen to my baby because I have been showering and washing with pluris water and had been drinking and cooking with it without knowing! No reason an unborn child should be exposed to the contaminants in pluris water. Also i should not have to be monitoring my water bill to ensure it does not spike. People say they have paid $700 for water. Not to mention no one washes there cars or waters the lawn because that is when the water seems to spike most. I also feel that it is not reasonable that the only way I can drink this water is to install a water softener system and while house filtration. These are things I should not have to be worrying about. This issue has been brought up many times and I don't know why nothing is being done. Where we used to live we paid minimum $60 for water and now pay double that. It just blows my mind that they can charge whatever they want when the rest of florida does not have to worry about these concerns.

PSC was contacted previously"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.

Case taken by Diane Hood
Customer filed a duplicate with eform 182343, only posting eform 182342. Forwarded to Docket 20200139.

09/14/2020 FAX TO CO.

1) Please provide information about the latest increase and when it took effect on this account.

2) Please provide most recent water quality report.

3) Please indicate the actions the company took in the past 90 days to improve water quality.

3) Please indicate the actions the company will take in the next 90 days to improve the customer's water quality.

A written report is due by October 5, 2020. eplendl

09/23/2020 – Company response received via Email. DScott.

09/22/2020 Reviewed report. Pluris advised that company representatives have left the customer voice mail messages requesting a return call. Additionally, the company sent the customer emails regarding her billing and water quality concerns. As of September 23, 2020, the customer had not responded to the email or returned a telephone call.

Pluris rates are set by the PSC. Utility rates are determined on the basis of costs to produce drinking water to meet federal and state laws and regulations. Rate adjustments are necessary due to a number of reasons and they include investment to ensure water quality requirements are met, repairs to conditions such as pipe breaks, replacing aged items such as meters, pipe and treatment infrastructure. Another factor in rates is due to water chemistry changes in raw water sources and this has occurred in the aquifer beneath Wedgefield. In the case of a governmental utility, they can set their rates to whatever they choose. In the case of a private utility, the Public Service Commission has the final say. She also raised the question as to why the rates are not disclosed up front when purchasing a house. This issue should be addressed between her the buyer and her realtor as a utility cannot possibly know who the potential buyer of the property is.

The company advised it will provide the current rate schedules when requested and had she contacted Pluris prior to purchasing the home the company would have done so at that time.

be able to closely monitor their water usage in near real time. Pluris confirmed that the customer is a registered user of the AquaHawk portal. By setting threshold alerts for either the amount of water (gallons) or maximum dollar amount, should she exceed the limits set, the AquaHawk system will automatically send notification via the method a customer selects without her having to constantly monitor it herself. Another benefit is in helping with early detection of possible leaks. These are all features that provide customers with individual control over water use in their homes through monitoring.

Mr. Kuhns sent Ms. Abreu an email regarding her water quality concerns. In his correspondence Mr. Kuhns shared that the water Ms. Abreu receives from Pluris Wedgefield meets all federal EPA and State of Florida drinking water quality standards. In reference to Ms. Abreu's mention of hardness of water and contaminants, Mr. Kuhns shared the following information in an attempt to reassure her that the drinking water provided after withdrawing from the underground aquifer here in Central Florida, is safe to drink.

One of the primary known issues in area aquifer is the very hard water (a measurement of hardness is "grains per gallon" and very hard water falls within 13 – 15 grains per gallon). From the beginning operations of the water plant back in the 1960s through around 2009, there was no water softening for the vast majority of homeowners in Wedgefield. The prior owners of the utility attempted to provide softened water, but the soft water units installed in the 1990s were in our opinion not capable of treating the flow demand in the system. Even after the acquisition by Pluris in 2010 customers continually complained about the hardness of the water causing "white film" on glassware and plumbing fixtures. The vast majority of residents did not have home water softeners and were experiencing the effects of hard water daily and believed Pluris was at fault. It should be noted that after 50 to 60 years of very hard water flowing through pipes that build up in pipes, particularly home plumbing would be significant, and effects could include reduced flow, reduced pressure and damage to fixtures.

After Pluris installed commercial grade water softeners at the water treatment plant, hardness which was previously measured as high as 15 grains per gallon, was lowered on a continual 24/7/365 basis down to 7.0 grains per gallon. As a result, a number of customers with water softeners stated they had disconnected their water softeners, saving monthly related maintenance and expenses related to having to add salt to their home systems. Although hardness is an issue in many parts of Florida, Pluris may be only one of the few utilities (including governmental utilities) that provides softened water in response to many customer requests.

In reference to contaminants, the company sends its Consumer Confidence Report ("CCR") to each customer. Customers can also view the CCRs online by visiting the Pluris website at www.plurisusa.com and clicking on the "Resources" tab and then the "Consumer Confidence Reports" tab and then the "Wedgefield CCRs" tab. The report outlines any and all constituents regulated by FDEP that are detected in Pluris Wedgefield sampling events. There are over 80 of

The customer can also visit other websites such as Orange County for a reference point on the quality of water supplied to her by Pluris Wedgefield.

Pluris reports hat the cost of treating the raw water withdrawn from the Floridan aquifer in the area is higher than in other areas. Pluris did not create the water quality in the aquifer beneath Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection strict requirements to insure the water is safe for consumption by customers.

Pluris offered Ms. Abreu to visit the water treatment facility for a detailed explanation of the treatment process, and a representative will meet her there to discuss her concerns further and suggested the visit would help her gain additional understanding of the process Pluris goes through to insuring ongoing safe drinking water for our customers and their families.

Pluris provided copies of the emails it sent to the customer in response to her inquiry.

From: Beverly Yopp
Sent: Tuesday, September 15, 2020 10:10 AM
To: Liirau@yahoo.com
Cc: Joe Kuhns <jkuhns@plurisusa.com>
Subject: FW: FL. PSC CATS NO: 1345321W - Tara Abreu

Ms. Abreu,

I am forwarding the following email to the email address of Liirau@yahoo.com you provided on the PSC complaint. I sent the original email yesterday to the email address of abreutara88@gmail.com referenced on your Pluris account. Please let me know which email address you prefer to be contacted on going forward.

Sincerely,

Beverly Yopp
Director, Customer Care
Pluris Holdings LLC

Direct: 910.218.7655
Office: 1095 NC Hwy 210, Sneads Ferry, NC 28460

From: Beverly Yopp
Sent: Monday, September 14, 2020 4:35 PM

Cc: Joe Kuhns <jkuhns@plurisusa.com>
Subject: FL. PSC CATS NO: 1345321W - Tara Abreu

Dear Ms. Abreu,

I am emailing you in response to concerns you expressed to the Public Service Commission ("PSC") on Sunday, September 13, 2020.

In reference to your concern about the rates Pluris Wedgefield, LLC ("Pluris") is allowed to charge, Pluris rates are set by the PSC. Utility rates are determined on the basis of costs to produce drinking water to meet federal and state laws and regulations. Rate adjustments are necessary due to a number of reasons and they include investment to ensure water quality requirements are met, repairs to conditions such as pipe breaks, replacing aged items such as meters, pipe and treatment infrastructure. Another factor in rates is due to water chemistry changes in raw water sources and this has occurred in the aquifer beneath Wedgefield.

In the case of a governmental utility, they can set their rates to whatever they choose. In the case of a private utility, the Public Service Commission has the final say.

You also raised the question as to why our rates are not disclosed up front when purchasing a house. This question may best be addressed between you the buyer and your realtor as a utility cannot possibly know who the potential buyer of the property is. We are more than happy to provide our current rate schedules when requested and had you contacted us prior to purchasing the home we would have done so.

In your correspondence to the PSC you also mentioned you should not have to be monitoring your water bill to ensure it does not spike. Pluris implemented the AquaHawk portal several years ago which gives customers 24/7 access to be able to closely monitor their water usage in near real time. I noted you are a registered user of the AquaHawk portal. By setting threshold alerts for either the amount of water (gallons) or maximum dollar amount, should you exceed the limits set, the AquaHawk system automatically sends you a notification via the method you selected without you having to constantly monitor it yourself. Another benefit is in helping with early detection of possible leaks. These are all features that provide customers with individual control over water use in their homes through monitoring.

Regarding your concerns with water quality and hardness, I have forwarded your correspondence to Joe Kuhns, Regional Manager, for him to better address your concerns and have included him on this email.

Ms. Abreu, please do not hesitate to reach out to either myself or Mr. Kuhns for any future questions or concerns.

Sincerely,

Beverly Yopp
Director, Customer Care
Pluris Holdings LLC
Direct: 910.218.7655
Office: 1095 NC Hwy 210, Sneads Ferry, NC 28460

From: Joe Kuhns <jkuhns@plurisusa.com>
Sent: Tuesday, September 15, 2020 10:26 AM
To: Liirau@yahoo.com
Cc: Beverly Yopp <byopp@plurisusa.com>
Subject: FL. PSC CATS NO: 1345321W - Tara Abreu

Dear Ms. Abreu,

I am reaching out to you in regard to your concerns expressed to the Florida Public Service Commission's ("FPSC") complaint filed on September 13, 2020. I am writing to you on water quality concerns and I believe Beverly Yopp, director of customer care will be reaching out to you in regard to any billing related concerns.

I will try and answer each of your concerns expressed. It is important to note that the water you receive from Pluris Wedgefield meets all federal EPA and State of Florida drinking water quality standards.

In your complaint, you mentioned hardness of water and contaminants. There has been considerable misinformation regarding water quality, and I hope the following information will reassure you that the drinking water provided after withdrawing from the underground aquifer here in Central Florida, is safe to drink.
I have lived in Florida for over 41 years and acquainted with water quality in the Floridan Aquifer in Central Florida relative to other areas of the state. One of the primary known issues in area aquifer is the very hard water (a measurement of hardness is "grains per gallon" and very hard water falls within 13 – 15 grains per gallon). From the beginning operations of the water plant back in the 1960s through around 2009, there was no water softening for the vast majority of homeowners in Wedgefield. The prior owners of the utility attempted to provide softened water, but the soft water units installed in the 1990s were in our opinion not capable of treating the flow demand in the system. Even after the acquisition by Pluris in 2010 customers continually complained about the hardness of the water causing "white film" on glassware and plumbing fixtures. The vast majority of residents did not have home water softeners and were experiencing the effects of hard water daily and believed Pluris was at fault. It should be noted that after 50 to 60 years of very hard water flowing through pipes that build up in pipes, particularly home plumbing would be significant,

After Pluris installed commercial grade water softeners at the water treatment plant, hardness which was previously measured as high as 15 grains per gallon, was lowered on a continual 24/7/365 basis down to 7.0 grains per gallon. As a result, a number of customers with water softeners stated they had disconnected their water softeners, saving monthly related maintenance and expenses related to having to add salt to their home systems. Although hardness is an issue in many parts of Florida, Pluris may be only one of the few utilities (including governmental utilities) that provides softened water in response to many customer requests.

In reference to contaminants, I have attached the most recent Consumer Confidence Report ("CCR") that is delivered to each customer. Customers can also view online the CCRs by visiting the Pluris website at www.plurisusa.com and clicking on the "Resources" tab and then the "Consumer Confidence Reports" tab and then the "Wedgefield CCRs" tab. The report outlines any and all constituents, regulated by FDEP that are detected in Pluris Wedgefield sampling events. There are over 80 of these parameters that are regulated and as you will observe, very few are listed. I also encourage you to visit other websites such as Orange County for a reference point on the quality of water supplied to you by Pluris Wedgefield.
Although Ms. Yopp may address any billing related issues, I can share with you that the cost of treating the raw water withdrawn from the Floridan aquifer in the area is higher than in other areas. Pluris did not create the water quality in the aquifer beneath Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection strict requirements to insure the water is safe for consumption by customers.
In closing, if you would like to visit the water treatment facility for a detailed explanation of the treatment process, I will gladly meet you there to discuss your concerns further. I believe you would gain additional understanding of the process Pluris goes through to insuring ongoing safe drinking water for our customers and their families. Please let me know.
I have copied Beverly Yopp, Pluris Director of Customer Care on this email. Please feel free to contact us if you have any additional concerns.

Joseph M. Kuhns
Regional Manager
Pluris Holdings LLC
O 863.940.9771 / M 813.526.0608
O 1102 S. Florida Ave., Lakeland, FL. 33803

From: Beverly Yopp
Sent: Thursday, September 17, 2020 5:18 PM
To: Liirau@yahoo.com
Subject: FL. PSC CATS NO: 1345321W - Tara Abreu

I called you this afternoon following up from my email earlier this week to personally speak with you however, I had to leave you a voice message. Please feel free to return my call if you would like to discuss your concerns.

Sincerely,

Beverly Yopp
Director, Customer Care
Pluris Holdings LLC
Direct: 910.218.7655
Office: 1095 NC Hwy 210, Sneads Ferry, NC 28460

From: Joe Kuhns <jkuhns@plurisusa.com>
Sent: Friday, September 18, 2020 10:49 AM
To: Liirau@yahoo.com
Cc: Beverly Yopp <byopp@plurisusa.com>
Subject: FL. PSC CATS NO: 1345321W - Tara Abreu

Dear Ms. Abreu,

I am following up on my call to you this morning in reference to discussing my email earlier this week. I left you a voice message. Please feel free to reach out either by phone or email if you would like to discuss your concerns further.

Joseph M. Kuhns
Regional Manager
Pluris Holdings LLC
O 863.940.9771 / M 813.526.0608
O 1102 S. Florida Ave., Lakeland, FL. 33803

10/26/2020 Closed. The FPSC has no record of further customer contact. eplendl

Case#: 1353480W; **Name: BIBI QUALANDER;** **Business: Pluris Wedgefield, LLC**

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: BIBI QUALANDER	Company Code: WS929	Assigned to: ELLEN PLENDL
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: EPLENDL
2209 BAKER AVENUE	Attn:	Date: 10/29/2020 12:36:48 PM
ORANGE County,	Response Needed From Company? Y	Via: E-MAIL
	Date Due: 11/20/2020	Prelim Type: IMPROPER BILLS
ORLANDO, FL 32833		PO Officer: GARY CLARK
Caller: BIBI QUALANDER	Reply Received: 11/19/2020	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2209 BAKER AVENUE	Informal conference: N	Closed by: EPLENDL
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 12/02/2020
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-05
Account #:		Apparent Rule Violation: N
E-Track #:	**Request No: 1353480W**	

Received email as follows:

From: Hannah Barker <hbarker@psc.state.fl.us>
Sent: Thursday, October 29, 2020 11:05 AM
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Subject: Bibi Qualander Letter

Good morning Ellen,

We received this letter from Bibi Qualander in regards to Pluris Wedgefield.

Hannah E. Barker
Executive Assistant to Chairman Clark
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6004

10/29/2020 FAX TO CO. See attached correspondence in which the customer reports poor water quality and a high bill concern.

2) Please provide 24 month consumption history.

3) Please provide 24 months of bills.

4) Please indicate the dates the company checked for leaks and results.

5) Please indicate if the company is willing to use the comparative historical consumption from same month in previous years to adjust the high bills if the billing anomonly has resolved.

6) Please provide most recent water quality report.

7) Please indicate any date/actions to improve this customer's water quality.

8) Please contact Ms. Bibi Qualander.

Please investigate this matter, contact the customer and provide me with a detailed written report by the date above.

Note Customer contact is Ms. Bibi Qualander.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
    a) the cause of the problem
    b) actions taken to resolve the customer's complaint
    c) the company's proposed resolution to the complaint
    d) answers to any questions raised by staff in the complaint
    4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:
E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR
US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard

Case taken by Ellen Plendl

10/29/2020 Sent acknowledgement letter to the customer. eplendl

October 29, 2020

Ms. Bibi Qualander
2209 Baker Avenue
Orlando, FL 32833

RE: FPSC Inquiry 1353480W

Dear Ms. Qualander:

This is to acknowledge receipt of your correspondence to Chairman Gary F. Clark, Florida Public Service Commission (FPSC), regarding Pluris Wedgefiled, LLC (Pluris). Given the nature of your concerns, Chairman Clark believes it would be appropriate for specialized staff of the Office of Consumer Assistance and Outreach to investigate your concerns. We appreciate the opportunity to assist you.

We have filed an inquiry with Pluris, and upon completion of the investigation, we will contact you. In the meantime, Pluris staff will be contacting you to discuss your billing concern directly with you. Please be advised that since this is a billing complaint, FPSC staff may request account information from you or the company.

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

Sincerely,

Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

11/19/2020 – Company response received via Email. DScott.

11/19/2020 Reviewed report. Pluris Wedgefield advised that Ms. Beverly Yopp, Pluris Director of Customer Care contacted Ms. Bibi Qualander on November 2, 2020 regarding her concerns about water quality and meter accuracy due to meter showing elevated consumption.

Mr. Joe Kuhns, Pluris Regional Manager, met with Ms. Qualander on November 5, 2020, at her residence.

On October 5, 2020, Ms. Yopp asked Ms. Qualander if she recalled me speaking with her on October 5th, since it was the same date as her letter to the Florida Public Service Commission. Ms. Qualander made me aware she had already mailed her complaint letter to the FPSC earlier in the day prior to when she and Ms. Yopp spoke. She further stated she had been drafting another letter before Ms. Yopp called because she has not heard anything from the FPSC. Ms. Yopp shared with her that the FPSC does contact the consumer. Ms. Yopp explained her letter was date stamped as being received by the FPSC on October 29th. Ms. Yopp made her aware when a complaint is received the FPSC requires specific information in a response from the Utility and allows 15 business days for the submittal. Ms. Yopp let her know we have until November 20, 2020 to complete and submit our reply.

When speaking with Ms. Qualander on November 2, Ms. Yopp reviewed our previous conversation and discussed the adjustments Pluris provided on both her September and October bills from the unexplained elevated usage. Ms. Yopp reminded Ms. Qualander of our conversation that Pluris recognized the elevated usage caused a financial hardship on her per her statement that she is on a limited fixed income, so we applied a credit adjustment from the unexplained elevated usage. Ms. Yopp reviewed the amounts for the adjustments which were determined based on Ms. Qualander's highest usage billed in the most recent twelve-month period prior to September, which was 2,031 gallons. On her September bill charges of $154.87, Pluris issued a courtesy credit of $66.66. After the credit posted, the September bill reflected $88.21. Pluris also issued a $96.35 courtesy credit against the October bill for $184.95, resulting in a net bill of $88.60.

Ms. Yopp asked Ms. Qualander if she still had any concerns since she and Ms. Yopp had last spoke and Ms. Qualander shared that she feels the issue is with the meter. She referenced having checked in and around the home several times and could not find any issues and is concerned this unexplained usage could happen again and that the meter is not accurately recording the usage. Ms. Yopp discussed with Ms. Qualander when she spoke with Pluris customer care representative Erica on September 21, 2020, that Erica offered her a field meter test, but Ms. Qualander did not request one. Ms. Qualander stated she already had a meter test on September 15, 2020 when the Pluris service technician came to the property. Ms. Yopp let her know that the

the difference in a leak indicator check and a field meter test and for a field meter test we ask the customer to submit the request in writing. Ms. Qualander shared she had misunderstood about the test Erica was offering when speaking with her. Because of Ms. Qualander's ongoing concern about the meter function Ms. Yopp offered to go ahead and have our field staff reach out to her to coordinate a date and time to perform the test. Since Ms. Qualander does not have email and to prevent delay in waiting on a mailed request, Ms. Yopp let her know she could provide the written request to the technician at the time of the test and they would forward it to me. Ms. Qualander accepted my offer for a field meter test.

Pluris conducted a field meter test at the customer's residence on November 5, 2020 at 10:00AM. The field meter test came back as being well within the AWWA standards. Ms. Qualander accepted this information, signed the test form and was provided a copy of the results.

Prior to October 29, 2020, Pluris notified Ms. Qualander of an excessive usage alert we had received from our 24/7/365 AquaHawk customer usage monitoring system on three different dates. Pluris notified Ms. Qualander by email and robo call on August 14, 2020, September 4, 2020 and again on September 15, 2020. Ms. Qualander returned the call on September 15, 2020 to make sure it was not a scam call. Ms. Qualander no longer has an email address because she does not have a computer or internet service. Prior to August, the last time Ms. Qualander called Pluris about her account was October 10, 2019.

The company checked for leaks on September 15, 2020.

Pluris provided a detailed call history from August 14, 2020 to November 5, 2020 regarding company contacts with Ms. Qualander.

Ms. Beverly Yopp, Pluris Wedgefield Director of Customer care contacted Ms. Qualander on November 2, 2020. On November 5, 2020, Mr. Joe Kuhns spoke with the customer.

On November 5, 2020, the company conducted a field test on water meter 84689148 at the customer's residence. The customer was present for the test. The meter test indicated a full open at 101 percent, a half open at 101 percent, and a slow open at 99.7 percent. Each of the tests registered within the acceptable range of 98.5 to 101.5 percent.

Pluris had already provided Ms. Qualander a bill adjustment on her September bill on October 2nd and a bill adjustment on her October bill on October 8th.

Pluris provided 24 months of bills, a 24-month consumption history and its most recent water quality report.

11/19/2020 I contacted Ms. Yopp, who confirmed that Pluris issued credits of $66.66 and $96.35

customer's September and October bills and appeared on her October 13, 2020 bill. The customer may contact Ms. Beverly Yopp, Pluris Wedgefield Director of Customer Care, at 910-218-7655, to discuss further billing concerns. eplendl

11/20/20: Letter mailed. Shonna McCray

12/02/2020 Customer's call was transferred to me. Customer remained dissatisfied. She states that there is a dark cloud hanging over her head about this matter. She states that no one was able to tell her where the water went. I advised her that we require the company to offer a field test and a bench test to determine if the meter is registering within FAC guidelines. I advised her that the field test registered within the FAC guidelines and although the FPSC was not able to compel the company to issue credit adjustment, Pluris issued a courtesy credit to her account. She asked what will happen in the future in six months or some other date when/if this situation happens again. I advised her that if a customer presents a subsequent high bill concern, we would file a new inquiry and request the company test the meter to determine its accuracy. She still maintains that the company or the FPSC should be able to tell her where the water went so that she does not have a dark cloud hanging over her head. I reiterated that the FPSC can never tell a customer where the water went, or how it was consumed and that we can only make a determination on the accuracy of the meter and the application to the FAC rule. Ms. Qualander remained dissatisfied. eplendl

12/02/2020 Closed. eplendl

Although the cusotmer remained dissatisfied, the company issued applicable courtesy credit adjustment to Ms. Qualander's account. eplendl

Case#: 1379951W; Name: NATALIE HARRIS; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: NATALIE HARRIS	Company Code: WS929	Assigned to: DAISY ROJAS
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20745 MAXIM PKWY	Attn:	Date: 9/22/2021 8:11:19 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(630)-664-4876	Date Due: 10/13/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: NATALIE HARRIS	Reply Received: 10/08/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20745 MAXIM PKWY	Informal conference: N	Closed by: DROJAS
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/29/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #: 00025802		Apparent Rule Violation: N
E-Track #: 184709	**Request No: 1379951W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 7:01 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Service Outage TRACKING NUMBER: 184709

CUSTOMER INFORMATION
Name: Natalie Harris
Telephone: (630) 664-4876
Email: nmh8cornell@yahoo.com
Address: 20745 Maxim Pkwy Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Natalie Harris
Account Number: 00025802
Address: 20745 Maxim Pkwy Orlando FL 32833

Water County Selected: Orange

Complaint: Service Outage against Pluris Wedgefield, LLC
Details:
We are without water and have had no notification from Pluris. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

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   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/08/2021 – Company response received via Email. DScott.

10/12/2021- Received Company's response. Pluris Wedgefield, LLC (Pluris) provided the following information:

On September 22, 2021, Mr. Joseph Kuhns, Pluris Regional Manager, attempted to contact and left a voicemail to the customer, Natalie Harris.

On September 24, 2021, Mr. Kuhns spoke with Ms. Harris to address her concerns of not receiving any notice of the water main break. At that time, the customer also informed Mr. Kuhns

7:00 PM on September 21, 2021."

Mr. Kuhns sent a follow-up e-mail on October 06, 2021 explaining the following:
The water must have been used prior to 5:55 PM since that is the time that the main water line was turned off. The water must flow through the meter in order for the meter to generate or show usage. Mr. Kuhns also offered Ms. Harris to tour the Water Treatment Facility so she may be able to understand the process better.
Mr. Kuhns further provided that on September 21, 2021, Pluris staff found that AT&T had a crew working on the corner of Archer Blvd and Macon Street where they struck a 6" main water line causing high water levels to leave the water treatment facility. Having no other option, Pluris shutoff the water to the entire community at 5:55 PM to make the necessary repairs. Pluris sent robo-calls to the customer's starting at 6:38 PM. Door tags were provided by 11:45 PM to customer's who did not successfully receive the robo-call. Ms. Harris was not able to answer the robo-call therefore a door tag was left at her residence. The robo-call provided details on the cause, location, boil water advisory, and steps taken in regards to the water line break. On September 22, 2021, FDEP required notification was sent to FDEP along with the "two consecutive days of bacteriological samples on September 22 and September 23, 2021." By September 24, 2021, Pluris was notified that the samples had passed, therefore a robo-call was sent at 2:00 PM notifying customer's that the "boil water notice had been rescinded at 2:00PM. Pluris also provided the notice on their website and to their after hours customer service. Door tags were provided by 4:45 PM to customers who were not able to receive the robo-call.
FAC 25-30.230 addresses the utility's responsibility to maintain its facilities. FAC 25-30.320 addresses the utility's requirements for providing the customer with a notice prior to disconnection. At this time it does not appear that Pluris Wedgefield, LLC has violated its' tariff or the FAC in the handling of this matter. DRojas

10/29/2021- Receiving no further response from customer, case closed GI-15 Outages. DRojas

Case#: 1379952W; Name: SYDNEE BRUCKNER; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: SYDNEE BRUCKNER	Company Code: WS929	Assigned to: ELLEN PLENDL
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
2649 BABBITT AVE	Attn:	Date: 9/22/2021 8:13:47 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
	Date Due: 10/13/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: SYDNEE BRUCKNER	Reply Received: 10/11/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2649 BABBITT AVE	Informal conference: N	Closed by: EPLENDL
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 11/12/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #:		Apparent Rule Violation: N
E-Track #: 184710	**Request No: 1379952W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 7:08 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Delay in Service TRACKING NUMBER: 184710

CUSTOMER INFORMATION
Name: sydnee Bruckner
Telephone:
Email: Ashbr321@gmail.com
Address: 2649 Babbitt ave orlando FL 32833

BUSINESS INFORMATION
Business Account Name: sydnee bruckner
Account Number:
Address: 2649 Babbitt ave orlando FL 32833

Water County Selected: Orange

Complaint: Delay in Service against Pluris Wedgefield, LLC
Details:
The company didn't let us know that the main broke for 5 hours. We all could've planned much better had we been notified immediately. This company continues to raise prices for subpar water that isn't even drinkable.they should be replaced with a more reputable company who doesn't monopolize on a small community. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/22/2021 FAX TO CO.

1) Please indicate when the company learned there was a water outage.

2) Please indicate how long after the outage was reported/identified, when the company sent a boil water notice.

4) Please indicate when the boil water notice was rescinded.

A written report is due by October 13, 2021. eplendl

10/11/2021 – Company response received via Email. DScott.

10/12/2021 Reviewed report. Pluris advised that on Tuesday September 21, 2021, at 2:33 pm. the company became aware of very high water usage by its Supervisory Control and Data Acquisition in plant system by the very high level of water leaving the Water Treatment Facility.

The company began canvassing the community to find the source of the high water usage. Pluris staff found the site of the high water usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break. Pluris staff found that a directional boring crew contracted by AT & T struck its 6" main water line causing major damage to the water line.

Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm for Pluris staff to make the repair to the water main.

At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off.

The company posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.

The company also left door tags on customers doors for those customers that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.

The robocall message indicated the following:

"Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The

customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A Robo-call announcement has been implemented and a follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation."

According to the company, Pluris' Robo-Call report results for Ms. Bruckner showed the call was answered at 7:06 p.m. on September 21, 2021.

On September 22, 2021, the company notified FDEP.

On September 22, 2021, and September 22, 2021, the company collected the FDEP required two consecutive days of bacteriological samples and transported them to the laboratory for analysis.

On September 24, 2021, at 1:15 pm., Pluris received notification from the laboratory that all samples passed. At 2:00 p.m., Pluris management began a Robo-Call advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm. At the same time, Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number. The company also hung door tags on customers doors that the Robo-Call feature was unable to contact. Pluris reports that these actions were completed by 4:45 pm.

The Robo-call and the website reflected the following message:

"Pluris Wedgefield has completed the 2 consecutive days of bacteriological sampling as required by the Florida Department of Environmental Protection and is pleased to announce that all sampling has passed therefore the Precautionary Boil Water Advisory has been rescinded and is no longer in effect. Thank you for your patience and cooperation."

On September 22, 2021, Mr. Joseph Kuhns, Pluris Regional Manager, contacted Ms. Sydnee Bruckner regarding her service concern. Mr. Kuhns discussed the timeline of the water main break and the notification to customers required by the Department of Environmental Protection. Mr. Kuhns also offered to meet Ms. Bruckner at the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment.

On October 7, 2021, Mr. Kuhns sent Ms. Bruckner a follow up email.

From: Joe Kuhns jkuhns@plurisusa.com
Sent: Thursday, October 7, 2021 9:37 AM
To: Ashbr321@gmail.com; SBRUCKNER33@GMAIL.COM

Subject: FL. PSC CATS NO: 1379952W

Good Morning Sydnee,

I am following up on our discussion on September 22, 2021 concerning your formal complaint filed with the Public Service Commission ("PSC") in reference to the water main break at the corner of Archer Boulevard and Macon Street. The complaint file number is referenced above in the subject line. I included the email address you referenced on the formal PSC complaint and the email address that Pluris Customer Care has on file in your account. We discussed the time line of the water main break and then the required notification to customers required by the Florida Department of Environmental Protection ("FDEP"). I have outlined the timeline of the water main break and the Pluris response here for your review;

•Pluris Wedgefield ("Pluris") became aware of a very high water usage at 2:33 pm on September 21,2021 by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility. Pluris staff immediately began canvassing the community to find the source of the high water usage.
•Pluris staff found the site of the high water usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break.
•Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm.
•Pluris staff then began the repair to the water main. At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.
•At this same time Pluris provided an emergency notice of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after hours call center so customers would be informed of the precautionary boil water notice if they choose to call the Pluris Customer Care phone number.
•Pluris notified the FDEP as required on 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on September 22 and September 23, 2021 and transported them to the laboratory for analysis.
•Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.
•Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm. At the same time Pluris updated the emergency

to inform customers who choose to inquire by contacting the Pluris Customer Care phone number. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm.

Although we did not discuss the water quality subject in our phone conversation the formal PSC complaint does reference water quality. I would like to offer this additional information for your consideration. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and FDEP strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. While I do understand your concern with rising cost for your water/wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously and it is my hope that the information that has been provided to you has helped to address your concerns. I have attached the most recent Pluris Consumer Confidence Report ("CCR") for your review. The CCR includes any parameters that were detected in the Pluris water. Please notice that there over 80 different parameters and that very few parameters were detected in the Pluris water.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Customer Care Director on this email. If Beverly or I may be of any further assistance feel free to contact us. Thank you!

Joseph M. Kuhns
Regional Manager

10/12/2021 – Company response received via Email. DScott.

10/12/2021 Reviewed report. Pluris advised that on September 21, 2021, at 5:55 p.m. water service was interrupted. At 8:00 p.m., water was restored. Water pressure was returned to full pressure at 9:55 p.m. eplendl

11/12/2021 Closed. The FPSC has no record of further customer contact. eplendl

Case#: 1379953W; Name: JEFF HAMILTON; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JEFF HAMILTON	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20225 MACON PKWY	Attn:	Date: 9/22/2021 8:16:40 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
	Date Due: 10/13/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: JEFF HAMILTON	Reply Received: 10/11/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20225 MACON PKWY	Informal conference: N	Closed by: SMCCRAY
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/29/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #: 00024722		Apparent Rule Violation: N
E-Track #: 184711	**Request No: 1379953W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 7:24 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Service Outage TRACKING NUMBER: 184711

CUSTOMER INFORMATION
Name: Jeff Hamilton
Telephone:
Email: Jeffbugman1965@gmail.com
Address: 20225 macon pkwy Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Jeff Hamilton
Account Number: 00024722
Address: 20225 macon pkwy Orlando FL 32833

Water County Selected: Orange

Complaint: Service Outage against Pluris Wedgefield, LLC
Details:
Water line hit by att and and pluris is just leaving robo calls 8 hrs later and had to find out about boil water alert from Facebook.Dont know when it will be back on and everyone needs to get showers its 7:30 at nite. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/11/2021 – Company response received via Email. DScott.

10/12/21: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On Tuesday, 9/21/21, at 2:33 pm Pluris Wedgefield ("Pluris") became aware of very highwater usage by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility.
*Pluris staff immediately began canvassing the community to find the source of the highwater usage.
*Pluris staff found the site of the highwater usage at the corner of Archer Boulevard and Macon

*Pluris staff found that a directional boring crew contracted by AT&T struck its 6" main water line causing major damage to the water line.
*Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community.
*After all options were exhausted without success the water service was shut off to the entire community at 5:55 p.m., for Pluris staff to make the repair to the water main.
*At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice.
*The Robo-Call feature began calling Pluris customers at 6:38 p.m., which is less than 1 hour after the water service was shut off.
*Pluris posted an emergency notice with the information of the precautionary boil water notice on its website at 7:25 p.m. and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.
*Door tags were hung on customers doors that the Robo-Call feature was unable to contact.
*All customers were notified by the Robo-Call or with a door tag by 11:45 p.m.
*The following is the message provided in the Robo-Call:
"Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The loss of water pressure requires a precautionary boil water advisory to all Pluris Wedgefield customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A robo call announcement has been implemented and a follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation."
*Pluris notified the FDEP as required on 11:23 a.m. on 9/22/21.
*Pluris collected the FDEP required 2 consecutive days of bacteriological samples on 9/22/21 and 9/23/21 and transported them to the laboratory for analysis.
*Pluris received notification from the laboratory that all samples passed on 9/24/21 at 1:15 p.m.
*Pluris management began a Robo-Call at 2:00 p.m advising all customers that the precautionary boil water notice had been rescinded at 2:00 p.m.
*At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number.
*Door tags were hung on customers doors that the Robo-Call feature was unable to contact.
*This was all completed on 9/24/21 by 4:45 p.m.
*The following is the rescission message provided in the Robo-Call and on the website:
"September 24, 2021 Pluris Wedgefield Precautionary Boil Water Advisory Rescission Robo-Call Message.

by the Florida Department of Environmental Protection and is pleased to announce that all sampling has passed therefore the Precautionary Boil Water Advisory has been rescinded and is no longer in effect. Thank you for your patience and cooperation."
*On 9/22/21, Joe Kuhns attempted to speak with Jeff Hamilton and had to leave a voicemail of his call.
*Mr. Hamilton did not return his call.
*Mr. Kuhns sent Mr. Hamilton a follow up email on 10/7/21, outlining the timeline of the water main break and Pluris' response.
*In Mr. Kuhns email he offered to meet with Mr. Hamilton at the Water Treatment Facility for a detailed tour of the treatment process.
*As of 10/11/21, Mr. Hamilton has not responded.
Shonna McCray

10/29/21: This inquiry closed. Shonna McCray

Case#: 1379954W; Name: RUSTY COLLINS; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: RUSTY COLLINS	Company Code: WS929	Assigned to: ANGIE CALHOUN
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
2227 ALBION AVE	Attn:	Date: 9/22/2021 8:20:04 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(407)-442-9912	Date Due: 10/13/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: RUSTY COLLINS	Reply Received: 10/11/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2227 ALBION AVE	Informal conference: N	Closed by: ACALHOUN
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/27/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #: 00025882		Apparent Rule Violation: N
E-Track #: 184712	**Request No: 1379954W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 7:29 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Service Outage TRACKING NUMBER: 184712

CUSTOMER INFORMATION
Name: Rusty Collins
Telephone: (407) 442-9912
Email: COLLINS5589@brighthouse.com
Address: 2227 ALBION AVE Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Rusty Collins
Account Number: 00025882
Address: 2227 ALBION AVE Orlando FL 32833

Water County Selected: Orange

Complaint: Service Outage against Pluris Wedgefield, LLC
Details:
Pluris just issued a boil water notice, 8 hours after a power outage today and 5 hours after a water main break. Which at this time I still have NO water. This is unacceptable, especially considering the extremely ridiculous amount Pluris charges to "provide me with reliable, good quality water and service" WHICH NONE APPLY. UNACCEPTABLE ! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/27/2021 Customer correspondence received via emails, added to file, and forwarded to ACalhoun. DHood
"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Friday, September 24, 2021 6:39 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Service Outage TRACKING NUMBER: 184762

Name: Rusty Collins
Telephone: (407) 442-9912
Email: COLLINS5589@brighthouse.com
Address: 2227 Albion Avenue Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Rusty Collins
Account Number: 00025882
Address: 2227 Albion Avenue Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION
Complaint: Service Outage against Pluris Wedgefield, LLC
Details:
I am being charged 30 gallons of water during a water outage from 6pm - 11pm on Weds 9/22/21 when the water was clearly OFF. WHY?? I did not use this water. I expect these illegal charges be removed from my bill. Pluris is corrupt and must be held accountable. "

10/11/2021 – Company response received via Email. DScott.

10/12/2021 Reviewed report:

Pluris Wedgefield provided the following account of the outage:
" Below is the timeline regarding the event.

•On Tuesday September 21, 2021, at 2:33 pm Pluris Wedgefield ("Pluris") became aware of very highwater usage by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility.
•Pluris staff immediately began canvassing the community to find the source of the highwater usage. Pluris staff found the site of the highwater usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break. Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm for Pluris staff to make the repair to the water main.
•At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off.

notice on its website at 7:25 pm and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.
•Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.

The following is the message provided in the Robo-Call:

Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The loss of water pressure requires a precautionary boil water advisory to all Pluris Wedgefield customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A robo call announcement has been implemented and a follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation.

•Pluris notified the FDEP as required on 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on September 22 and September 23, 2021 and transported them to the laboratory for analysis.
•Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.
•Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm.
•At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number.
•Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm.

The following is the rescission message provided in the Robo-Call and on our website.

September 24, 2021 Pluris Wedgefield Precautionary Boil Water Advisory Rescission Robo-Call Message.

Pluris Wedgefield has completed the 2 consecutive days of bacteriological sampling as required by the Florida Department of Environmental Protection and is pleased to announce that all sampling has passed therefore the Precautionary Boil Water Advisory has been rescinded and is no longer in effect. Thank you for your patience and cooperation."

They provided the following:

"The Robo-Call report results for 2227 Albion Avenue showed the call was answered at 7:02 PM September 21,2021. Below is a screenshot of the call results.

COLLINS, RUSTY14074429912Live Answer0:549/21/2021 19:022227ALBIONAVEFL"

The customer was contacted on 09/22/2021 regarding the water main break. The customer was advised of the reason for the break, and the DEP boil water notice requirements. The representative followed-up with an email to the customer. A copy of the email was provided in the response:

"From: Joe Kuhns jkuhns@plurisusa.com
Sent: Thursday, October 7, 2021 11:39 AM
To: COLLINS5589@brighthouse.com
Cc: Beverly Yopp byopp@plurisusa.com
Subject: FL. PSC CATS NO: 1379954W

Good Morning Mr. & Mrs. Collins,

I am following up on our discussion on September 22, 2021 concerning your formal complaint filed with the Public Service Commission ("PSC") in reference to the water main break at the corner of Archer Boulevard and Macon Street. The complaint file number is referenced above in the subject line. We discussed the time line of the water main break and then the required notification to customers required by the Florida Department of Environmental Protection ("FDEP"). I have outlined the timeline of the water main break and the Pluris response here for your review;

•Pluris Wedgefield ("Pluris") became aware of a very high water usage at 2:33 pm on September 21,2021 by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility. Pluris staff immediately began canvassing the community to find the source of the high water usage.
•Pluris staff found the site of the high water usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break.
•Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm.
•Pluris staff then began the repair to the water main. At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris

were hung on customers doors that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.
•At this same time Pluris provided an emergency notice of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after hours call center so customers would be informed of the precautionary boil water notice if they choose to call the Pluris Customer Care phone number.
•Pluris notified the FDEP as required on 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on September 22 and September 23, 2021 and transported them to the laboratory for analysis.
•Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.
•Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm. At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after hours call center to inform customers who choose to inquire by contacting the Pluris Customer Care phone number. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm.

We also discussed the Pluris water quality in our phone conversation. There has been considerable misinformation regarding water quality and Pluris tends to agree that raw water quality in the Central Florida Aquifer is poorer than in most areas of the state. I would like to offer this additional information for your consideration. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and FDEP strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. While I do understand your concern with rising cost for your water/wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously and it is my hope that the information that has been provided to you has helped to address your concerns. I have attached the most recent Pluris Consumer Confidence Report ("CCR") for your review. The CCR includes any parameters that were detected in the Pluris water. Please notice that there over 80 different parameters and that very few parameters were detected in the Pluris water.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Customer Care Director on this email. If Beverly or I may be of any further assistance feel free to contact us. Thank you!

Regional Manager"

It appears that the main break was caused by a contractor and not due to a maintenance failure on the part of Pluris Wedgefield. It does not appear that Pluris Wedgefield has violated it's tariff or the FAC in the handling of the outage. ACalhoun

10/12/2021 ATTENTION PLURIS WEDGEFIELD: SUPPLEMENTAL REPORT REQUESTED

The customer provided the following email on 09/24/2021. It was not forwarded to Pluris in error.

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Friday, September 24, 2021 6:39 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Service Outage TRACKING NUMBER: 184762

CUSTOMER INFORMATION
Name: Rusty Collins
Telephone: (407) 442-9912
Email: COLLINS5589@brighthouse.com
Address: 2227 Albion Avenue Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Rusty Collins
Account Number: 00025882
Address: 2227 Albion Avenue Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION
Complaint: Service Outage against Pluris Wedgefield, LLC
Details:
I am being charged 30 gallons of water during a water outage from 6pm - 11pm on Weds 9/22/21 when the water was clearly OFF. WHY?? I did not use this water. I expect these illegal charges be removed from my bill. Pluris is corrupt and must be held accountable. "

Please provide a supplemental report that indicates the customer was contacted regarding his billing concern.

A response is requested by 10/21/2021.

Angela Calhoun

10/13/2021 Company response received via email and added to file. ACalhoun

10/14/2021 Reviewed report:

Pluris Wedgefield indicates that an email was sent to the customer explaining the meter information he referred to in his additional correspondence. The email was included as a response to the supplemental question:

"From: Beverly Yopp <byopp@plurisusa.com>
Sent: Wednesday, October 13, 2021 2:53 PM
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>
Cc: Joe Kuhns <jkuhns@plurisusa.com>
Subject: RE: [EXTERNAL] FL. PSC CATS NO: 1379954W RUSTY COLLINS

Dear Ms. Calhoun,
I am emailing you today to provide the 10/12/2021 supplemental information requested. See the email correspondence below.

From: Beverly Yopp
Sent: Wednesday, October 13, 2021 2:44 PM
To: 'COLLINS5589@brighthouse.com' COLLINS5589@brighthouse.com
Cc: Joe Kuhns jkuhns@plurisusa.com
Subject: 2227 Albion Ave - FL. PSC CATS NO: 1379954W RUSTY COLLINS

Dear Mr. & Mrs. Collins,
I am emailing you to respond to the additional concern you made to the Public Service Commission in which you stated,

"I am being charged 30 gallons of water during a water outage from 6pm - 11pm on Weds 9/22/21 when the water was clearly OFF. WHY?? I did not use this water. I expect these illegal charges be removed from my bill. Pluris is corrupt and must be held accountable. "
In reference to usage on the meter at your property, 2227 Albion Avenue, for the period of 6pm – 11pm on Wednesday September 21, 2021, I noted you are a registered user of our AquaHawk system which provides our customers the ability to view their usage. I reviewed the usage for your meter in the AquaHawk system. AquaHawk reflected 17 gallons of usage recorded at 4:00 pm for the timeframe of 3:00 pm to 4:00 pm, and then 2 gallons of usage recorded at 7:00 pm for the timeframe of 4:00 pm to 7:00 pm. No additional usage was recorded until 11:00 pm when 1 gallon was recorded. The time stamp that you referenced demonstrates that the water usage occurred

water service was restored at 8:00 pm.

Please let me know if I can be of any further assistance.

Sincerely,

Beverly Yopp
Director, Customer Care

Sincerely,

Beverly Yopp
Director, Customer Care

Pluris Holdings LLC

Direct: 910.218.7655
Office: 1095 NC Hwy 210, Sneads Ferry, NC 28460"

It appears that the usage referred to by the customer happened before and after the outage, and not during the outage. The usage just before and after the outage recorded as 20 gallons. The customer was provided a detailed description of the usage.

It does not appear that the utility has billed the customer for any water usage during the outage. ACalhoun

10/27/2021 No further contact from the customer. Closing complaint without apparent infraction, GI-15 Outages. ACalhoun

Case#: 1379958W; Name: ANDREW MCALISTER; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: ANDREW MCALISTER	Company Code: WS929	Assigned to: ELLEN PLENDL
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
2718 ALABASTER AVE	Attn:	Date: 9/22/2021 8:32:06 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(407)-341-4647	Date Due: 10/13/2021	Prelim Type: WATER QUALITY/PRESSURE
ORLANDO, FL 32833		PO Officer:
Caller: ANDREW MCALISTER	Reply Received: 10/11/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2718 ALABASTER AVE	Informal conference: N	Closed by: EPLENDL
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 11/12/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 184714	**Request No: 1379958W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 7:48 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 184714

CUSTOMER INFORMATION
Name: Andrew McAlister
Telephone: (407) 341-4647
Email: mcalister.andrew@yahoo.com
Address: 2718 Alabaster Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Andrew McAlister
Account Number:
Address: 2718 Alabaster Ave Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
Today a water line was hit resulting in low water pressure, we continued using our water. Pluris waited five (5) hours to inform residents the water was contaminated due to the line being hit and to issue a boil water alert. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/22/2021 FAX TO CO.

1) Please indicate when the company learned there was a water outage.

2) Please indicate how long after the outage was reported/identified, when the company sent a boil water notice.

3) Please indicate the date and actions to restore service.

4) Please indicate when the boil water notice was rescinded.

A written report is due by October 13, 2021. eplendl

10/11/2021 – Company response received via Email. DScott.

10/12/2021 Reviewed report. Pluris advised that on Tuesday September 21, 2021, at 2:33 pm. the company became aware of very high water usage by its Supervisory Control and Data Acquisition in plant system by the very high level of water leaving the Water Treatment Facility.

The company began canvassing the community to find the source of the high water usage. Pluris staff found the site of the high water usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break. Pluris staff found that a directional boring crew contracted by AT & T struck its 6" main water line causing major damage to the water line.

Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm for Pluris staff to make the repair to the water main.

At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off.

The company posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.

The company also left door tags on customers doors for those customers that the Robo-Call feature was unable to contact. The company reports all of its customers were notified by the Robo-Call or with a door tag by 11:45 pm.

The robocall message indicated the following:

"Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The loss of water pressure requires a precautionary boil water advisory to all Pluris Wedgefield

to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A Robo-call announcement has been implemented and a follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation."

According to the company, Pluris' Robo-Call report results for Mr. McAlister showed the call was answered at 6:52 p.m. on September 21, 2021.

On September 22, 2021, the company notified FDEP.

On September 22, 2021, and September 22, 2021, the company collected the FDEP required two consecutive days of bacteriological samples and transported them to the laboratory for analysis.

On September 22, 2021, Mr. Joseph Kuhns, Pluris Regional Manager, contacted Mr. Andrew McAlister regarding his service concern. Mr. Kuhns discussed the timeline of the water main break and the notification to customers required by the Department of Environmental Protection. Mr. Kuhns sent Mr. McAlister a follow up email outlining the timeline of the water main break and Pluris' response. Mr. Kuhns also offered to meet with Mr. McAlister at the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment.

On September 24, 2021, at 1:15 pm., Pluris received notification from the laboratory that all samples passed. At 2:00 p.m., Pluris management began a Robo-Call advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm. At the same time, Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number. The company also hung door tags on customers doors that the Robo-Call feature was unable to contact. Pluris reports that these actions were completed by 4:45 pm.

The Robo-call and the website reflected the following message:

"Pluris Wedgefield has completed the 2 consecutive days of bacteriological sampling as required by the Florida Department of Environmental Protection and is pleased to announce that all sampling has passed therefore the Precautionary Boil Water Advisory has been rescinded and is no longer in effect. Thank you for your patience and cooperation."

On October 7, 2021, Mr. Kuhns sent Mr. McAlister a follow up email.

From: Joe Kuhns jkuhns@plurisusa.com
Sent: Thursday, October 7, 2021 12:21 PM
To: mcalister.andrew@yahoo.com

Subject: FL. PSC CATS NO: 1379958W

Good Afternoon Andrew,

I am following up on our discussion on September 22, 2021 concerning your formal complaint filed with the Public Service Commission in reference to the water main break at the corner of Archer Boulevard and Macon Street. The complaint file number is referenced above in the subject line. We discussed the time line of the water main break and then the required notification to customers required by the Florida Department of Environmental Protection ("FDEP"). I have outlined the timeline of the water main break and the Pluris response here for your review;

•Pluris Wedgefield ("Pluris") became aware of a very high water usage at 2:33 pm on September 21,2021 by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility. Pluris staff immediately began canvassing the community to find the source of the high water usage.
•Pluris staff found the site of the high water usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break.
•Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm.
•Pluris staff then began the repair to the water main. At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.
•At this same time Pluris provided an emergency notice of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after hours call center so customers would be informed of the precautionary boil water notice if they choose to call the Pluris Customer Care phone number.
•Pluris notified the FDEP as required on 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on September 22 and September 23, 2021 and transported them to the laboratory for analysis.
•Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.
•Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm. At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after hours call center to inform customers who choose to inquire by contacting the Pluris Customer Care phone number.

was all completed on September 24, 2021 by 4:45 pm.

We discussed that the precautionary boil water notice was not a indication that the water is contaminated. Pluris followed the FDEP rules & regulations and issued a precautionary boil water notice when the distribution system pressure dropped below 20 psi. This is done due to conditions may be present for a potential problem with the drinking water, but a problem has not been confirmed. These are most commonly issued for water main breaks or other low-pressure events where water loss was not controlled and the possibility of contamination intrusion exists. The precautionary boil water notice also includes waiting for laboratory analytical results of confirmation samples collected for bacteriological analysis, which can take up to two days plus the time required to transport samples to the laboratory. To confirm in this case all laboratory bacteriological sampling analysis passed and the precautionary boil water notice was rescinded on September 24, 2021 as indicated above in the timeline.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Customer Care Director on this email. If Beverly or I may be of any further assistance feel free to contact us. Thank you!

Joseph M. Kuhns
Regional Manager

10/12/2021 – Company response received via Email. DScott.

10/12/2021 Reviewed report. Pluris advised that on September 21, 2021, at 5:55 p.m. water service was interrupted. At 8:00 p.m., water was restored. Water pressure was returned to full pressure at 9:55 p.m. eplendl

11/12/2021 Closed. The FPSC has no record of further customer contact. eplendl

Case#: 1379959W; Name: JOSHUA RHODEN; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JOSHUA RHODEN	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20302 MARLIN STREET	Attn:	Date: 9/22/2021 8:34:29 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
	Date Due: 10/13/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: JOSHUA RHODEN	Reply Received: 10/11/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20302 MARLIN STREET	Informal conference: N	Closed by: SMCCRAY
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/29/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #:		Apparent Rule Violation: N
E-Track #: 184715	**Request No: 1379959W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 7:59 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Service Outage TRACKING NUMBER: 184715

CUSTOMER INFORMATION
Name: Joshua Rhoden
Telephone:
Email:
Address: 20302 Marlin Street Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Joshua Rhoden
Account Number:
Address: 20302 Marlin Street Orlando FL 32833

Water County Selected: Orange

Complaint: Service Outage against Pluris Wedgefield, LLC
Details:
Water outage without information. Tried calling was unable to get through phone line rang once and was disconnected. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/11/2021 – Company response received via Email. DScott.

10/12/21: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On Tuesday, 9/21/21, at 2:33 pm Pluris Wedgefield ("Pluris") became aware of very highwater usage by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility.
*Pluris staff immediately began canvassing the community to find the source of the highwater usage.
*Pluris staff found the site of the highwater usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break.

causing major damage to the water line.
*Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community.
*After all options were exhausted without success the water service was shut off to the entire community at 5:55 p.m., for Pluris staff to make the repair to the water main.
*At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice.
*The Robo-Call feature began calling Pluris customers at 6:38 p.m., which is less than 1 hour after the water service was shut off.
*Pluris posted an emergency notice with the information of the precautionary boil water notice on its website at 7:25 p.m. and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.
*On 9/22/21, Joe Kuhns spoke with Andrew McAlister (???) and discussed the timeline of the water main break and the notification to customers required by the Department of Environmental Protection (FDEP).
*When speaking with Mr. Rhoden, Mr. Kuhns let him know the Robo-Call report indicated the call was not successful.
*Mr. Kuhns was able to confirm his address was on the Notice by door hanger list for that night and the door tags were finished being hung on customers doors at 11:45 p.m. by Pluris staff.
*Mr. Kuhns sent Mr. Rhoden a follow up email outlining the timeline of the water main break and Pluris' response.
*Mr. Kuhns also offered to meet with Mr. Rhoden at the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment.
*Door tags were hung on customers doors that the Robo-Call feature was unable to contact.
*All customers were notified by the Robo-Call or with a door tag by 11:45 p.m.
*The following is the message provided in the Robo-Call:
"Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The loss of water pressure requires a precautionary boil water advisory to all Pluris Wedgefield customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A robo call announcement has been implemented and a follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation."
*Pluris notified the FDEP as required on 11:23 a.m. on 9/22/21.
*Pluris collected the FDEP required 2 consecutive days of bacteriological samples on 9/22/21 and 9/23/21 and transported them to the laboratory for analysis.
*Pluris received notification from the laboratory that all samples passed on 9/24/21 at 1:15 p.m.
*Pluris management began a Robo-Call at 2:00 p.m advising all customers that the precautionary

*At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number.
*Door tags were hung on customers doors that the Robo-Call feature was unable to contact.
*This was all completed on 9/24/21 by 4:45 p.m.
*The following is the rescission message provided in the Robo-Call and on the website:
"September 24, 2021 Pluris Wedgefield Precautionary Boil Water Advisory Rescission Robo-Call Message.

Pluris Wedgefield has completed the 2 consecutive days of bacteriological sampling as required by the Florida Department of Environmental Protection and is pleased to announce that all sampling has passed therefore the Precautionary Boil Water Advisory has been rescinded and is no longer in effect. Thank you for your patience and cooperation."
Shonna McCray

10/29/21: This inquiry closed. Shonna McCray

Case#: 1379960W; Name: ERIC KUMOR; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: ERIC KUMOR	Company Code: WS929	Assigned to: ANGIE CALHOUN
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20422 MACON PKWY	Attn:	Date: 9/22/2021 8:37:05 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(321)-947-3956	Date Due: 10/13/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: ERIC KUMOR	Reply Received: 10/11/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20422 MACON PKWY	Informal conference: N	Closed by: ACALHOUN
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/27/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #: 00025814		Apparent Rule Violation: N
E-Track #: 184716	**Request No: 1379960W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 8:01 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Service Outage TRACKING NUMBER: 184716

CUSTOMER INFORMATION
Name: Eric Kumor
Telephone: (321) 947-3956
Email: airicj6980@hotmail.com
Address: 20422 Macon Pkwy Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Eric Kumor
Account Number: 00025814
Address: 20422 Macon Pkwy Orlando FL 32833

Water County Selected: Orange

Complaint: Service Outage against Pluris Wedgefield, LLC
Details:
Pluris water outage happened several hours before any notice was delivered to customers. No details were given on timing to restore services, customer service numbers were unavailable throughout the outage. Zero information was available for nearly 5 hours following interruption. Running water is a basic necessity not some "for profit" commodity as Pluris chooses to use it. This company is the worst kind of service provider. Something needs to be done soon to either, fine, or revoke their ability to service this area. I wish this were the first complaint we've had with them but after 14 years and 4 different companies running this shit show in Wedgefield, it has become depressingly ridiculous. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/11/2021 – Company response received via Email. DScott.

10/12/2021 Reviewed report:

customer:

" Below is the timeline regarding the event.

•On Tuesday September 21, 2021, at 2:33 pm Pluris Wedgefield ("Pluris") became aware of very highwater usage by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility.
•Pluris staff immediately began canvassing the community to find the source of the highwater usage. Pluris staff found the site of the highwater usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break. Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm for Pluris staff to make the repair to the water main.
•At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off.
•Pluris posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.
•Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.

The following is the message provided in the Robo-Call:

Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The loss of water pressure requires a precautionary boil water advisory to all Pluris Wedgefield customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A robo call announcement has been implemented and a follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation.

•Pluris notified the FDEP as required on 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on September 22 and September 23, 2021 and transported them to the laboratory for analysis.

1:15 pm.
•Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm.
•At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number.
•Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm.

The following is the rescission message provided in the Robo-Call and on our website.

September 24, 2021 Pluris Wedgefield Precautionary Boil Water Advisory Rescission Robo-Call Message.

Pluris Wedgefield has completed the 2 consecutive days of bacteriological sampling as required by the Florida Department of Environmental Protection and is pleased to announce that all sampling has passed therefore the Precautionary Boil Water Advisory has been rescinded and is no longer in effect. Thank you for your patience and cooperation.

Pluris indicates that an automated call was made to the customer's telephone number on file on the same day. Pluris provided the following:

"The Robo-Call report results for 20422 Macon Parkway showed the call was answered by an answering machine at 7:02 PM. Below is a screenshot of the call results.

KUMOR, ERIC13214604600Answering Machine1:059/21/2021 19:0220422MACONPKWYFL"

A representative contacted the customer regarding the outage on 09/22/2021, and a message was left. The representative sent the following e-mail to the customer on 10/07/2021:

"From: Joe Kuhns
Sent: Tuesday, September 21, 2021 6:21 PM
To: Eric <airicj6980@hotmail.com>
Subject: RE: [EXTERNAL] Outage update for Wedgefield

Hello Eric,

Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The

customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation.

Joseph M. Kuhns
Regional Manager
Pluris Holdings LLC

O 863.940.9771 / M 813.526.0608
O 1102 S. Florida Ave., Lakeland, FL. 33803

This e-mail is subject to the Pluris Holdings email disclaimer.
Click to read full disclaimer.

From: Eric <airicj6980@hotmail.com>
Sent: Tuesday, September 21, 2021 6:09 PM
To: Beverly Yopp <byopp@plurisusa.com>; Joe Kuhns <jkuhns@plurisusa.com>; Customer Care <customercare@plurisusa.com>
Subject: [EXTERNAL] Outage update for Wedgefield

Hello,

Since the phone line for customer care seems to be permanently set to "Busy" can you please update your customers on the current outage situation?

It is a bit ridiculous that we have to reach out in such a manner for a common courtesy that is provided by every other utility company as soon as an issue is identified.

DO BETTER! BE BETTER!

Regards,
Eric Kumor
20422 Macon Pkwy
321-947-3956
Acct:
[00025814 \/]
Sent from my iPhone

Sent: Thursday, October 7, 2021 1:02 PM
To: airicj6980@hotmail.com
Cc: Beverly Yopp byopp@plurisusa.com
Subject: FL. PSC CATS NO: 1379960W

Good Afternoon Eric,

I am following to my voicemail on September 22, 2021 concerning your formal complaint filed with the Public Service Commission in reference to the water main break at the corner of Archer Boulevard and Macon Street. The complaint file number is referenced above in the subject line. The time line of the water main break and then the required notification to customers required by the Florida Department of Environmental Protection ("FDEP") and the Pluris response is here for your review;

•Pluris Wedgefield ("Pluris") became aware of a very high water usage at 2:33 pm on September 21,2021 by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility. Pluris staff immediately began canvassing the community to find the source of the high water usage.
•Pluris staff found the site of the high water usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break.
•Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm.
•Pluris staff then began the repair to the water main. At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.
•At this same time Pluris provided an emergency notice of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after hours call center so customers would be informed of the precautionary boil water notice if they choose to call the Pluris Customer Care phone number.
•Pluris notified the FDEP as required on 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on September 22 and September 23, 2021 and transported them to the laboratory for analysis.
•Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.
•Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary

notice on its web site to reflect the rescission and provided the notice to the after hours call center to inform customers who choose to inquire by contacting the Pluris Customer Care phone number. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm.

I received an email from you the evening of the event (September 21, 2021) and responded to that email at 6:21 pm advising you of the event and I did advise you of the precautionary boil water notice at that time. We also spoke by phone on the evening of the event (September 21, 2021) at 8:38 pm which we discussed the circumstances of the event and I again advised you of the precautionary boil water notice. Pluris strives to communicate with our customers in an effective manner and continues to evaluate and adjust our procedures.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Customer Care Director on this email. If Beverly or I may be of any further assistance feel free to contact us. Thank you!

Joseph M. Kuhns
Regional Manager"

It appears that outage was caused by a contractor, and not equipment maintained by Pluris. It appears that Pluris appropriately notified their customers of the outage as well as the boil water notification and rescinding of the notice. It does not appear that Pluris has violated it's tariff or the FAC in the handling of the outage. ACalhoun

10/27/2021 No further contact from the customer. Closing complaint without apparent infraction, GI-15 Outages. ACalhoun

Case#: 1379962W; Name: SHANNON NOZIGLIA; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: SHANNON NOZIGLIA	Company Code: WS929	Assigned to: SERGIO SMITH
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20420 MARLIN ST	Attn:	Date: 9/22/2021 8:50:05 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(407)-803-1112	Date Due: 10/13/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: SHANNON NOZIGLIA	Reply Received: 10/11/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20420 MARLIN ST	Informal conference: N	Closed by: SSMITH
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 12/16/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #:		Apparent Rule Violation: N
E-Track #: 184717	**Request No: 1379962W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 8:06 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Delay in Service TRACKING NUMBER: 184717

CUSTOMER INFORMATION
Name: Shannon Noziglia
Telephone: (407) 803-1112
Email: skrouse86@gmail.com
Address: 20420 Marlin Street Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Shannon Noziglia
Account Number:
Address: 20420 Marlin St Orlando FL 32833

Water County Selected: Orange

Complaint: Delay in Service against Pluris Wedgefield, LLC
Details:
Water main was damaged and 5 hours later Pluto's contacted all customers about a boil water alert af which point we have no water and no time estimate of when it will be restored. During this time our pets, children, and ourselves can get sick off of the water "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/11/2021 – Company response received via Email. DScott.

10/12/2021 - REVIEWED COMPANY RESPONSE.

*Joe Kuhns attempted to speak with Shannon Noziglia on September 22, 2021 and had to leave a voice message of his call. Mr. Kuhns sent a follow up email Thursday, October 7, 2021 (see 3e. below) outlining the timeline of the water main break and Pluris' response. In his email reply, Mr. Kuhns discussed the precautionary boil water notice was not an indication that the water is contaminated. Pluris followed the FDEP rules & regulations and issued a precautionary boil water

advisory is issued due to conditions may be present for a potential problem with the drinking water, but a problem has not been confirmed. These are most commonly issued for water main breaks or other low-pressure events where water loss was not controlled, and the possibility of contamination intrusion exists. The precautionary boil water notice also includes waiting for laboratory analytical results of confirmation samples collected for bacteriological analysis, which can take up to two days plus the time required to transport samples to the laboratory. To confirm, in this case all laboratory bacteriological sampling analysis passed and the precautionary boil water notice was rescinded on September 24, 2021 as indicated in the timeline below. Mr. Kuhns also offered to meet with Ms. Noziglia at the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment.

The Robo-Call report results for 20420 Marlin Street showed the call was answered by an answering machine at 7:02 PM.

•On Tuesday September 21, 2021, at 2:33 pm Pluris Wedgefield ("Pluris") became aware of very highwater usage by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility.
•Pluris staff immediately began canvassing the community to find the source of the highwater usage. Pluris staff found the site of the highwater usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break. Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm for Pluris staff to make the repair to the water main.
•At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off.
•Pluris posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.
•Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.

•Pluris notified the FDEP as required on 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on September 22 and September 23, 2021 and transported them to the laboratory for analysis.
•Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.

boil water notice had been rescinded at 2:00 pm.
•At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number.
•Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm.

S. Smith

12/16/21: This inquiry closed.

S. Smith

Case#: 1379963W; Name: SUNSHINE GREGORY; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: SUNSHINE GREGORY	Company Code: WS929	Assigned to: DAISY ROJAS
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20811 MAXIM PARKWAY	Attn:	Date: 9/22/2021 8:53:25 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(321)-200-2535	Date Due: 10/13/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: SUNSHINE GREGORY	Reply Received: 10/11/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20811 MAXIM PARKWAY	Informal conference: N	Closed by: DROJAS
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/29/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #:		Apparent Rule Violation: N
E-Track #: 184718	**Request No: 1379963W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 8:16 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 184718

CUSTOMER INFORMATION
Name: Sunshine Gregory
Telephone: 321-200-2535
Email: Crazycrabs6@gmail.com
Address: 20811 Maxim Parkway Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Sunshine Gregory
Account Number:
Address: 20811 Maxim Parkway Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
We had a water maint break due to AT&T however, Pluris failed to notify residents of a boil water alert until well after the fact. Meanwhile, I bathed my son who has a gtube. Fun fact, gtubes sites are not water proof therefore it is possible he ingested contaminated water. I will level up my complaint if anything happens to my son. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/11/2021 – Company response received via Email. DScott.

10/12/2021- Received Company's response. Pluris Wedgefield, LLC (Pluris) provided the following information:
On September 27, 2021, Mr. Joseph Kuhns, Pluris Regional Manager, contacted Sunshine Gregory and sent Mr. Gregory a follow up e-mail on October 07, 2021.
On September 27, 2021, Mr. Kuhns explained the timeline on which the water main break and

requirements. Mr. Kuhns also addressed that the precautionary boil water notice doe not indicate that the water is contaminated. Per FDEP, Pluris is required to send a boil water notice to customers when it's "distribution system pressure" drops below 20 psi. Pluris is also required to have bacteriological analysis for two consecutive days, which passed the FDEP requirements. Therefore on September 24, 2021, the boil water notice was rescinded. Ms. Gregory informed Mr. Kuhns that her son is showing no signs of symptoms and is doing well.

Mr. Kuhns sent a follow-up e-mail on October 07, 2021 explaining the following: On September 21, 2021, Pluris staff found that AT&T had a crew working on the corner of Archer Blvd and Macon Street where they struck a 6" main water line causing high water levels to leave the water treatment facility. Having no other option, Pluris shutoff the water to the entire community at 5:55 PM to make the necessary repairs. Pluris sent robo-calls to the customer's starting at 6:38 PM. Door tags were provided by 11:45 PM to customer's who did not successfully receive the robo-call. The customer's answering machine answered the call at 7:10 PM. The robo-call provided details on the cause, location, boil water advisory, and steps taken in regards to the water line break. On September 22, 2021, required notification was sent to FDEP along with the "two consecutive days of bacteriological samples on September 22 and September 23, 2021." By September 24, 2021, Pluris was notified that the samples had passed, therefore a robo-call was sent at 2:00 PM notifying customer's that the "boil water notice had been rescinded at 2:00PM. Pluris also provided the notice on their website and to their after hours customer service. Door tags were provided by 4:45 PM to customers who were not able to receive the robo-call.

FAC 25-30.230 addresses the utility's responsibility to maintain its facilities. FAC 25-30.320 addresses the utility's requirements for providing the customer with a notice prior to disconnection. At this time it does not appear that Pluris Wedgefield LLC has violated its' tariff or the FAC in the handling of this matter. DRojas

10/29/2021- Receiving no further response from the customer, case closed GI-15 Outages. DRojas

Case#: 1379965W; Name: JARED LA MARCA; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JARED LA MARCA	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20227 MAJESTIC ST	Attn:	Date: 9/22/2021 8:59:36 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(407)-227-9836	Date Due: 10/13/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: JARED LA MARCA	Reply Received: 10/11/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20227 MAJESTIC ST	Informal conference: N	Closed by: SMCCRAY
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/29/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #:		Apparent Rule Violation: N
E-Track #: 184720	**Request No: 1379965W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 8:46 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Repairs TRACKING NUMBER: 184720

CUSTOMER INFORMATION
Name: Jared La Marca
Telephone: (407) 227-9836
Email: Lamarcajared@yahoo.com
Address: 20227 majestic st Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Jared La Marca
Account Number:
Address: 20227 majestic st Orlando FL 32833

Water County Selected: Orange

Complaint: Repairs against Pluris Wedgefield, LLC
Details:
I've been without water for over 3 hours and pluris has done nothing to resolve the situation or contact me to inform me of any updates. Had to hear from others what was going on. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/11/2021 – Company response received via Email. DScott.

10/13/21: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On 9/27/21, Joe Kuhns spoke with Jared La Marca and sent a follow up email on 10/7/21.
*When speaking with Mr. La Marca, Mr. Kuhns discussed the timeline of the water main break and the notification to customers required by the entering the home after the water service was returned to normal.
*Mr. Kuhns shared the "dirty" Mr. La Marca experienced is due to small deposits of iron that is attached to the distribution piping.
*When the water pressure and normal flow of water is altered as in what occurred with the

*The deposits act like a food coloring and are capable of discoloring the water.
*Although unpleasant to the eye, these iron deposits and resulting "dirty" water are not harmful.
*Mr. Kuhns also discussed the Pluris notifications and Mr. La Marc stating he did not receive the Robo-Call or a door tag informing him of the event and the precautionary boil water notice.
*In his email reply, Mr. Kuhns provided Mr. La Marca a screenshot of the Robo-Call final report results showing that there was a live answer at Mr. La Marca's home at 7:09 p.m. that lasted for 52 seconds.
*Mr. Kuhns sent Mr. La Marca a follow up email 10/7/21 outlining the timeline of the event and Pluris' response and offered to meet with him at the Water Treatment Facility for a detailed tour of the treatment process.
*The Robo-Call report results for 20227 Majestic Street showed the call was answered by an answering machine at 7:09 p.m.
*On Tuesday 9/21/21, at 2:33 p.m. Pluris Wedgefield ("Pluris") became aware of very highwater usage by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility.
*Pluris staff immediately began canvassing the community to find the source of the highwater usage. P
*Pluris staff found the site of the highwater usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break.
*Pluris staff found that a directional boring crew contracted by AT&T struck its 6" main water line causing major damage to the water line.
*Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community.
*After all options were exhausted without success the water service was shut off to the entire community at 5:55 p.m. for Pluris staff to make the repair to the water main.
*At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice.
*The Robo-Call feature began calling Pluris customers at 6:38 p.m., which is less than 1 hour after the water service was shut off.
*Pluris posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 p.m. and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.
*Door tags were hung on customers doors that the Robo-Call feature was unable to contact.
*All customers were notified by the Robo-Call or with a door tag by 11:45 p.m.

*The following is the message provided in the Robo-Call:
"Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The

customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A robo call announcement has been implemented and a follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation.'

*Pluris notified the FDEP as required on 11:23 a.m. on 9/22/21.

*Pluris collected the FDEP required 2 consecutive days of bacteriological samples on 9/22/21 and 9/23/21 and transported them to the laboratory for analysis.

*Pluris received notification from the laboratory that all samples passed on 9/24/21 at 1:15 p.m.

*Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 p.m.

*At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number.

*Door tags were hung on customers doors that the Robo-Call feature was unable to contact.

*This was all completed on 9/24/21 by 4:45 p.m.

*The following is the rescission message provided in the Robo-Call and on the website on 9/24/21: "Pluris Wedgefield has completed the 2 consecutive days of bacteriological sampling as required by the Florida Department of Environmental Protection and is pleased to announce that all sampling has passed therefore the Precautionary Boil Water Advisory has been rescinded and is no longer in effect. Thank you for your patience and cooperation."

Shonna McCray

10/29/21: This inquiry closed. Shonna McCray

Case#: 1379966W; Name: CLAUDIA BELLO PUNTO; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: CLAUDIA BELLO PUNTO	Company Code: WS929	Assigned to: ANGIE CALHOUN
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
2417 ABBEY AVENUE	Attn:	Date: 9/22/2021 9:02:15 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(786)-862-3743	Date Due: 10/13/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: CLAUDIA BELLO PUNTO	Reply Received: 10/11/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2417 ABBEY AVENUE	Informal conference: N	Closed by: ACALHOUN
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/27/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #:		Apparent Rule Violation: N
E-Track #: 184721	**Request No: 1379966W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 8:49 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Service Outage TRACKING NUMBER: 184721

CUSTOMER INFORMATION
Name: Claudia Bello Punto
Telephone: (786) 862-3743
Email: claubello8910@yahoo.com
Address: 2417 Abbey Avenue, ORLANDO FL 32833

BUSINESS INFORMATION
Business Account Name: Claudia Bello Punto Account Number:
Address: 2417 Abbey Avenue, ORLANDO FL 32833

COMPLAINT INFORMATION
Complaint: Service Outage against Pluris Wedgefield, LLC

break. Service is the worst, water quality is unacceptable and prices go up every year and nothing happens. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/11/2021 – Company response received via Email. DScott.

10/12/2021 Reviewed report:

Pluris Wedgefield provided the following information regarding the outage experienced in the area:

" Below is the timeline regarding the event.

•On Tuesday September 21, 2021, at 2:33 pm Pluris Wedgefield ("Pluris") became aware of very highwater usage by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility.
•Pluris staff immediately began canvassing the community to find the source of the highwater

Macon Street in the form of a 6" main water line break. Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm for Pluris staff to make the repair to the water main.
•At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off.
•Pluris posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.
•Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.

The following is the message provided in the Robo-Call:

Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The loss of water pressure requires a precautionary boil water advisory to all Pluris Wedgefield customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A robo call announcement has been implemented and a follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation.

•Pluris notified the FDEP as required on 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on September 22 and September 23, 2021 and transported them to the laboratory for analysis.
•Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.
•Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm.
•At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number.
•Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm.

The following is the rescission message provided in the Robo-Call and on our website.

September 24, 2021 Pluris Wedgefield Precautionary Boil Water Advisory Rescission Robo-Call Message.

Pluris Wedgefield has completed the 2 consecutive days of bacteriological sampling as required by the Florida Department of Environmental Protection and is pleased to announce that all sampling has passed therefore the Precautionary Boil Water Advisory has been rescinded and is no longer in effect. Thank you for your patience and cooperation."

Pluris indicates that the customer was notified regarding the outage with an automated call. Pluris provided the following:

"The Robo-Call report results for 2417 Abbey Avenue showed the call was answered by an answering machine at 7:04 PM. Below is a screenshot of the call results.

PUNTO, CLAUDIA17868623743Live Answer0:589/21/2021 19:042417ABBEYAVEFL"

A representative attempted to contact the customer regarding their complaint on 09/27/2021, and a voicemail message was left. The representative sent an email to the customer on 10/07/2021. Pluris provided a copy of the email sent to the customer:

"From: Joe Kuhns jkuhns@plurisusa.com
Sent: Thursday, October 7, 2021 2:20 PM
To: claubello8910@yahoo.com
Cc: Beverly Yopp byopp@plurisusa.com
Subject: FL. PSC CATS NO: 1379966W

Good Afternoon Claudia,

I am following up on my voicemail September 27, 2021 concerning your formal complaint filed with the Public Service Commission in reference to the water main break at the corner of Archer Boulevard and Macon Street. The complaint file number is referenced above in the subject line. The time line of the water main break and then the required notification to customers required by the Florida Department of Environmental Protection ("FDEP") of the water main break and the Pluris response is here for your review;

•Pluris Wedgefield ("Pluris") became aware of a very high water usage at 2:33 pm on September 21,2021 by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility. Pluris staff immediately began canvassing the community to find the source of the high water usage.

Street in the form of a 6" main water line break.
•Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm.
•Pluris staff then began the repair to the water main. At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.
•At this same time Pluris provided an emergency notice of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after hours call center so customers would be informed of the precautionary boil water notice if they choose to call the Pluris Customer Care phone number.
•Pluris notified the FDEP as required on 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on September 22 and September 23, 2021 and transported them to the laboratory for analysis.
•Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.
•Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm. At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after hours call center to inform customers who choose to inquire by contacting the Pluris Customer Care phone number. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm.

Although we did not have a chance to discuss the water quality subject the formal PSC complaint does reference water quality. I would like to offer this additional information for your consideration. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and FDEP strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. While I do understand your concern with rising cost for your water/wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously and it is my hope that the information that has been provided to you has helped to address your concerns. I have attached the most recent Pluris Consumer Confidence Report ("CCR") for your review. The CCR includes any parameters that were detected in the Pluris water. Please notice that there over 80 different parameters and that very few parameters were detected in the Pluris water.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Customer Care Director on this email. If Beverly or I may be of any further assistance feel free to contact us. Thank you!

Joseph M. Kuhns
Regional Manager"

The outage was caused by a contractor cutting the main and not due to failure to maintain the equipment. It appears that Pluris took the necessary steps to inform customers of the reason for the outage, and the boil water notifications. It does not appear that the utility has violated it's tariff or the FAC in the handling of the outage. ACalhoun

10/27/2021 No further contact from the customer. Closing complaint without apparent infraction, GI-15 Outages. ACalhoun

Case#: 1379968W; Name: DEANNA MINER; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: DEANNA MINER	Company Code: WS929	Assigned to: SERGIO SMITH
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
2105 ALBION AVENUE	Attn:	Date: 9/22/2021 9:06:43 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(407)-619-6601	Date Due: 10/13/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: DEANNA MINER	Reply Received: 10/11/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2105 ALBION AVENUE	Informal conference: N	Closed by: SSMITH
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 12/16/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #: 00036023		Apparent Rule Violation: N
E-Track #: 184722	**Request No: 1379968W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 8:53 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Delay in Service TRACKING NUMBER: 184722

CUSTOMER INFORMATION
Name: Deanna Miner
Telephone: (407) 619-6601
Email: Deannaminer1580@yahoo.com
Address: 2105 Albion Avenue Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Deanna Miner
Account Number: 00036023
Address: 2105 Albion Avenue Orlando FL 32833

Water County Selected: Orange

Complaint: Delay in Service against Pluris Wedgefield, LLC
Details:
AT&T has been working in the area. They hit a waterline and now the neighborhood is without water for another 3 to 5 hours. This is absolutely ridiculous and should've been done in a better way! Not to mention the power has been going off and on all day and on Saturday we were without power for a few hours in the morning. Both my husband, myself and my oldest son all work from home! This is not acceptable! Pluris is the most expensive disgusting water I have ever had to deal with! Something has to be done! It's ridiculously expensive and It's not even safe to drink or even give to my pets! Please don't let them raise our water bill because of this break that was caused by AT&T. That is not right please do not let that happen! Have a heart! With Covid and everything going on in the world We can barely afford it now! Thank you! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/11/2021 – Company response received via Email. DScott.

10/12/2021 - REVIEWED COMPANY RESPONSE.

*Joe Kuhns attempted to speak with Deanna Miner on September 27, 2021 and had to leave a voice message of his call. Mr. Kuhns sent a follow up email Thursday, October 7, 2021 (see 3e. below) outlining the timeline of the water main break and Pluris' response. In his email reply, Mr. Kuhns shared that although he did not get the opportunity to discuss the water quality subject with Ms. Miner the formal PSC complaint does reference water quality. Mr. Kuhns provided the following information. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and FDEP strict requirements to ensure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. Mr. Kuhns further shared while he does understand Ms. Miner's concern with rising cost for your water/wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously. Mr. Kuhns included the most recent Pluris Consumer Confidence Report ("CCR") for your review. The CCR includes any parameters that were detected in the Pluris water. Please notice that there over 80 different parameters and that very few parameters were detected in the Pluris water. Mr. Kuhns also offered to meet with Ms. Miner at the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment.

The Robo-Call report results for 2105 Albion Avenue showed the call was answered by an answering machine at 7:05 PM.

•On Tuesday September 21, 2021, at 2:33 pm Pluris Wedgefield ("Pluris") became aware of very highwater usage by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility.
•Pluris staff immediately began canvassing the community to find the source of the highwater usage. Pluris staff found the site of the highwater usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break. Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm for Pluris staff to make the repair to the water main.
•At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off.
•Pluris posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.
•Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All

•Pluris notified the FDEP as required on 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on September 22 and September 23, 2021 and transported them to the laboratory for analysis.
•Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.
•Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm.
•At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number.
•Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm.

S. Smith

12/16/21: This inquiry closed.

S. Smith

Case#: 1379969W; Name: PATRICK SCHULTZ; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: PATRICK SCHULTZ	Company Code: WS929	Assigned to: DAISY ROJAS
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20203 MAJESTIC ST	Attn:	Date: 9/22/2021 9:09:51 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
	Date Due: 10/13/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: PATRICK SCHULTZ	Reply Received: 10/12/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20203 MAJESTIC ST	Informal conference: N	Closed by: DROJAS
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/29/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #:		Apparent Rule Violation: N
E-Track #: 184723	**Request No: 1379969W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 9:14 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Service Outage TRACKING NUMBER: 184723

CUSTOMER INFORMATION
Name: Patrick, schultz
Telephone:
Email: pssquared@outlook.com
Address: 20203 Majestic St Orlando FL 32833-3826

BUSINESS INFORMATION
Business Account Name: Patrick, schultz Account Number:
Address: 20203 Majestic St Orlando FL 32833-3826

Water County Selected: Orange

Details:
Simple line repair should not take this long. Plus notification of problem took hours to be notified of. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/12/2021 – Company response received via Email. DScott.

10/13/2021- Received company's response. Company provided the following information:
"Pluris Regional Magager, Joseph Kuhns made several attempts to speak with Patrick Schultz on September 27, 2021 and was unable to reach him or leave a voice message. Mr. Kuhns sent Mr. Hamilton a follow up email Wednesday, October 7, 2021."
The e-mail provided the following information:
On September 21, 2021, Pluris staff found that AT&T had a crew working on the corner of Archer Blvd and Macon Street where they struck a 6" main water line causing high water levels to leave the water treatment facility. Having no other option, Pluris shutoff the water to the entire community at 5:55 PM to make the necessary repairs. Pluris sent robo-calls to the customer's

receive the robo-call. The robo-call provided details on the cause, location, boil water advisory, and steps taken in regards to the water line break. On September 22, 2021, required notification was sent to FDEP along with the "two consecutive days of bacteriological samples on September 22 and September 23, 2021." By September 24, 2021, Pluris was notified that the samples had passed, therefore a robo-call was sent at 2:00 PM notifying customer's that the "boil water notice had been rescinded at 2:00PM. Pluris also provided the notice on their website and to their after hours customer service. Door tags were provided by 4:45 PM to customers who were not able to receive the robo-call. Mr. Kuhns also offered a tour of the water treatment facility to Mr. Schultz. Mr. Schultz and Mr. Kuhns further exchanged e-mails on October 8, 2021 and October 11, 2021 providing the robo-call report. The robo-call report shows that there was a "live answer" on 09/21/2021 at 6:56 PM.
FAC 25-30.230 addresses the utility's responsibility to maintain its facilities. FAC 25-30.320 addresses the utility's requirements for providing the customer with a notice prior to disconnection. At this time it does not appear that Pluris Wedgefield LLC has violated its' tariff or the FAC in the handling of this matter. DRojas

10/29/2021- Receiving no further response from customer, case closed GI-15 Outages. DRojas

Case#: 1379970W; Name: MELISSA LASSER; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: MELISSA LASSER	Company Code: WS929	Assigned to: ELLEN PLENDL
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20428 MACON PKWY	Attn:	Date: 9/22/2021 9:13:15 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(407)-491-6596	Date Due: 10/13/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: MELISSA LASSER	Reply Received: 10/12/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20428 MACON PKWY	Informal conference: N	Closed by: EPLENDL
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 11/12/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #:		Apparent Rule Violation: N
E-Track #: 184724	**Request No: 1379970W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 9:59 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Service Outage TRACKING NUMBER: 184724

CUSTOMER INFORMATION
Name: Melissa Lasser
Telephone: (407) 491-6596
Email: Melisser0503@aol.com
Address: 20428 Macon Pkwy Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Melissa Lasser
Account Number:
Address: 20428 Macon Pkwy Orlando FL 32833

Water County Selected: Orange

Complaint: Service Outage against Pluris Wedgefield, LLC
Details:
The water has been off for hours. The water still has not been restored at 10:00pm. Zero water. For a family of five that is a huge sanitation problem! The boil water message was sent many hours after the water was off AND it is irrelevant since the flow has not been restored. Pluris is not taking this seriously for the thousands of customers who overpay for their water and service. Unacceptable! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/22/2021 FAX TO CO.

1) Please indicate when the company learned there was a water outage.

2) Please indicate how long after the outage was reported/identified, when the company sent a boil water notice.

3) Please indicate the date and actions to restore service.

4) Please indicate when the boil water notice was rescinded.

A written report is due by October 13, 2021. eplendl

10/12/2021 – Company response received via Email. DScott.

10/12/2021 Reviewed report. Pluris advised that on Tuesday September 21, 2021, at 2:33 pm. the company became aware of very high water usage by its Supervisory Control and Data Acquisition in plant system by the very high level of water leaving the Water Treatment Facility.

The company began canvassing the community to find the source of the high water usage. Pluris staff found the site of the high water usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break. Pluris staff found that a directional boring crew contracted by AT & T struck its 6" main water line causing major damage to the water line.

Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm for Pluris staff to make the repair to the water main.

At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off.

The company posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.

The company also left door tags on customers doors for those customers that the Robo-Call feature was unable to contact. The company reports all of its customers were notified by the Robo-Call or with a door tag by 11:45 pm.

The robocall message indicated the following:

"Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on

loss of water pressure requires a precautionary boil water advisory to all Pluris Wedgefield customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A Robo-call announcement has been implemented and a follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation."

According to the company, Pluris' Robo-Call report results for Ms. Lasser showed the call was answered at 6:56 p.m. on September 21, 2021.

Pluris advised that on September 21, 2021, at 8:00 p.m., water was restored. Water pressure was returned to full pressure at 9:55 p.m.

On September 22, 2021, the company notified FDEP.

On September 22, 2021, and September 22, 2021, the company collected the FDEP required two consecutive days of bacteriological samples and transported them to the laboratory for analysis.

On September 24, 2021, at 1:15 pm., Pluris received notification from the laboratory that all samples passed. At 2:00 p.m., Pluris management began a Robo-Call advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm. At the same time, Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number. The company also hung door tags on customers doors that the Robo-Call feature was unable to contact. Pluris reports that these actions were completed by 4:45 pm.

The Robo-call and the website reflected the following message:

"Pluris Wedgefield has completed the 2 consecutive days of bacteriological sampling as required by the Florida Department of Environmental Protection and is pleased to announce that all sampling has passed therefore the Precautionary Boil Water Advisory has been rescinded and is no longer in effect. Thank you for your patience and cooperation."

On September 27, 2021, Mr. Joseph Kuhns, Pluris Regional Manager, left a voicemail message for Ms. Lasser regarding her service concern. Mr. Kuhns discussed the timeline of the water main break and the notification to customers required by the Department of Environmental Protection. Mr. Kuhns sent Ms. Lasser a follow up email outlining the timeline of the water main break and Pluris' response. Mr. Kuhns also offered to meet with Ms. Lasser at the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment.

company is responsible to treat the water, subject to the Federal EPA and FDEP strict requirements to ensure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. Mr. Kuhns further shared while he does understand Ms. Lasser's concern with rising cost for her water/wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously. Mr. Kuhns included the most recent Pluris Consumer Confidence Report for her review. The report includes any parameters that were detected in the Pluris water. Please notice that there over 80 different parameters and that very few parameters were detected in the Pluris water. Mr. Kuhns also offered to meet with Ms. Lasser at the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment.

On October 7, 2021, Mr. Kuhns sent Ms. Lasser a follow up email.

From: Joe Kuhns jkuhns@plurisusa.com
Sent: Thursday, October 7, 2021 2:44 PM
To: Melisser0503@aol.com
Cc: Beverly Yopp byopp@plurisusa.com
Subject: FL. PSC CATS NO: 1379970W

Good Afternoon Melissa,

I am following up on my voicemail on September 27, 2021 concerning your formal complaint filed with the Public Service Commission in reference to the water main break at the corner of Archer Boulevard and Macon Street. The complaint file number is referenced above in the subject line. The time line of the water main break and then the required notification to customers required by the Florida Department of Environmental Protection ("FDEP") and the Pluris response is here for your review;

•Pluris Wedgefield ("Pluris") became aware of a very high water usage at 2:33 pm on September 21,2021 by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility. Pluris staff immediately began canvassing the community to find the source of the high water usage.
•Pluris staff found the site of the high water usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break.
•Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm.
•Pluris staff then began the repair to the water main. At the same time Pluris management

advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.
•At this same time Pluris provided an emergency notice of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after hours call center so customers would be informed of the precautionary boil water notice if they choose to call the Pluris Customer Care phone number.
•Pluris notified the FDEP as required on 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on September 22 and September 23, 2021 and transported them to the laboratory for analysis.
•Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.
•Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm. At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after hours call center to inform customers who choose to inquire by contacting the Pluris Customer Care phone number. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm.

Although we did not have the opportunity to discuss the water quality and the related costs the formal PSC complaint does reference these items. I would like to offer this additional information for your consideration. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and FDEP strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. While I do understand your concern with rising cost for your water/wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously and it is my hope that the information that has been provided to you has helped to address your concerns. I have attached the most recent Pluris Consumer Confidence Report ("CCR") for your review. The CCR includes any parameters that were detected in the Pluris water. Please notice that there over 80 different parameters and that very few parameters were detected in the Pluris water.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Customer Care Director on this email. If Beverly or I may be of any further assistance feel free to contact us. Thank you!

Joseph M. Kuhns
Regional Manager

11/12/2021 Closed. The FPSC has no record of further customer contact. eplendl

Case#: 1379972W; Name: DANIEL PELLETIER; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: DANIEL PELLETIER	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
2305 ASCOT AVE	Attn:	Date: 9/22/2021 9:16:09 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(540)-809-3388	Date Due: 10/13/2021	Prelim Type: WATER QUALITY/PRESSURE
ORLANDO, FL 32833		PO Officer:
Caller: DANIEL PELLETIER	Reply Received: 10/12/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2305 ASCOT AVE	Informal conference: N	Closed by: SMCCRAY
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/29/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 184725	**Request No: 1379972W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, September 21, 2021 10:15 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 184725

CUSTOMER INFORMATION
Name: Daniel Pelletier
Telephone: (540) 809-3388
Email: dpelt73@gmail.com
Address: 2305 Ascot Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Daniel Pelletier
Account Number:
Address: 2305 Ascot Ave Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
Pluris rates are one of the highest in the state. The water quality is lower than surrounding areas. And they are not equipped to deal with any sort of water emergency. They need to be forced to fix these issues immediately, or surrender their monopoly and let a better provider service our water without ridiculous rates. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/12/2021 – Company response received via Email. DScott.

10/13/2021 – Company response received via Email. DScott.

10/14/21: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On 9/27/21, Joe Kuhns made multiple attempts to speak with Daniel Pelletier at telephone number 540-809-3388 receiving a “no service” message each time.
*On 10/7/21, Mr. Kuhns sent a follow up email providing the timeline of the water main break and

("FDEP") and Pluris' response for his review.
*In his email, Mr. Kuhns also offered to meet with Mr. Pelletier at the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment.
*Mr. Pelletier replied to Mr. Kuhns regarding usage between 6 p.m. and midnight on 9/21/21.
*Mr. Kuhns sent Mr. Pelletier a reply detailing the timing of the usage in question occurred before 5:55 p.m. and after 8 p.m. which is the period of the water main leak repair.
*Mr. Kuhns advised Mr. Pelletier of the following via email on 10/8/21:
"After receiving your most recent email concerning water usage I reviewed the meter readings in the timeframe your referenced. AquaHawk showed 3 gallons of usage recorded at 6:00 pm and then 3 gallons of usage recorded at 9:00 pm. No additional usage was recorded until 5:00 am September 22nd when 2 gallons were recorded. The time stamp(s) that you referenced to me demonstrates that the water usage occurred sometime before the water was turned off at 5:55 pm. Then the 3 gallons of usage occurred after water service was restored at 8:00 pm. The time stamp(s) will reference water usage up to that time frame beginning with the previous timestamp(s). Your water meter will not generate usage without water flowing through it so therefore if the water was shut off for the main water line repair there would have been no water flowing through it."
*On Tuesday 9/21/21, at 2:33 p.m. Pluris Wedgefield ("Pluris") became aware of very highwater usage by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility.
*Pluris staff immediately began canvassing the community to find the source of the highwater usage.
*Pluris staff found the site of the highwater usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break.
*Pluris staff found that a directional boring crew contracted by AT&T struck its 6" main water line causing major damage to the water line.
*Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community.
*After all options were exhausted without success the water service was shut off to the entire community at 5:55 p.m. for Pluris staff to make the repair to the water main.
*At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice.
*The Robo-Call feature began calling Pluris customers at 6:38 p.m., which is less than 1 hour after the water service was shut off.
*Pluris posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 p.m. and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.
*Door tags were hung on customers doors that the Robo-Call feature was unable to contact.
*All customers were notified by the Robo-Call or with a door tag by 11:45 p.m.
*The following is the message provided in the Robo-Call:

installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The loss of water pressure requires a precautionary boil water advisory to all Pluris Wedgefield customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A robo call announcement has been implemented and a follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation.'
Shonna McCray

10/29/21: This inquiry closed. Shonna McCray

Case#: 1380113W; Name: CHEYENNE DUARTE VIANA; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: CHEYENNE DUARTE VIANA	Company Code: WS929	Assigned to: ELLEN PLENDL
Business Name: Invitation Homes	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
Svc. Address:	Attn:	Date: 9/23/2021 7:58:40 AM
2342 ARCHER BLVD.	Response Needed From Company? Y	Via: E-FORM
ORANGE County,	Date Due: 10/14/2021	Prelim Type: OUTAGES
(321)-210-3542		PO Officer:
ORLANDO, FL 32833	Reply Received: 10/12/2021	Disputed Amt: 0.00
Caller: CHEYENNE DUARTE VIANA	Reply Received Timely? Y	
Mailling Addr:	Informal conference: N	Closed by: EPLENDL
2342 ARCHER BLVD.	Customer Objects To Company Response? N	Date Closed: 11/12/2021
ORLANDO, FL 32833	Customer has been Contacted For Objection? N	Close Type: GI-15
Can Be Reached:		Apparent Rule Violation: N
Account #:	**Request No: 1380113W**	
E-Track #: 184741		

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, September 23, 2021 1:06 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Repairs TRACKING NUMBER: 184741

CUSTOMER INFORMATION
Name: Cheyenne Duarte Viana
Telephone: (321) 210-3542
Email: Cheyenne.viana@gmail.com
Address: 2342 Archer Blvd. Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Invitation Homes
Account Number:
Address: 2342 Archer Blvd. Orlando FL 32833

COMPLAINT INFORMATION
Complaint: Repairs against Pluris Wedgefield, LLC
Details:
I am disappointed that as a renter and many other homeowners would not made aware of the main water line being cut by AT&T on 9/21/2021. We were using the water up until it just completely ran dry. No notice or call no nothing. And then what should of been a simple fix in an hour or two took 5 or 6 and now we are on a boil water notice. Luckily we don't drink this terrible water anyway because it is not healthy and stains our clothes with yellow colors like bleach when I never use bleach ever! This company needs to be shut down! We have suffered long enough and this company has been in disputes with OUC so we can get on city water, this was the final straw! Many not notified about a boil advisory that could make people sick?!?! We need to be on city water now! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/23/2021 FAX TO CO.

1) Please indicate when the company learned there was a water outage.

2) Please indicate how long after the outage was reported/identified, when the company sent a boil water notice and how it was communicated to this customer.

3) Please indicate the date and actions to restore service.

4) Please indicate when the boil water notice was rescinded.

5) Please indicate actions the company will take to address the customer's water color and odor concerns.

A written report is due by October 14, 2021. eplendl

10/12/2021 – Company response received via Email. DScott.

10/13/2021 Reviewed report. Pluris advised that on Tuesday September 21, 2021, at 2:33 pm. the company became aware of very high water usage by its Supervisory Control and Data Acquisition in plant system by the very high level of water leaving the Water Treatment Facility.

The company began canvassing the community to find the source of the high water usage. Pluris staff found the site of the high water usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break. Pluris staff found that a directional boring crew contracted by AT & T struck its 6" main water line causing major damage to the water line.

Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm for Pluris staff to make the repair to the water main.

At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off.

The company posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.

feature was unable to contact. The company reports all of its customers were notified by the Robo-Call or with a door tag by 11:45 pm.

The robocall message indicated the following:

"Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The loss of water pressure requires a precautionary boil water advisory to all Pluris Wedgefield customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A Robo-call announcement has been implemented and a follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation."

According to the company, Pluris' Robo-Call report results for Ms. Viana showed the call was answered at 6:50 p.m. on September 21, 2021.

On September 22, 2021, the company notified FDEP.

On September 22, 2021, and September 22, 2021, the company collected the FDEP required two consecutive days of bacteriological samples and transported them to the laboratory for analysis.

On September 24, 2021, at 1:15 pm., Pluris received notification from the laboratory that all samples passed. At 2:00 p.m., Pluris management began a Robo-Call advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm. At the same time, Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number. The company also hung door tags on customers doors that the Robo-Call feature was unable to contact. Pluris reports that these actions were completed by 4:45 pm.

The Robo-call and the website reflected the following message:

"Pluris Wedgefield has completed the 2 consecutive days of bacteriological sampling as required by the Florida Department of Environmental Protection and is pleased to announce that all sampling has passed therefore the Precautionary Boil Water Advisory has been rescinded and is no longer in effect. Thank you for your patience and cooperation."

On September 27, 2021, Mr. Joseph Kuhns, Pluris Regional Manager, contacted Ms. Cheyenne

and the notification to customers required by the Department of Environmental Protection. Mr. Kuhns also discussed with Ms. Viana according to the Robo-call results the phone number listed on the Pluris account for 2342 Archer Boulevard did receive the Pluris Robo-call with the water main break information and subsequent precautionary boil water notice. Ms. Viana stated the account is not in her name and the contact number is not hers.
Mr. Kuhns sent Ms. Viana a follow up email outlining the timeline of the water main break and Pluris' response.

On October 7, 2021, Mr. Kuhns sent Ms. Viana a follow up email.

From: Joe Kuhns jkuhns@plurisusa.com
Sent: Friday, October 8, 2021 9:54 AM
To: Cheyenne.viana@gmail.com
Cc: Beverly Yopp byopp@plurisusa.com
Subject: FL. PSC CATS NO: 1380113W

Good Morning Cheyenne,

I am following up on our discussion on September 27, 2021 concerning your formal complaint filed with the Public Service Commission in reference to the water main break at the corner of Archer Boulevard and Macon Street. The complaint file number is referenced above in the subject line. We discussed the time line of the water main break and then the required notification to customers required by the Florida Department of Environmental Protection ("FDEP"). I have outlined the timeline of the water main break and the Pluris response here for your review;

•Pluris Wedgefield ("Pluris") became aware of a very high water usage at 2:33 pm on September 21,2021 by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility. Pluris staff immediately began canvassing the community to find the source of the high water usage.
•Pluris staff found the site of the high water usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break.
•Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm.
•Pluris staff then began the repair to the water main. At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All customers

•At this same time Pluris provided an emergency notice of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after hours call center so customers would be informed of the precautionary boil water notice if they choose to call the Pluris Customer Care phone number.
•Pluris notified the FDEP as required on 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on September 22 and September 23, 2021 and transported them to the laboratory for analysis.
•Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.
•Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm. At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after hours call center to inform customers who choose to inquire by contacting the Pluris Customer Care phone number. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm.

According to the Robo-Call final report feature the phone number listed on the Pluris account did receive the Pluris Robo-Call with the water main break information and subsequent precautionary boil water notice. I have inserted a screen grab of the final Robo-Call report demonstrating the call was received.

Although we did not discuss the water quality subject in our phone conversation the formal PSC complaint does reference water quality. I would like to offer this additional information for your consideration. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and FDEP strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. Pluris takes our responsibility to do so very seriously and it is my hope that the information that has been provided to you has helped to address your concerns. I have attached the most recent Pluris Consumer Confidence Report ("CCR") for your review. The CCR includes any parameters that were detected in the Pluris water. Please notice that there over 80 different parameters and that very few parameters were detected in the Pluris water.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Customer Care Director on this email. If Beverly or I may be of any further assistance feel free to contact us. Thank you!

Regional Manager

11/12/2021 Closed. The FPSC has no record of further customer contact. eplendl

Case#: 1380114W; Name: MARLA DOZIER; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: MARLA DOZIER	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20340 NETTLETON ST	Attn:	Date: 9/23/2021 8:01:51 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(407)-920-1373	Date Due: 10/14/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: MARLA DOZIER	Reply Received: 10/13/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20340 NETTLETON ST	Informal conference: N	Closed by: SMCCRAY
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/29/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #:		Apparent Rule Violation: N
E-Track #: 184742	**Request No: 1380114W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, September 23, 2021 5:39 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 184742

CUSTOMER INFORMATION
Name: Marla Dozier
Telephone: (407) 920-1373
Email: MAKETCH22@GMAIL.COM
Address: 20340 Nettleton St Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Marla Dozier
Account Number:
Address: 20340 Nettleton St Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
On September 21st there was a water main break. Didn't receive notification until hours after losing water. The automated call said we would be on a boil water notice. Have not had any communication since then. It has been over 24 hours, nothing left at our home notifying us of the boil water alert. This is a safety issue and needs to be taken seriously. There is a large lack of communication from Pluris and is very concerning. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/13/2021 – Company response received via Email. DScott.

10/14/21: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On 9/27/21, Joe Kuhns spoke with Marla Dozier and discussed the timeline of the water main break and the notification to customers required by the Florida Department of Environmental Protection ("FDEP") and Pluris' response.
*Mr. Kuhns also discussed with Ms. Dozier her desire of Pluris providing additional communication

*Mr. Kuhns shared that additional information can be provided to customers.
*Pluris is currently evaluating additional procedures to put in place such as additional Robo-Calls, email blast to all customers and update announcements on its website.
*Mr. Kuhns also offered to meet with Ms. Dozier at the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment
*On Tuesday 9/21/21, at 2:33 p.m. Pluris Wedgefield ("Pluris") became aware of very highwater usage by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility.
*Pluris staff immediately began canvassing the community to find the source of the highwater usage.
*Pluris staff found the site of the highwater usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break.
*Pluris staff found that a directional boring crew contracted by AT&T struck its 6" main water line causing major damage to the water line.
*Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community.
*After all options were exhausted without success the water service was shut off to the entire community at 5:55 p.m. for Pluris staff to make the repair to the water main.
*At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice.
*The Robo-Call feature began calling Pluris customers at 6:38 p.m., which is less than 1 hour after the water service was shut off.
*Pluris posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 p.m. and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.
*Door tags were hung on customers doors that the Robo-Call feature was unable to contact.
*All customers were notified by the Robo-Call or with a door tag by 11:45 p.m.
*The following is the message provided in the Robo-Call:
*"Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The loss of water pressure requires a precautionary boil water advisory to all Pluris Wedgefield customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A robo call announcement has been implemented and a follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation.'
Shonna McCray

10/29/21: This inquiry closed. Shonna McCray

Case#: 1380115W; Name: SARA ROBITAILLE; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: PAUL STOKES	Company Code: WS929	Assigned to: ANGIE CALHOUN
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
19330 BRIERCREST TRL	Attn:	Date: 9/23/2021 8:04:52 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(518)-364-5883	Date Due: 10/14/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: SARA ROBITAILLE	Reply Received: 10/13/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
19330 BRIERCREST TRL	Informal conference: N	Closed by: ACALHOUN
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/28/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #: 00024924		Apparent Rule Violation: N
E-Track #: 184743	**Request No: 1380115W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, September 23, 2021 6:59 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaint TRACKING NUMBER: 184743

CUSTOMER INFORMATION
Name: Sara Robitaille
Telephone: (518) 364-5883
Email: Sara7272@gmail.com
Address: 19330 Briercrest Trl Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Paul Stokes
Account Number: 00024924
Address: 19330 Briercrest Trl Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaint against Pluris Wedgefield, LLC
Details:
Was notified through a neighborhood page that there was a main break in the front of the neighborhood requiring the entire neighborhood to be on a boil water notice after losing water service for a number of hours. Have yet to receive a call, email or other notification from Pluris with this information. Thankfully I was able to find out from my other neighbors but I have two small children who use our water regularly and I'm very upset to think of them using contaminated water because Pluris neglected to inform its customers of the issue. It's bad enough we are forced to use Pluris without having terrible water snd service as well. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/13/2021 – Company response received via Email. DScott.

10/14/2021 Reviewed report:

Pluris Wedgefield provided the following information regarding the outage and it's cause:

"

Below is the timeline regarding the event.

•On Tuesday September 21, 2021, at 2:33 pm Pluris Wedgefield ("Pluris") became aware of very highwater usage by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility.
•Pluris staff immediately began canvassing the community to find the source of the highwater usage. Pluris staff found the site of the highwater usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break. Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm for Pluris staff to make the repair to the water main.
•At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off.
•Pluris posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.
•Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.

The following is the message provided in the Robo-Call:

Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The loss of water pressure requires a precautionary boil water advisory to all Pluris Wedgefield customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A Robo call announcement has been implemented and a follow up phone call will be generated when the precautionary boil water advisory has been rescinded. Thank you for your patience and cooperation.

•Water restoration began at 8:00 pm and the water system was back to full pressure at 9:55 pm, four hours after the water service was shut off at 5:55 pm to make the repair.
•Pluris notified the FDEP as required at 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on

•Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.
•Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm.
•At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number during afterhours.
•Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm."

Pluris indicates that the customer's were contacted regarding the outage via automated phone call. Pluris provided the following information regarding the call made to the customer's address. "The Robo-Call report results for 19330 Briercrest Trail showed the call was answered at 6:55 PM. Below is a screenshot of the call results.

STOKES, PAUL14074326566Answering Machine1:099/21/2021 18:5519330BRIERCREST TRLFL"

A Pluris representative attempted to reach the customer on 09/27/2021 regarding the outage, and left a voicemail message requesting a return call. A follow-up email was sent to the customer on 10/08/2021 regarding the outage. A copy of the email was provided in the report, and is as follows:

"From: Joe Kuhns jkuhns@plurisusa.com
Sent: Friday, October 8, 2021 10:50 AM
To: Sara7272@gmail.com
Cc: Beverly Yopp byopp@plurisusa.com
Subject: FL. PSC CATS NO: 1380115W

Good Morning Sara,

I am following up on my voicemail on September 27, 2021 concerning your formal complaint filed with the Public Service Commission in reference to the water main break at the corner of Archer Boulevard and Macon Street. The complaint file number is referenced above in the subject line. The time line of the water main break and then the required notification to customers required by the Florida Department of Environmental Protection ("FDEP") and the Pluris response is here for your review;

•Pluris Wedgefield ("Pluris") became aware of a very high water usage at 2:33 pm on September 21,2021 by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility. Pluris staff immediately began canvassing the community to find the source of the high water usage.

Street in the form of a 6" main water line break.
•Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.
•Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm.
•Pluris staff then began the repair to the water main. At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.
•At this same time Pluris provided an emergency notice of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after hours call center so customers would be informed of the precautionary boil water notice if they choose to call the Pluris Customer Care phone number.
•Pluris notified the FDEP as required on 11:23 am on September 22, 2021.
•Pluris collected the FDEP required two consecutive days of bacteriological samples on September 22 and September 23, 2021 and transported them to the laboratory for analysis.
•Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.
•Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm. At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after hours call center to inform customers who choose to inquire by contacting the Pluris Customer Care phone number. Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm.

In your complaint you referenced not being notified by Pluris of the event. According to the Robo-Call final report feature the phone number listed on the Pluris account did receive the Pluris Robo-Call with the water main break information and subsequent precautionary boil water notice. I have inserted a screen grab of the final Robo-Call report demonstrating the call was received.

In your complaint you also referenced your children using "contaminated water" and the possible effects. The precautionary boil water notice is not a indication that the water is contaminated. Pluris followed the FDEP rules & regulations and issued a precautionary boil water notice when the distribution system pressure dropped below 20 psi. This is done due to conditions may be present for a potential problem with the drinking water, but a problem has not been confirmed. These are most commonly issued for water main breaks or other low-pressure events where water

water notice also includes waiting for laboratory analytical results of confirmation samples collected for bacteriological analysis, which can take up to two days plus the time required to transport samples to the laboratory. To confirm in this case all laboratory bacteriological sampling analysis passed and the precautionary boil water notice was rescinded on September 24, 2021 as indicated above in the timeline.

In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.

I have copied Beverly Yopp, Pluris Customer Care Director on this email. If Beverly or I may be of any further assistance feel free to contact us. Thank you!

Joseph M. Kuhns
Regional Manager"

The outage was caused by a contractor cutting the pipe, the issue did not involve a maintenance problem with the utility equipment, nor is this a repeated outage issue. The customer was contacted regarding the cause of the outage, and the reason for the boil water notification. It does not appear that Pluris Wedgefield has violated it's tariff or the FAC in the handling of this matter. ACalhoun

10/28/2021 No further contact from the customer. Closing complaint without apparent infraction GI-15 Outages. ACalhoun

Case#: 1380117W; Name: JESSICA SELLERS; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JESSICA SELLERS	Company Code: WS929	Assigned to: SERGIO SMITH
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
19638 KNIGHT TALE LANE	Attn:	Date: 9/23/2021 8:08:07 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(321)-299-7000	Date Due: 10/14/2021	Prelim Type: OUTAGES
ORLANDO, FL 32833		PO Officer:
Caller: JESSICA SELLERS	Reply Received: 10/13/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
19638 KNIGHT TALE LANE	Informal conference: N	Closed by: SSMITH
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 12/16/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #:		Apparent Rule Violation: N
E-Track #: 184744	**Request No: 1380117W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, September 23, 2021 7:29 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Service Outage TRACKING NUMBER: 184744

CUSTOMER INFORMATION
Name: Jessica Sellers
Telephone: (321) 299-7000
Email: jessica_brianmc@yahoo.com
Address: 19638 knight tale lane Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Jessica Sellers
Account Number:
Address: 19638 knight tale lane Orlando FL 32833

Water County Selected: Orange

Complaint: Service Outage against Pluris Wedgefield, LLC
Details:
There was a water main break on September 21st which caused us to be without water for hours. We were never contacted regarding the outage and were never contacted regarding a boil water notice.
"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/13/2021 – Company response received via Email. DScott.

10/14/2021 - REVIEWED COMPANY RESPONSE.

*Action taken to resolve the customer's complaint:

Joe Kuhns attempted to speak with Jessica Sellers on September 27, 2021 and had to leave a voice message of his call. Mr. Kuhns sent a follow up email October 8, 2021 providing the timeline

Environmental Protection ("FDEP") and Pluris' response. In his email reply, Mr. Kuhns discussed Ms. Sellers complaint she referenced of not being notified by Pluris of the event. According to the Robo-Call final report feature the phone number listed on the Pluris account did receive the Pluris Robo-Call with the water main break information and subsequent precautionary boil water notice. Mr. Kuhns provided a screen grab of the final Robo-Call report demonstrating the call was received. Mr. Kuhns also offered to meet with Ms. Sellers at the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment.

*On Tuesday September 21, 2021, at 2:33 pm Pluris Wedgefield ("Pluris") became aware of very highwater usage by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility.

*Pluris staff immediately began canvassing the community to find the source of the highwater usage. Pluris staff found the site of the highwater usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break. Pluris staff found that a directional boring crew contracted by AT & T struck our 6" main water line causing major damage to the water line.

*Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community. After all options were exhausted without success the water service was shut off to the entire community at 5:55 pm for Pluris staff to make the repair to the water main.

*At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice. The Robo-Call feature began calling Pluris customers at 6:38 pm which is less than one hour after the water service was shut off.

*Pluris posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 pm and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.

*Door tags were hung on customers doors that the Robo-Call feature was unable to contact. All customers were notified by the Robo-Call or with a door tag by 11:45 pm.

*Water restoration began at 8:00 pm and the water system was back to full pressure at 9:55 pm, four hours after the water service was shut off at 5:55 pm to make the repair.

*Pluris notified the FDEP as required at 11:23 am on September 22, 2021.

September 22 and September 23, 2021 and transported them to the laboratory for analysis.

*Pluris received notification from the laboratory that all samples passed on September 24, 2021 at 1:15 pm.

*Pluris management began a Robo-Call at 2:00 pm advising all customers that the precautionary boil water notice had been rescinded at 2:00 pm.

*At the same time Pluris updated the emergency notice on its web site to reflect the rescission and provided the notice to the after-hours call center to inform customers who chose to inquire by contacting the Pluris Customer Care phone number during afterhours.

*Door tags were hung on customers doors that the Robo-Call feature was unable to contact. This was all completed on September 24, 2021 by 4:45 pm.

S. Smith

12/16/21: This inquiry closed.

S. Smith

Case#: 1380544W; Name: JOSEPH CRESPO; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JOSEPH CRESPO	Company Code: WS929	Assigned to: SHONNA MCCRAY
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
2527 AMBERLY AVE	Attn:	Date: 9/24/2021 3:27:58 PM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(407)-967-2949	Date Due: 10/15/2021	Prelim Type: IMPROPER BILLS
ORLANDO, FL 32833		PO Officer:
Caller: JOSEPH CRESPO	Reply Received: 10/13/2021	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2527 AMBERLY AVE	Informal conference: N	Closed by: SMCCRAY
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/29/2021
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-15
Account #:		Apparent Rule Violation: N
E-Track #: 184760	**Request No: 1380544W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Friday, September 24, 2021 2:52 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 184760

CUSTOMER INFORMATION
Name: Joseph Crespo
Telephone: (407) 967-2949
Email: Cressline43@yahoo.com
Address: 2427 amberly ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Joseph crespo
Account Number:
Address: 2527 amberly ave Orlando FL 32833

Water County Selected: Orange

Complaint: Improper Billing against Pluris Wedgefield, LLC
Details:
Water turned off on Wednesday from Pluris due to att breaking a pipe water off for over 4 hours and I continue to get bill for usage "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/13/2021 – Company response received via Email. DScott.

10/14/21: REVIEWED COMPANY RESPONSE. Response indicates the following:
*On 9/27/21, Joe Kuhns attempted to speak with Joseph Crespo and had to leave a voice message of his call.
*Mr. Kuhns sent a follow up email 10/8/21 providing the timeline of the water main break and the notification to customers required by the Florida Department of Environmental Protection ("FDEP") and Pluris' response.
*In his email reply, Mr. Kuhns discussed Mr. Crespo's complaint he referenced about being billed for usage during the event.

p.m.
*The meter shows 0 gallons used at 6:00 p.m., 10 gallons used at 9:00 p.m., 10 gallons used at 10:00 p.m. and 20 gallons used at 12:00 a.m.
*The water service was shut off at 5:55 p.m. as referenced above and the water service was restored around 8:00 p.m.
*The meter readings confirm that he was not billed for water usage during the event.
*Mr. Kuhns also offered to meet with Mr. Crespo at the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment.
*The Robo-Call report results for 2427 Amberly Avenue showed the call was answered at 6:52 p.m.
*On Tuesday, 9/21/21, at 2:33 p.m. Pluris Wedgefield ("Pluris") became aware of very highwater usage by our Supervisory Control and Data Acquisition ("SCADA") in plant system by the very high level of water leaving the Water Treatment Facility.
*Pluris staff immediately began canvassing the community to find the source of the highwater usage.
*Pluris staff found the site of the highwater usage at the corner of Archer Boulevard and Macon Street in the form of a 6" main water line break.
*Pluris staff found that a directional boring crew contracted by AT&T struck its 6" main water line causing major damage to the water line.
*Pluris staff immediately attempted to effect a repair to the main water line that would not have created a need to shut off the water service to the community.
*After all options were exhausted without success the water service was shut off to the entire community at 5:55 p.m. for Pluris staff to make the repair to the water main.
*At the same time Pluris management prepared a Robo-Call to call all Pluris customers advising of the reason for the water loss and to advise of the precautionary boil water notice.
*The Robo-Call feature began calling Pluris customers at 6:38 p.m., which is less than 1 hour after the water service was shut off.
*Pluris posted an emergency notice with the above information of the precautionary boil water notice on its website at 7:25 p.m. and provided the notice to the after-hours call center so customers would be informed of the precautionary boil water notice if they chose to call the Pluris Customer Care phone number.
*Door tags were hung on customers doors that the Robo-Call feature was unable to contact.
*All customers were notified by the Robo-Call or with a door tag by 11:45 p.m.
*The following is the message provided in the Robo-Call:
"Pluris Wedgefield water service has been affected in the area of Archer and Macon due to AT&T installing new cable services and boring into a Pluris Wedgefield 6" water main. This event on September 21, 2021 has caused a temporary loss in water pressure throughout the system. The loss of water pressure requires a precautionary boil water advisory to all Pluris Wedgefield customers and will remain in effect until further notice. Pluris Wedgefield staff is working diligently to restore the water service as quickly as possible. Bacteriological samples will be collected after repair of the water main is repaired. A robo call announcement has been implemented and a

rescinded. Thank you for your patience and cooperation.'
Shonna McCray

10/29/21: This inquiry closed. Shonna McCray

Case#: 1384758W; Name: GREG LUSCH; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: GREG LUSCH	Company Code: WS929	Assigned to: SERGIO SMITH
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: RHADDIX
2714 ABALONE BLV	Attn:	Date: 12/3/2021 8:19:27 AM
ORANGE County,	Response Needed From Company? Y	Via: PHONE
(407)-568-6464	Date Due: 12/27/2021	Prelim Type: IMPROPER BILLS
ORLANDO, FL 32833		PO Officer:
Caller: GREG LUSCH	Reply Received: 12/21/2021	Disputed Amt: 10.00
Mailling Addr:	Reply Received Timely? Y	
2714 ABALONE BLV	Informal conference: N	Closed by: SSMITH
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 02/02/2022
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-25
Account #: 00026004		Apparent Rule Violation: N
E-Track #:	**Request No: 1384758W**	

IMPROPER BILLS
Preclose Type - Improper Bills

What is the amount of the bill in dispute?
Per customer, the total amount of his bill is around $ 62.00

What is the date of the bill?
11/11/21

Why do you believe you have been billed improperly?
Per customer was out of town from June to November, he was in his other property located in Indiana.
Per customer was not in Orlando.
Per customer wants to know why he is getting charged for using water when is not at the property in Orlando.
Per customer for the bill for August stated that got adjustment, saying using to $0.00
Per customer stated that he is getting overcharged for the use of water.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
    a) the cause of the problem
    b) actions taken to resolve the customer's complaint
    c) the company's proposed resolution to the complaint
    d) answers to any questions raised by staff in the complaint
    e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by: Rosalia Haddix

12/17/2021 Acknowledgement letter returned marked: "RETURN TO SENDER/NOW SUCH NUMBER/UNABLE TO FORWARD" Will forward to RHaddix. dhood

12/17/21 @ 8:24 am.
I spoke with Mr. Greg, regarding the correction of his address.

RHaddix

12/17/2021 Mailed a new acknowledgement letter to the customer with the corrected address. Copy added to the file. DHood

12/21/2021 – Company response received via Email. DScott.

12/27/2021-REVIEWED COMPANY RESPONSE.

*I personally spoke with Greg Lusch on December 3, 17 and 20, 2021. When speaking with Mr. Lusch on December 3rd, he shared since returning to the property he had concern about seeing usage in his AquaHawk (usage) portal for periods he was not utilizing water. I explained to him the

reflect in the portal until usage reaches 10 gallons. For instance, there may be a period of 4 hours with zero usage and then 10 gallons. The usage did not necessarily happen within the single hour it is reflecting but is an accumulation of the four hour period usage that reaches the 10 gallon amount. An example, a toilet flush may use as little as 2 to 3 gallons of water which would not reflect in the portal until an additional 7 to 8 gallons of water has been utilized from various sources.

*Regarding his concern about usage while he was away from the property, I discussed with Mr. Lusch the curb stop appeared to not be fully shutting off water flow to the meter during the period he had requested the meter be turned off, so a curb stop replacement was done September 29th. Due to the curb stop issue he was provided a credit for all usage billed during the period he was away from the property. To further address his usage concerns, and his meter being over 5 years old, the meter, transmitter and communication cable were replaced October 6th. There was no usage recorded on the prior or new meter for the period of October 2nd to November 1st while he was still away from the property.

*Even after the equipment replacements Mr. Lusch still had concerns and filed a complaint with the FPSC without contacting Pluris prior to the filing. In speaking with Mr. Lusch on December 3rd I let him know because of his ongoing concerns it is necessary to have a bench test on both the old and new meter to confirm the meters accuracies. I explained the meter bench test process with his current meter being removed and a temporary meter installed while his permanent meter is being tested. I let him know the test is performed at an American Water Works Association ("AWWA") approved facility who certifies the meter function to the AWWA standards. I further discussed that Pluris' responsibility stops at the customer's connection to the meter so if the meter is functioning accurately, it would be his responsibility to determine any usage concerns occurring on the property. I further stated there is no way for Pluris to know how the water is utilized by the customer. Mr. Lusch shared he understood.

*The meter was removed on December 13th and taken to Mars Company facility along with the prior meter for the bench test on both meters. I received the meters test results December 16th which I have attached in this reply. I called and spoke with Mr. Lusch December 17th verbally providing him the meter test results showed the prior meter (ID 80113714) passed on the high and mid flows, but failed on the low flow by not recording enough flow. The permanent meter (ID 90390614) passed on all three flow levels. Mr. Lusch indicated he was not surprised by the meter test results. I let him know the permanent meter would be reinstalled as soon as we received it back from the testing facility, which should be sometime this week. Mr. Lusch thanked me for all we had done to investigate his concerns. I encouraged him to reach out to me should he have any concerns or questions in the future. I sent Mr. Lusch a follow up email December 21, 2021 providing him a copy of the meter test results (see 3e. below).

*Dear Mr. Lusch,

regarding your complaint filed with the Florida Public Service Commission ("FPSC").

When speaking with you on December 3rd, you shared since returning to the property you have concern about seeing usage in your AquaHawk portal for periods you were not utilizing water. I explained to you the AquaHawk portal reflects usage in near real time and if the usage is less than 10 gallons it will not reflect in the portal until usage reaches 10 gallons. For instance, there may be a period of 4 hours with zero usage and then 10 gallons. The usage did not necessarily happen within the single hour it is reflecting but is an accumulation of the four-hour period usage that reaches the 10-gallon amount. For instance, a toilet flush may use as little as 2 to 3 gallons of water which would not reflect in the portal until an additional 7 to 8 gallons of water has been utilized from various sources.

*I discussed with you the curb stop appeared to not be fully shutting off water flow to your meter during the period you had requested the meter be turned off so a curb stop replacement was done September 29th. Due to the curb stop issue you were provided a credit for all usage you were billed during the period you were away from the property. To further address your usage concerns, and your meter being over 5 years old, your meter, transmitter and communication cable were replaced October 6th. There was no usage recorded on the prior or new meter for the period of October 2nd to November 1st while you were still away from the property.

*Even after the equipment replacements you still had concerns and filed a complaint with the FPSC. In speaking with you on December 3rd I let you know because of your ongoing concerns it is necessary to have a bench test on both the old and new meter to confirm the meters accuracies. I explained the meter bench test process with your meter being removed and a temporary meter installed while your permanent meter is being tested. I let you know the test is performed at an American Water Works Association ("AWWA") approved facility who certifies the meter function to the AWWA standards. I further discussed that our responsibility stops at the customer's connection to the meter so if the meter is functioning accurately, it would be your responsibility to determine any usage concerns occurring on your property. You shared you understood.

*Your meter was removed on December 13th and taken to Mars Company facility along with your prior meter for the bench test on both meters. I received the meters test results December 16th which I have attached in this email. I called and spoke with you December 17th verbally providing you the meter test results showed your prior meter passed on the high and mid flows, but failed on the low flow by not recording enough flow. Your permanent meter passed on all three flow levels. You indicated you were not surprised by the meter test results. I let you know your permanent meter would be reinstalled as soon as we received it back from the testing facility, which should be sometime this week.

*Mr. Lusch, as I shared when we last spoke, please do not hesitate to reach out to me should you

*Regards,

*Beverly Yopp

On 12/16/21, a meter test was performed on two meters, #1-80113714 which failed on the low flow and meter #2-90390614 which passed on high, mid and low flows. The tests were conducted by Mars Company. The results were included in a chart along with the company response.

S. Smith

02/02/2022-Closed as GI-25 S. Smith

3/28/22: Customer Satisfaction Survey received. Shonna McCray

Case#: 1410325W; Name: JONI PUGH; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JONI BARCENE	Company Code: WS929	Assigned to: ROSALIA HADDIX
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20648 MACON PARKWAY	Attn:	Date: 11/21/2022 9:44:21 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(321)-591-4452	Date Due: 12/15/2022	Prelim Type: IMPROPER BILLS
ORLANDO, FL 32833		PO Officer:
Caller: JONI PUGH	Reply Received: 12/02/2022	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20648 MACON PARKWAY	Informal conference: N	Closed by: RHADDIX
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 12/27/2022
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: WB-17
Account #: 00025326		Apparent Rule Violation: Y
E-Track #: 188941	**Request No: 1410325W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Sunday, November 20, 2022 8:01 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Delay in Service TRACKING NUMBER: 188941

CUSTOMER INFORMATION
Name: Joni Pugh
Telephone: (321) 591-4452
Email:
Address: 20648 Macon Parkway Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Joni Barcene
Account Number: 00025326
Address: 20648 Macon Parkway Orlando FL 32833

Water County Selected: Orange

Complaint: Delay in Service against Pluris Wedgefield, LLC
Details:
The quality and price of the water service are outrageous. The water is not consumable and the price has doubled. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

12/02/2022 Company response received via mail and forwarded to RHaddix. DHood

12/02/22 - Review Company Response:
"Dear Ms. Rosalia Haddix,
I am responding to a consumer complaint in accordance with Consumer Complaint Rule 25-22.032. The customer is Joni Barcene and the PSC Request No. is 1410325W.
1.Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2.I personally spoke with Joni Barcene on November 21, 2022 and I sent a follow up email

2.A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
A response to the PSC (this email) is being sent today, December 2, 2022 at 11:42 AM EST seven business days after the complaint was received.
3.The response should include the following:
a.The cause of the problem – According to the Customer
The customer has concerns about the usage.
b.Action taken to resolve the customer's complaint
I personally spoke with Joni Barcene about her concerns of the usage having increased over the past months. Ms. Barcene had stated in her complaint she had concerns about the price of the water service. However, when I asked what her concern was about the price since we had not had a recent increase but a slight decrease in July, she shared her concern was not the rates but her usage increasing.
In speaking with Ms. Barcene, I went over the last time Pluris had had contact with her was on July 22, 2022 when a Pluris Customer Care representative called her on another matter. When speaking with the representative Ms. Barcene mentioned about her usage going up so the representative checked the meter data log and let her know the log showed almost constant usage of about 10 gallons per hour with a few hours in between where there was no usage. Per Ms. Barcene's request, a technician visited the property that same day and performed a meter leak indicator check. At the time of the visit the technician noted the meter indicated a leak on her side of the meter. The representative called Ms. Barcene and informed her of the findings and Ms. Barcene stated she would reach out to her landlord. Ms. Barcene did not contact Pluris back after speaking with the representative.
During my conversation with Ms. Barcene on November 21st, I also looked at her recent usage history and noted there was still almost constant usage of about 10 gallons per hour with very few periods of 0 usage. I asked if any repairs were made after the technician's visit in July and Ms. Barcene shared a repair had been done in the main bathroom they used. I suggested checking the fixtures inside and outside the home for any possible leaks and Ms. Barcene stated she would have her son check around the home. I also had a technician visit the property that same day to check the meter again. On that visit the technician had to clean out roots inside the meter box to get to the meter connection. The technician found the washer leaking on the discharge side of the meter and replaced the washer. He monitored the meter for a brief period of time and noted the meter no longer indicated a leak. After monitoring the meter usage data log for about a week, I called Ms. Barcene back on November 29th and provided her our findings. I let her know about the leak that was found and repaired and that I had monitored the usage before reaching back out to made sure the usage had returned to normal. I also let her know because the area of the leak is our responsibility a credit adjustment of $477.03 had been applied to her account. I explained the credit amount was based on her prior 12 months usage average of 1,961 gallons before the first elevated usage bill in April 2022. The credit was applied towards her April through November 2022 bills charges. And, I let her know she would receive one final credit adjustment on her December

billing cycle for the usage period being billed in December. A final credit adjustment of $38.15 was applied to the account yesterday, December 1, 2022.
When speaking with Ms. Barcene about the adjustment amounts, I offered to send her a copy of the account history for the adjustment period showing the charges for the usage amounts she was billed and the breakdown on the credits being applied to each billing on the water, sewer, and Orange County Tax charges. I sent Mrs. Barcene a follow email November 30th with the account history.
On both November 21st and November 29th when speaking with Ms. Barcene I asked her about her water quality concerns. Ms. Barcene shared she did not have any specific water quality concerns she just preferred to drink and cook with bottled water. I offered to have a field manager follow up with her about any water quality questions or concerns she may have, and she said it was not necessary. I also offered her a tour of the water plant facility if she would like to see the process for water treatment. Ms. Barcene declined the offer. Before ending my call, I asked Ms. Barcene if she was satisfied with what I had provided and if she had any additional questions or concerns. Ms. Barcene stated she did not have any more questions or concerns and was satisfied with the information I had provided her.
I personally spoke to the customer on November 21 & 29, 2022 and sent a follow up email on November 30, 2022 " RHaddix

12/27/22 - Summary: The company failed to monitor the leak outside of the water meter. Rhaddix

12/27/22 - This case is closed as WB-17. Closing the complaint with an apparent infraction. The FPSC has no record of further customer contact. RHaddix

Case#: 1411409W; **Name: BIBI QUALANDER;** **Business: Pluris Wedgefield, LLC**

Florida Public Service Commission - Consumer Request

PROCESS REVIEW COMPLAINT
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: BIBI QUALANDER	Company Code: WS929	Assigned to: MARGARITA VALDEZ
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: EPLENDL
2209 BAKER AVENUE	Attn:	Date: 12/7/2022 11:29:59 AM
ORANGE County,	Response Needed From Company? Y	Via: MAIL
(407)-318-6684	Date Due: 01/03/2023	Prelim Type: IMPROPER BILLS
ALAFAYA, FL 32833		PO Officer: GARY CLARK
Caller: BIBI QUALANDER	Reply Received: 01/03/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2209 BAKER AVENUE	Informal conference: Y	Closed by: EPLENDL
ALAFAYA, FL 32833	Customer Objects To Company Response? N	Date Closed: 03/08/2023
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-05
Account #:		Apparent Rule Violation: N
E-Track #:	**Request No: 1411409W**	

Received email as follows:

From: Hannah Barker <hbarker@psc.state.fl.us>
Sent: Thursday, October 29, 2020 11:05 AM
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Subject: Bibi Qualander Letter

Good morning Ellen,

We received this letter from Bibi Qualander in regards to Pluris Wedgefield.

Hannah E. Barker
Executive Assistant to Chairman Clark
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6004

12/07/2022 EMAIL TO CO. See attached correspondence in which the customer reports the company is not posting her payments on a timely basis, incurring late payment charges, and receiving final notices/hangtags threatening service jeopardy since March 2022. Customer also

1) Please provide 12 months of bill copies and final notices.

2) Please provide list of payments received and dates of payments posting for the past 12 months.

3) Please indicate if the company has interrupted service in the past 12 months and provide details on the interruption and subsequent restoration.

4) Please indicate if the company will consider credit adjustment for any late payment charges/restoration charges in the past 24 months. If so, state amount of credit and date posted. If not state reason.

5) Please offer field/bucket test and bench test. Provide results if accepted.

6) Please provide 24 month consumption history.

7) Please offer to check for leaks and provide results if accepted.

8) Please provide most recent water quality report.

9) Please indicate any date/actions to improve this customer's water quality.

10) Please contact Ms. Bibi Qualander.

Please investigate this matter, contact the customer and provide me with a detailed written report by January 3, 2023.

Note Customer contact is Ms. Bibi Qualander.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
    a) the cause of the problem
    b) actions taken to resolve the customer's complaint
    c) the company's proposed resolution to the complaint

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Send Written Response to:
E-MAIL: PSCREPLY@PSC.STATE.FL.US
FAX: 850-413-7168 OR
US MAIL: FPSC-OFFICE OF CONSUMER ASSISTANCE & OUTREACH
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399

Case taken by Ellen Plendl

01/03/2023 Company response received via mail and forwarded to EPlendl. DHood

01/05/2023 Reviewed report. Pluris Wedgefield advised that on December 12, 2022, Ms. Beverly Yopp, Pluris Director of Customer Care, contacted Ms. Qualander.

Pluris reports that the company hangs door tags with delinquent balances as the final notice. As of November 15, 2022, Pluris had not received the customer's payment for the October 11 bill. As a result, the company billed a $5.25 late payment charge. The account is delinquent if the company has not received payment by the 6th of the month following the bill render. The customer can make an in person payment at Amscot or Walmart. Payments made at a pay station may take up to three days to process.

The customer's November 10 bill reflected 1,419 gallons. Ms. Qualander stated she does not have any leaks in her house. She does not have a garden or sprinkler system and she water plants with water collected in rain barrels. Ms. Yopp offered to send her a meter usage data log and that the log goes back about 6 months. The data log report is 100 pages and was included with the follow up letter mailing. In reference to the 1,419 gallons of usage, Ms. Yopp noted a time frame of unusual usage on October 26 from 10 am – 3 pm. There was also another event on August 13 from 4 pm – 5 pm with unusual usage detected. Ms. Qualander has had similar usage in the past 24 months and the company had no record of her contact prior to receiving the November door tag.

Ms. Yopp offered the customer a meter field test and/or a meter bench test. I explained the processes for both tests, and Ms. Qualander declined. Ms. Yopp recommended that Ms. Qualander use the Aquahawk portal to monitor their usage in near real time.

Pluris provided its most recent 2021 Consumer Confidence water quality report. \

and the second was on November 15, 2022.

Ms. Qualander received a door tag on March 15, 2022 and contacted Pluris customer care March 16, 2022 regarding the door tag. She informed the representative on either February 24, 2022 or 25, 2022 she had sent check #1222 dated March 3, 2022 for $69.54. The representative let her know the payment had not been received as of that date and the company had no way of knowing how long it will take for the payment to be received through the mail. The representative informed Ms. Qualander she had provided enough payment information to avoid disconnection. In March 2022, as a final courtesy, the company adjusted the late payment charge of $5.25. Since 2017, the company had issued two late payment adjustments.

Pluris received Ms. Qualander's call on March 21, 2022 to see if the payment of $69.54 had been received. The representative let her know it had not been received at that time and offered to monitor her account for the payment. The next day, March 22, 2022 a representative attempted to reach Ms. Qualander that the payment was received and processed on her account that day. Ms. Qualander returned the call and was informed the payment had been received.

On November 15, 2022, Pluris received Ms. Qualander's call about receiving a door tag. The representative confirmed the company had no record of receiving her payment. Pluris advised that payments are processed the same day they are received at the processing center.

On December 21, 2022, Ms. Yopp contacted Ms. Qualander, who confirmed she had received the certified mailing on Saturday, December 17, 2022 and the hand delivered packet on Tuesday, December 20, 2022. On January 3, 2023, Ms. Yopp left Ms. Qualander a voicemail message. eplendl

01/5/2023 I reviewed the customer's bills from January 2022 – December 2022, which reflected gallonage consumption as follows:

Month2022
January 581
February 506
March567
April561
May616
June768
July 693
August829
September874
October443
November 1,419

While the consumption for November is an anomaly, the customer declined the field and bench test meter offers. So there was no test conducted for meter accuracy. eplendl

01/05/2023 I contacted Ms. Yopp. She confirmed the 2021 water quality report is the most recent report. She states the next report will likely be released in May 2023. She advised the company declined the customer's request for credit adjustment because Pluris had adjusted two late payment charges on the customer's account and the company was in compliance with its tariff. eplendl

01/05/2023 A letter was sent to the customer. eplendl

January 5, 2023

Ms. Bibi Qualander
2209 Baker Avenue
Orlando, FL 32833

RE: PSC Inquiry 1411409W

Dear Ms. Qualander:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Pluris Wedgefield, LLC (Pluris).

You expressed concern that your account incurred a recent late payment charge. Pluris' water tariff, Sheet 13.0, indicate that bills are due and payable when rendered. Pluris' tariff, Sheet 9.0, indicates that the company cannot consider an account delinquent until the 21st day from the date the company mailed or delivered a regular monthly bill. Pluris' tariff, Sheet 16.0, indicates that the company will bill a $5.25 late payment charge when payment is received after the regular payment due date. I have enclosed copies of the company's tariff sheets for your review.

Rules 25-30.335, F.A.C., indicate that a water bill is considered past due if the payment has not been received within twenty days from the date the utility mailed or delivered the bill.

On October 11, 2022, Pluris sent you a monthly bill for $68.45 with a payment due date of November 6, 2022. On November 10, 2022, the company sent you a monthly bill for $156.13, including current charges of $82.43, past due charges of $68.45, and a $5.25 late payment charge. The regular payment due date was December 6, 2022. Since the company had no record of receiving payment to satisfy the October 11 bill prior to the November 10 bill render, the account

On November 22, 2022, the company received your $68.45 payment, which satisfied the October 11 bill. Pluris declined your request for credit adjustment.

In addition to payment by US mail by personal check, Pluris also accepts the following payment methods:

•Payment at Amscot or Walmart pay stations
•Automatic Bank Draft through checking or savings account
•Bill Payment through your personal bank, including electronic funds transfer
•Credit card payment or check through Pluris' website

You expressed a high bill concern with your November 2022 bill. Rule 25-30.263, Florida Administrative Code (F.A.C.), indicates that utility is required to test water meters on at least three rates of flow including maximum, intermediate and minimum. Rule 25-30.262, F.A.C. indicates that the meter should register within accuracy limits as follows:

Rate of FlowAccuracy Percentage
Maximum98.5 – 101.5 percent
Intermediate98.5 – 101.5 percent
Minimum95.0 – 101.5 percent (if new meter) or
90.0 – 101.5 percent (if repaired meter)

We have learned from Pluris that on December 12, 2022, a company representative contacted you and offered to test your water meter with either a field test at no charge, or a bench test with deposit. It is my understanding you declined the meter test.

A review of your consumption shows an increase each month over the previous month from April forward, with a notable peak in November followed a subsequent decrease in December, as follows:

Month 2022
January 581
February 506
March 567
April 561
May 616
June 768
July 693
August 829
September 874

November 1,419
December 567

Pluris reviewed its usage data log with respect to your account and determined that there was unusual usage on October 26, 2022 from 10:00 a.m. to 3:00 p.m. In order to adjust a bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates. You may contact Ms. Beverly Yopp, Pluris Wedgefield Director of Customer Care, at 910-218-7655, to schedule a field or bench meter test and discuss further billing concerns.
You also expressed water quality concern. I have enclosed Pluris' 2021 water quality report for your records. If you would like to pursue your water quality concerns further, you may contact the Florida Department of Environmental Protection, by using the following information:

Florida Department of Environmental Protection
Office of Citizen Services
3900 Commonwealth Boulevard M.S. 49
Tallahassee, Florida 32399

Telephone: 850-245-2118
Facsimile: 850-245-2128

Based on the information provided by you and the company, it appears Pluris has billed your account in compliance with F.A.C. rules and its tariff. Complaints serve as a valuable source of information; therefore, your complaint will remain on file with the FPSC. We monitor complaints very closely and track any trends which indicate there may be a problem and further action is needed.

If you have any questions or concerns please call Ellen Plendl by January 25, 2023; otherwise, we will consider the matter resolved. You may reach Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

Enclosures (5)

1/13/23 Customer called requesting to Speak to Analyst; Customer transferred to Analyst. B.Stevens

01/13/2023 Customer's call was transferred to me. Customer remains dissatisfied. Customer states that she provided payment on December 6, 2022. She states that she received a final notice. She also states that she received a call from Pluris telling her that she used an excess abundance of water today. She states that she is not using an excess amount of water at any time. I offered a FPSC witnessed meter test. She agreed. eplendl

01/13/2023 EMAIL TO CO. Customer remains dissatisfied. Customer states that she provided payment on December 6, 2022. She states that she received a final notice. She also states that she received a call from Pluris telling her that she used an excess abundance of water today. She states that she is not using an excess amount of water at any time. I offered a FPSC witnessed meter test. She agreed.

1)Please schedule and conduct a FPSC witnessed meter test. The customer requests to be present for the test.

2)Please provide billing/payment/final notice circumstances from December 1, 2022 to present.

3)Please provide a list of all date/payments received for the past 12 months.

4)Please discuss the possibility of a payment arrangement with the customer.

5)Please contact Ms. Bibi Qualander at 407-318-6684.

6)Please provide another report by February 6, 2023. eplendl

01/27/2023 Received email as follows:

From: CRM.CitizenServices <CRM.CitizenServices@eog.myflorida.com>
Sent: Friday, January 27, 2023 10:35 AM
To: EOG-Referral <EOG-Referral@psc.state.fl.us>
Subject: Governor's Assignment | Case Number: 946,653? | EOG:000490991

Case Number:946,653?

OriginLetter?
EOG SourceCitizen Services?

Letter Date?
Scannable Yes
PriorityDefault?

Case Attribute(s)
Attribute
Agency Complaint | Utilities?

Primary Contact Information
First Name?Bibi?Last Name?Qualander?Phone??
?407-318-6684?
City?2209 Baker Avenue
Orlando, Florida 32833?County?Orange County?State?Florida?

Address Line 1?2209 Baker Avenue?

Description
Note: Letter :: Citizen Services :: 1/27/2023 10:21 AM
?Talked to Ellen about her complaint and she said that the complaint is still under investigation and they offered a field bucket test. She said she was not satisfied with the outcome of the complaint. She will get a letter informing her of the bucket field test when they are done with it. Said she did get a phone # from caller ID 407-318-6684.
She is also complaining about Ellen Plendl/PSC.
Spoke to Christine about the letter and agreed to send to the PSC as an agency complaint to PSC. ?

Case Assignment
Assigned To:?PSC - Public Service Commission?Due Date:??2/10/2023 10:21 AM?

You have an assignment from the Executive Office of the Governor.
Please have staff review and respond as appropriate.
Please copy the link below to close the assignment, provide resolution information or request an extension/reassignment.
Click Here to Update the Case
If you have questions about this assignment, please send an email to CRM.CitizenServices@eog.myflorida.com.
Sincerely,
?
?Martha?Cimmino-Lynn?
Office of Citizen Services
Executive Office of the Governor

Please note that under Florida law correspondence sent to the Governor's Office, which is not confidential or exempt pursuant to chapter 119 of the Florida Statutes, is a public record made available upon request.

From: Beverly Yopp <byopp@plurisusa.com>
Sent: Friday, January 27, 2023 10:38 AM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Cc: Ellen Plendl <EPlendl@PSC.STATE.FL.US>; Joe Kuhns <jkuhns@plurisusa.com>; Bill Trendel <btrendel@plurisusa.com>
Subject: FL. PSC CATS NO: 1411409W BIBI QUALANDER

Good morning Mr. Plescow,
I am following up from my telephone conversation with you yesterday afternoon to provide the meter identification and contact information for Pluris Wedgefield plant manager, Bill Trendel, who will be performing the meter field test. Please let me know if I can be of any further help.

Meter ID: 84689148
Bill Trendel
btrendel@plurisusa.com
407.969.5035

Thank you,

Beverly Yopp
Director, Customer Care

Pluris Management Group, LLC
1095 NC Hwy 210
Sneads Ferry, NC 28460
t: 910.218.7655
e: byopp@plurisusa.com

www.plurisusa.com

This e-mail is subject to the Pluris email disclaimer.
Click to read full disclaimer.

01/27/2023 EMAIL TO CO. See attached customer correspond dated January 15, 2023, received on January 27, 2023 from the Governor's Office of Citizen Services. Ms. Qualander remains dissatisfied with late payment charges because she maintains she is providing timely payment,

1) Please provide a chart showing bill amount due, payment due date, payment amount received and date payment was received for the past 24 months.

2) Please provide results of the FPSC witnessed field test, including date, meter number and meter results.

3) Please provide information about the bill for which payment is due by February 6, 2023. The customer mailed her payment on January 16, 2023. Please confirm if payment has been received.

4) Please contact Ms. Qualander regarding her continued concerns.

5) Please provide another report by February 6, 2023. eplendl

01/27/2022 Received email as follows:

From: John Plescow <JPlescow@PSC.STATE.FL.US>
Sent: Friday, January 27, 2023 12:05 PM
To: Robert Graves <RGRAVES@PSC.STATE.FL.US>; Ellen Plendl <EPlendl@PSC.STATE.FL.US>; Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: Witnessed meter test Request for 1411409W

PLEASE, SEND RESPONSE TO:Ellen Plendl Phone 850-413-6123 E-mail eplendl@psc.state.fl.us

Complaint Number:1411409W
Business NameNA
Customer-of-Record:Bibi Qualander
Alternative Contact Name:NA
Service Address:-2209 Baker Avenue, Alaffaya, FL 32833
Mailing Address2209 Baker Avenue, Alaffaya, FL 32833
E-mail Address
Contact Telephone Number:(407)-318-6684
Alternate Contact Person (if applicable):
Name:NA
Address:NA
E-mail AddressNA
Contact Telephone Number:NA
Utility Name:Pluris Wedgefield

E-mail Addressbtrendel@plurisusa.com

Contact Telephone Number:407-969-5035
Meter Information:
Meter or Meter Numbers:84689148
Meter or Meter Location (address):Service Address
Additional Information
This is a highbill complaint. Please, take a check reading. Ms. Qualander has requested a witnessed meter test. Please, contact Ms. Qualander to determine if she wants to be present to observe the meter test.

02/02/2023 Received email as follows:

From: John Plescow <JPlescow@PSC.STATE.FL.US>
Sent: Thursday, February 2, 2023 2:42 PM
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>; Shonna McCray <SMcCray@PSC.STATE.FL.US>
Subject: FW: Witnessed meter test Request for 1411409W

FYI

From: Tony Velazquez <AVelazqu@PSC.STATE.FL.US>
Sent: Thursday, February 02, 2023 1:41 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Cc: Robert Graves <RGRAVES@PSC.STATE.FL.US>; Michel Germain <MGERMAIN@PSC.STATE.FL.US>; Tony Velazquez <AVelazqu@PSC.STATE.FL.US>
Subject: FW: Witnessed meter test Request for 1411409W

John

They were not able to conduct the more sophisticated (aka super-duper) test because the system had a leak so they performed the standard bucket test (10 gallons in this case).

Michel's report is below. Michel included the photos that he took.

Thank you Michel.

From: Michel Germain <MGERMAIN@PSC.STATE.FL.US>
Sent: Thursday, February 2, 2023 10:56 AM

Subject: Fw: Witnessed meter test Request for 1411409W

Tony,
On January 31, 2023, I met with Pluris Wedgefield Utilities personnel at the residence of Ms. Bibi Qualander located at 2209 Baker Ave., Orlando, FL 32833. Ms. Qualander explained her complaint is about her high-water bills that are not in sync with her lifestyle and habits. The following are examples:

•She is the only one in the house, her water faucets outside are located inside her fenced yard. She has a pool, but she controls when and how much water goes in the pool.
•She does not run a sprinkler system because she uses rainwater for watering her plants.
•Many neighbors use a water softening system, but she does not. She purchases on average 40 bottles of drinking water per month because the tap water tastes bad and leaves residues in her pots when she boils the water.
•She installed water reducing faucets to minimize waste and does not use a dishwasher. She has had Frank Gay plumbing company check and verify all the pipes and toilets in her house are not leaking. She monitors for leaks by placing dye coloring in her toilets.
•On average she uses about 500 gallons per month. Her high usage is about 800 gallons per month.
•She is meticulous about paying her bills on time and by checks that she mails ahead of the due date. Yet, she and other neighbors get yellow door tags warning them of their service being cutoff for nonpayment even though they have paid their bills. Pluris Utilities is pushing for automated payments instead of traditional US mail stating they don't trust the post office.
•Pluris Utilities uses an automated calling system that appears like a "robo call" and Pluris Utilities does not leave a voice message causing customers to further associate the call with a "robo call".
•Ms. Qualander has talked to Pluris Utilities customer service over the phone, and she described her interactions as disappointing and frustrating. The customer service representatives have insinuated she is either lying or stealing water that is showing on her usage reports.

At the start of the slow meter test, we verified there was no running water and the meter was not running. Pluris Utilities performed the meter tests using a 10-gallon bucket with the following results:

January 31, 2023
Water Flow: slow, 1 turnDigital Water Meter #84689148 by SensusMechanical Meter for Reference
Reading before test0058525.110000020
Reading after 10 gallons0058535.000000030
Resulting accuracy98.9%

At the start of the medium meter test, we verified there was no running water and the meter was

results:

January 31, 2023
Water Flow: medium, 2 turnsDigital Water Meter #84689148 by SensusMechanical Meter for Reference
Reading before test0058535.000000030
Reading after 10 gallons0058545.150000040
Resulting accuracy101.5%

At the start of the high flow meter test, we verified there was no running water and the meter was not running. Pluris Utilities performed the meter tests using a 10-gallon bucket with the following results:

January 31, 2023
Water Flow: high, 3 turnsDigital Water Meter #84689148 by SensusMechanical Meter for Reference
Reading before test0058545.150000040
Reading after 10 gallons0058555.200000050
Resulting accuracy100.5%

At the conclusion of the water meter tests, we verified that the meter was not running, and this indicated there was no leak detected in the customer's plumbing system.
During these water meter tests we determined there was no leak in the customer's plumbing system, the digital and mechanical meters were reading accurately. I would recommend replacing the electronic or Wi-Fi component of the meter to make sure all of Ms. Qualander's metering devices are accurate.

Michel Germain
Engineering Specialist
Division of Engineering – Bureau of Safety
Tampa District
Cell: 407.385.9784
Email: mgermain@psc.state.fl.us

02/06/2023 Company response received via email and forwarded to EPlendl. DHood

02/07/2023 Reviewed report. Pluris provided consumption history for the past 24 months showing gallonage as follows:

Month2021

February 579
March670
April1,026
May841
June1,300
July 976
August648
September614
October590
November 551
December624

Month2022
January 581
February 506
March567
April561
May616
June768
July 693
August829
September874
October443
November 1,419
December567

Month2023
January 570

Pluris also provided billing and payment history for the past 24 months. The company has no record of receiving payment since December 5, 2023 on the customer's account. Pluris issued a $5.25 credit which adjusted a recent late payment charge on January 10, 2023.

The company conducted a FPSC witnessed field meter test on meter number 84689148 at the customer's residence on January 31, 2023. The field meter test indicated a full open at 100.5 percent, a half open at 101.5 percent, and a slow open at 98.9 percent.

On January 20, 2023, Ms. Yopp contacted Ms. Qualander. Ms. Yopp confirmed Pluris had no record of receiving payment on the account since December 5, 2023. Ms. Yopp advised that the account would not be interrupted while awaiting payment of $70.23 the customer stated she

As of February 6, 2023, the company has no record of receiving payment since December 5, 2022. Ms. Yopp contacted Ms. Qualander, who remained dissatisfied with the high bill concern. Ms. Qualander stated the December payment has cleared her bank account. Ms. Yopp confirmed the company had no record of payment and requested the date the check cleared the bank. Ms. Qualander declined.

Ms. Yopp advised Ms. Qualander that the bill is not considered satisfied until the payment is received. I also discussed with her, Pluris has waived all but one of the late payment fees assessed to her account. Only the penalty assessed in November was not waived. Ms. Yopp was unsuccessful in locating a payment referencing the check numbers and amounts she had previously provided to Pluris.

Pluris left the customer a door tag delinquent notice on January 13, 2023. eplendl

02/07/2023 Reviewed account history. In the past 12 months, Pluris has received the following payments:

Date Amount of Payment Received
January 4, 2022$71.23
February 7, 2022$70.61
March 22, 2022$69.54
March 29, 2022$70.41
May 2, 2022$70.32
May 31, 2022$71.11
July 1, 2022$73.30
August 1, 2022$72.21
September 6, 2022$74.08
September 30, 2022$74.62
November 22, 2022$68.45
December 5, 2022$82.43

02/08/2023 A letter was sent to the customer. eplendl

February 8, 2023

Ms. Bibi Qualander
2209 Baker Avenue

RE: PSC Inquiry 1411409W

Dear Ms. Qualander:

This is a follow up to your inquiry with the Florida Public Service Commission (FPSC) regarding Pluris Wedgefield, LLC (Pluris).

You expressed a concern that your account incurred late payment charge despite providing timely payments. Rule 25-30.335, Florida Administrative Code (F.A.C.), indicates that a water bill is considered past due if the payment has not been received within twenty days from the date the utility mailed or delivered the bill.

In the past 12 months, Pluris has received the following payments on your account:

Date	Amount of Payment Received
January 4, 2022	$71.23
February 7, 2022	$70.61
March 22, 2022	$69.54
March 29, 2022	$70.41
May 2, 2022	$70.32
May 31, 2022	$71.11
July 1, 2022	$73.30
August 1, 2022	$72.21
September 6, 2022	$74.08
September 30, 2022	$74.62
November 22, 2022	$68.45
December 5, 2022	$82.43

Pluris had no record of receiving payment on your account since December 5, 2022. The company billed a $5.25 late payment charge to your account on January 9, 2023, in compliance with its tariff. As a courtesy, Pluris issued a $5.25 credit which adjusted the late payment charge on January 10, 2023. I have enclosed an account and payment history from January 11, 2021 to January 10, 2023 for your records. You may contact Ms. Beverly Yopp, Pluris Wedgefield Director of Customer Care, at 910-218-7655, to provide proof of cleared payments for additional investigation.

You continue to express a high bill concern with your November 2022 bill. Rule 25-30.263, F.A.C., indicates that utility is required to test water meters on at least three rates of flow including maximum, intermediate and minimum. Rule 25-30.262, F.A.C. indicates that the meter should register within accuracy limits as follows:

Rate of FlowAccuracy Percentage
Maximum98.5 – 101.5 percent
Intermediate98.5 – 101.5 percent
Minimum95.0 – 101.5 percent (if new meter) or
90.0 – 101.5 percent (if repaired meter)

On January 31, 2023, Pluris conducted a FPSC witnessed field test on meter number 84689148 at your residence. Mr. Michel Germain, FPSC Engineering Specialist, participated in the field test as the FPSC witness. It is my understanding you were present for the field test. The field test indicated a full open at 100.5 percent, a half open at 101.5 percent, and a slow open at 98.9 percent. The meter registered within the limits of the F.A.C. Neither the FPSC nor Pluris can tell you exactly how the water was used, only that it registered on an accurately working meter. In order to adjust a bill, there needs to be conclusive proof that the meter malfunctioned or that the company applied improper rates.

A comparative review of your usage between July and November showed an increase in gallonage comparing month to same month in 2022 compared to 2021, with the exception of October. In solely reviewing 2022, your consumption increased each month over the previous month from January forward, with peaks in July and September, as well as a significant increase in November, followed by subsequent decreases, as follows:

Month 2021 20222023
January 825 581 570
February 579 506
March 670 567
April1,026 561
May 841 616
June1,300 768
July 976 693
August 648 829
September 614 874
October 590 443
November 5511,419
December 624 567

Based on the information provided by you and the company, it appears Pluris has billed your account in compliance with F.A.C. rules and its tariff.

If you have any questions or concerns please call Ms. Ellen Plendl by February 23, 2023; otherwise, we will consider the matter resolved. You may reach Ms. Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Shonna McCray
Regulatory Program Administrator
Office of Consumer Assistance & Outreach

SM:mep

Enclosure

Observations: On January 31, 2023, Pluris conducted a FPSC witnessed field test on meter number 84689148 at the customer's residence. Mr. Michel Germain, FPSC Engineering Specialist, participated in the field test as the FPSC witness. The customer was present for the field test. The field test indicated a full open at 100.5 percent, a half open at 101.5 percent, and a slow open at 98.9 percent. The meter registered within the limits of the F.A.C.

A comparative review of the customer's usage between July and November showed an increase in gallonage comparing month to same month in 2022 compared to 2021, with the exception of October. In solely reviewing 2022, the customer's consumption increased each month over the previous month from January forward, with peaks in July and September, as well as a significant increase in November, followed by subsequent decreases. eplendl

03/08/2023 The FPSC has no record of further customer contact. Closing complaint without apparent infraction, GI-05 High Bill. eplendl

4/24/23: Customer satisfaction survey received; forwarded to Ellen. Shonna McCray

04/24/2023 Received email as follows with a letter from the customer, who explained she remains dissatisfied with her high bill and payment posting concerns. eplendl

From: Hannah Barker <hbarker@psc.state.fl.us>
Sent: Monday, April 24, 2023 2:54 PM
To: Ellen Plendl <EPlendl@PSC.STATE.FL.US>
Subject: Letter Complaint

Good afternoon Ellen,

Happy Monday!

Hannah E. Branum
Executive Assistant to Commissioner Clark
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
(850) 413-6004

4/27/23: Complaint forwarded to Process Review; re-assigned to Margarita. Shonna McCray

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**********PROCESS REVIEW ASSIGNMENT**********

May 1, 2023 - In accordance with FPSC Rule 25-22.032(7), Florida Administrative Code, the customer's complaint has been escalated to the Process Review Phase of the complaint progression. The case has been reassigned to the Process Review Team.
NOTICE: As this customer has chosen to escalate this complaint to the process review phase, THE UTILITY must notify the assigned Process Review staff member immediately of all communications between THE UTILITY and THE CUSTOMER regarding this complaint. This instruction is inclusive of resolution and settlement agreement offers, negotiations, and conclusions while this PRT complaint is open and under active investigation.

* The staff member assigned to conduct the review of this complaint is MARGARITA VALDEZ. She may be contacted at 850-413-6113.

The customer's complaint status is active and under further investigation. Therefore, Pursuant to FPSC Rule 25-22.032(3) F.A.C., until this matter is concluded and the complaint is closed by staff, PLEASE DO NOT DISCONNECT THE CUSTOMER'S SERVICE FOR NON-PAYMENT OF THE SPECIFIED DISPUTED AMOUNT. MValdez

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May 4, 2023: I received a call from Ms. Qualander. She acknowledged receipt of my letter advising her complaint was transferred to Process Review for further handling. Ms. Qualander stated that the letter was confusing because the addressee information was her name and address and the complaint number was her complaint number, but the opening greeting is for somebody else. She asked who this person was and if that person's complaint had the same number. I apologized to Ms. Qualander and explained that this is a form letter PRT staff uses to advise the customer that his or her complaint has been referred to Process Review for further handling.

Ms. Qualander continued to ask who that man was and if his complaint had the same number as hers. I apologized again for the misunderstanding and restated my explanation about the reason

was not how we did letters in America, that she needed to talk to someone who was fluent in the language, who could understand what she was saying and who she could understand. Ms. Qualander asked to speak to my boss. I indicated that I would relay her request to my boss, and that she would be contacted. Ms. Qualander stated that she expected to be contacted today; if not, she would file another complaint, and another complaint, and another complaint. She wished me a good rest of the day and ended the call.

ACalhoun advised of the request via E-mail. MValdez

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05-04-2023 – I called Ms. Qualander. Ms. Qualander explained that she got a letter from Ms. Valdez, the assigned analyst. She acknowledged that the letter had the correct name and address. However, the salutation had the incorrect name. She said that was unprofessional.
I explained that the letter she received is a form letter that explains that her complaint had been sent to process review, and Ms. Valdez was assigned to be the analyst to conduct the investigation of her concerns. The letter was also to inform her that if she had any questions, she should contact Ms. Valdez, which she did. Ms. Qualander said that Ms. Valdez did not explain the process to her; therefore, she wanted her case reassigned. I explained that customers do not get to pick who is assigned to a case, and I would not recommend that the case be reassigned. I further explained that I would relay her concerns to my supervisor. Ms. Qualander said that she wanted to file a complaint against me, and she ended the call.
/JPlescow

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May 8, 2023: A review of the 11/28/22 correspondence from Ms. Qualander reveals the following:

- Ms. Qualander continues to have the same issues as stated in her previous complaint No. 1353480W (filed on 10/29/2020) against Pluris. Ms. Qualander indicated she had contacted Pluris on March 2021 and several times in March 2022; however, the problem of threats to turn off her service continues.
- Bill payment is due on the 6th of each month. Ms. Qualander stated that the payment due on 12/06/22 was mailed on 11/25/22. Also, that every time she contacts Pluris regarding a doortag notice, Pluris's reps blame the Post Office. Ms. Qualander mails checks to pay all her bills and Pluris is the only one claiming not to receive her payments on time.
- On 11/15/22 she contacted Pluris about the same issue, as well as a high bill (1419 gal) and a late fee, and Pluris blamed the Post Office.
- Ms. Qualander stated that her bill has recently increased even though she is not doing anything different. She does not have a garden or a sprinkler system, has two rain barrels and 10 5-gallon buckets to collect rain to water her potted plants, and there are no leaks in her house.
- The bill for service period 05/01/21 to 06/01/21 was for 1300 gallons; however, she was out of

- Ms. Qualander stated she cannot drink Pluris water because it is bad, which means an additional monthly expense to her budget.

In its 01/03/23 response, Pluris reported the following:
- Ms. Qualander does not utilize electronic communication. She was contacted by phone on 12/12/22 and a follow-up letter sent to her on 12/13/22 via certified mail (received on 12/17/22) and hand delivery (received on 12/20/22), which included a six-month usage data log.
- Bills are considered due when rendered and late after the 6th of the following month.
- During the 12/12/22 telephone conversation, Ms. Yopp with Pluris advised Ms. Qualander of the different payment methods available.
- In reference to Ms. Qualander' assertion that Pluris is the only company she has a mail delay problem, Ms. Yopp made Ms. Qualander aware that her letter to the FPSC, postmarked 11/28/22, was received on 12/07/22, 10 days within the state.
- Regarding the 1419 gallons usage reflected on the 11/10/22 bill, Ms. Yopp noted an unusual usage on October 26 from 10 a.m. to 3 p.m. There was another high usage event on August 13. The data log report shows that Ms. Qualander has had similar usage in the past 24 months and has not contacted Pluris with usage concerns prior to November after receiving a door tag.
- A meter field test and/or meter bench test was explained and offered, and Ms. Qualander declined.
- When communicating with Ms. Qualander regarding her previous complaint in 2020, Pluris' staff explained and offered the Aquahawk portal to her to monitor her usage in near real time. Since she does not utilize any electronic methods, she discussed with Pluris' staff about having a family member register her account on the portal and set up the alerts for her to receive them based on the threshold put in place. To the date of the report that had not been done.
- Ms. Qualander received a previous door tag on 03/15/22. When she contacted Pluris the next day, she provided enough payment information (check number, date when check was sent, date on check, and amount) to avoid disconnection. She stated that she would send payment for current charges only, not late fees. As a courtesy, the $5.25 late fee was adjusted. On 03/21/22, Ms. Qualander contacted Pluris to verify if her payment had been received, which had not. The payment was received and posted the next day.
- On 11/15/22, Ms. Qualander contacted Pluris upon receiving a door tag. She advised she sent her payment on 10/25/22 and the check was dated 11/03/22; that she always sends her payments on the 25th of the month. Ms. Qualander was informed that the check has not been received, and that checks are processed the same day they are received at the processing center.
-In regard to Pluris' water quality, the most recent Pluris consumer confidence report was attached to the letter. Pluris offered a technician's visit to discuss it further, and a tour of the water treatment facility at a date and time convenient for her.

In her 01/15/23 correspondence to the governor's office, Ms. Qualander states:
- Since she moved to Wedgefield 10 years ago there have been issues with the water quality and

- She had five people looking for leaks in her house and they found nothing.
- Pluris blames the Post Office for not delivering the mail timely. The last three months she received three final notices for nonpayment. On 01/13/23, at 8:35 a.m. she received a robocall from 719-694-1918 telling her that Pluris detected a leak showing a usage of 130 gal/minute.
- She is being billed for water usage when she is away from home.
- Pluris claims they have not received payments that have been mailed 21 days prior to the due date.
- She mailed her check on 12/16/22 for payment due on 01/06/23, and she received a third door tag because Pluris claims they did not receive the payment and assessed another late fee.
- She mailed her 02/06/23 payment on 01/16/23 (Note: copy of envelope shows postmarked 01/17/23).

In her 04/17/23 correspondence, Ms. Qualander states:
- On 01/31/23, the meter was tested (refereed meter test) three times and every test had a different result. Ms. Qualander is requesting an explanation about how the meter can be working as it should if it produces a different result in each test.
- SMcCray's 02/08/23 letter states that if payment is not received within 20 days from the date the bill is mailed, a late fee will be charged. Ms. Qualander states that her billing date is the 11th of the month and that she receives the bill 4 or 5 days after being mailed to her. She further states that she mails her payment 20 or 21 days before payment is due. Ms. Qualander cannot understand why it takes much longer for Pluris to receive her payment than she the bill. She stated that she filed a complaint with the Postmaster General and that her 03/06/23 payment was traced. She indicated that the payment was dated 02/16/23 and mailed the same day; it was reviewed at the Post Office in Dallas, TX, on 02/20/23 (Holiday) and delivered on 02/21/23. Ms. Qualander states that this payment was not credited to her account until 03/01/23 and her bank paid it on 03/02/23. She would like to know where her payment was from 02/21/23 to 03/01/23 and why it was not credited to her account promptly. She indicated that she will not pay any late fees. She also indicated that an independent company, not Pluris, processes the payments.
- Pluris provided her with her water consumption per hour for the month of January 2023. She disagrees with the usage reflected in the information provided. It shows a usage of 1457 gallons of water from 10 p.m of 01/12/23 to 6 a.m. of 01/13/23, which are hours when she is sleeping. At 8:30 a.m. she received a robocall stating a leak had been detected, 130 gallons per minute. When she contacted Pluris, she was told that Pluris does not make that type of calls; also, that the meter did not post real time usage. She would like to know how many hours are delayed before usage is posted. MValdez

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May 12, 2023: I contacted Pluris to verify some of the information Ms. Qualander has requested in her three different letters. Beverly Yopp confirmed that the bills are consider due and payable when rendered, and late the day after the 6th of the month. If payment of current charges is received before or on the 6th, there is no problem. Payment received after the 6th of the month will be considered late and a late fee will be issued. Ms. Yopp verified that the December 2022 and

Qualander stated in her 04/17/23 letter to the FPSC. Ms. Yopp indicated that it appears from mid-December to late January there was a backlog at the post office in Dallas, TX, due to missing mail bags in addition to the extra mail for the holidays. She further indicated that Pluris was not the only company that experienced delays in receiving payments from its customers. Aware of this, Pluris decided to waive the January 2023 late fees charged to some accounts due to the delayed payment. Regarding the February 2023 payment, which was due on 03/06/23 and that Ms. Qualander indicates in her letter was delivered on 02/21/23 and credited to her account on 03/01/23, Ms. Yopp stated that she could not answer for the post office; however, the Pluris lockbox is checked every day, and the payment was received on 03/01/23 and processed the next day.

Ms. Yopp advised that Ms. Qualander's account shows that two late fees were waived in June and July of 2017, one in March 2022, and one final late fee waived in January 2023 due to the backlog at the post office, for a total of four. However, the November 2022 was not and will not be waived, for fairness to the other customers.

In addition, Ms. Yopp stated that, as of this date, Ms. Qualander's account has not been registered in the Aquahawk portal to monitor her usage in near real time. Ms. Yopp indicated that the usage log that was provided to the customer and the FPSC is not real time usage, it has a delay of four or five hours.

I requested Ms. Yopp to provide Ms. Qualander's 2021 consumption history, and the usage log data for the billing period 05/01/21 to 06/01/21 that, according to Ms. Qualander's 11/28/22 letter, shows a usage of 1,300 gallons and she was out of the country for 12 days. Ms. Yopp provided the information requested. Added to file. MValdez

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May 17, 2023: I contacted Ms. Yopp to request an update of Ms. Qualander's usage from January 2023 to present. Ms. Yopp indicated that usage in February was high with 2,022 gallons, followed by March with 458 gallons. April shows a usage of 1,012 gallons followed by May with 461 gallons. She provided the Consumption History from January to May 2023, the Meter Data Log from 01/01/23 to 04/01/23 showing the days of higher than usual consumption, and the Meter Data Log from 03/01/21 to 04/01/21, showing the higher than usual consumption of 1,026 reflected in the April 2021 bill. E-mails and attachments added to file. MValdez

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May 19, 2023: The following PRT disposition letter was sent to the customer this date via certified and regular mail, and was scanned and E-mailed to the company. Copy of the letter was placed in the case file this date.

May 19, 2023

MS BIBI QUALANDER
2209 BAKER AVE
ALAFAYA, FL 32833-3848

Re: Florida Public Service Commission (FPSC) Complaint Number 1411409W

Dear Ms. Qualander:

This letter is a follow-up to complaint number 1411409W filed with the Florida Public Service Commission (FPSC) on 12/07/2022, against Pluris Wedgefield, LLC (Pluris) regarding water quality, and your timely payments not being timely posted to your account, which generates late fees and a constant threat to disconnect service.
When you indicated that you were not satisfied with the proposed disposition of your case against Pluris, your complaint was forwarded to the FPSC's Bureau of Consumer Assistance (BCA) Process Review Group and assigned to me to determine if there was any way the FPSC could further assist you. I have taken the opportunity to thoroughly review your case file.

Complaint Summary
When complaint 1411409W was filed on 12/07/2022 in your behalf, you had stated in correspondence to the FPSC dated 11/28/2022, that Pluris was not posting your payments on a timely manner, which resulted in late payment charges and final notices/door tags threatening disconnection of service for nonpayment. You further stated that every time you contacted Pluris regarding a door tag notice, Pluris' representatives blamed the Post Office. You have indicated that you mail checks to pay all your bills and Pluris is the only one claiming not to receive your payments on time. In addition, you indicated that your bill has recently increased even though you are not doing anything different, do not have a garden or a sprinkler system, have two rain barrels and 10 5-gallon buckets to collect rain to water your potted plants, and there are no leaks in your house. You mentioned, in particular, that the bill for service period 05/01/2021 to 06/01/2021 was for 1,300 gallons, even though you were out of the country from 05/10/2021 to 05/22/2021 and did not leave anyone in your house. You also expressed water quality concerns.

Investigation
There are four primary components taken into consideration when investigating high billing complaints. They are water consumption, meter accuracy, condition of home facilities, and billing accuracy. Pluris has investigated and responded to your complaint. Documentation provided to the FPSC by the utility indicates the following information regarding this matter. Following is a summary of account activity and actions taken by Pluris in response to your complaint concerning improper billing.

Water Consumption

2021 to May 2023 revealed the following:

Bill Month202120222023
January825581570
February5795062022
March670567458
April10265611012
May841616461
June1300768
July976693
August648829
September614874
October590443
November5511419
December624567

There is a higher than usual consumption for the months of April 2021, June 2021, November 2022, February 2023, and April 2023. The monthly water usage in the other 24 months of this period ranges from 443 gallons in October 2022 to 976 gallons in July 2021. Regarding the five occasional higher than usual consumption on different months in different years, neither the utility nor the FPSC can explain the increase or decrease in any customer's water consumption. FPSC rules do not require a utility to show how water was consumed. Only customers have the ability to control how their water service is used and manage the amount of consumption. As Ms. Beverly Yopp, Pluris Director of Customer Care, informed you in 2020 when discussing your previous complaint with the FPSC against the utility, and again in her 12/13/2023 letter to you for this complaint, there is the option of the Aquahawk portal offered to Pluris' customers to be able to monitor their usage in near real time. Since you expressed you did not utilize any electronic methods, Ms. Yopp and Mr. Joe Kuhns discussed with you about having a family member register your account on the Aquahawk portal and set up usage alerts for you to receive them based on the threshold put in place. Ms. Yopp has indicated that to date that has not been done.

In addition, Ms. Yopp has explained that the call you indicate you received on 01/13/2023 at 8:30 a.m. about you using approximately 130 gallons per minute, was the result of this Aquahawk portal sending alerts about some unusual water usage taking place in your premise. Even though your account is not registered in the portal, still a message is sent to the utility and a phone call is produced to alert the customer. A review of the Meter Usage Data Log reveals that 246 gallons were used on 01/12/2023, and 1200 gallons in the first eight hours of 01/13/2023. Attached you will find an excerpt from Pluris' Meter Usage Data Log for those two days.

In regard to the June 2021 bill for 1,300 gallons for the service period 05/01/2021 to 06/01/2021 that you referred to in your 11/28/2022 letter to Commissioner Clark, you stated that you were out of the country for 12 of those 31 days, from 05/10/2021 to 05/22/2021. A review of the Meter Usage Data Log Pluris provided for that month period reveals that there was zero consumption during the days you were out of the country, and 893 gallons were used in the morning hours of

and after your trip. As previously stated, neither the utility nor the FPSC can explain these increases, and there is no FPSC rule requiring the utility to show how water was consumed. A utility is only obligated, as outlined in FPSC Rule 25-30.340, F.A.C., to demonstrate that the water consumed was recorded accurately.

Meter Accuracy and Condition of Home Facilities.
A defective or malfunctioning water meter can contribute to unusually high or low water bills. Metering devices are the foundation of the FPSC's billing rules for regulated water utilities. Due to your expressed water usage concerns, and to eliminate the possibility of a malfunctioning meter, on 01/31/2023, Pluris performed an FPSC witnessed meter test on the water meter No. 84689148 servicing your residence. As Mrs. Shonna McCray stated on page 2 of her 02/08/2023 letter to you, Rule 25-30.263, Florida Administrative Code (F.A.C.) states that each utility is required to test water meters on at least three rates of flow, including maximum (full open), intermediate (half open), and minimum (slow open). Rule 25-30.262, F.A.C. sets forth the accuracy limits for water meters.

Rule 25-30.262, F.A.C
Accuracy RequirementPluris / FPSC Witnessed Meter Tests – 01/31/2023
Meter No. 84689148
Rate of FlowPercentagePercentage
Maximum98.5-101.5100.5
Intermediate98.5-101.5101.5

Minimum95.0-101.5 (if new)
90.0-101.5 (if repaired)
98.9
At the start of the slow, medium, and high flow meter tests, FPSC's staff verified that there was no running water and the meter was not running. This indicated that there was no leak detected in the plumbing system. At the conclusion of the water meter tests, Meter No. 84689148 servicing your residence tested within the FPSC's guidelines.
A utility is only required to make an adjustment to a customer's account in the event of proven meter error, or improper rates applied by the utility. In your case, the meter tests performed on meter number 84689148 verified that the meter was registering water consumption correctly.

Billing Accuracy, Delinquent Notices, and Payment Delivery.
Pluris' FPSC-approved water tariff, Sheet 13.0, indicate that bills are due and payable when rendered; Sheet 9.0 indicates that the account cannot be considered delinquent until the 21st day from the date the company mailed or delivered a regular monthly bill; and Sheet 16.0 indicates that a $5.25 late payment charge may be levied when a customer is delinquent in paying a bill for service.
Pluris has reported that from January 2021 to May 2023, late fees in the amount of $5.25 were

fees were charged in June 2017 and July 2017. Pluris' staff indicated that the two in 2017 were waived, as was the one in March 2022. However, the one charged in November 2022 has not been waived and it is due and payable to the utility. The late fee charged in January 2023 was also removed after Pluris confirmed that the delivery of a considerable number of customers' payments were delayed due to a backlog of mail experienced by the Post Office in Dallas, from mid-December 2022 to late January 2023. Staffing shortages, winter storms, mail bag loss, and a surge of holiday packages were quoted as some of the reasons for the backlog.
Pluris' bills, under the title Payment Terms, state: "Pluris is not responsible for misdirected mail or delays due to postal problems. Failure to receive bill in mail does not excuse your responsibility for timely payment, delinquent charges or service reconnection fee." Pluris has indicated that the utility has no control over the US Postal Service and its lockbox is checked everyday. It is important to note that the FPSC has no jurisdiction over the US Postal Service.

Water Quality

In your correspondence to the FPSC and to the Governor's Office you have expressed concerns with the quality of the water you are being served. Ms. Yopp with Pluris and Ms. McCray with the FPSC have included in their letters to you copies of the most recent Pluris Wedgefield, LLC 2021 Consumer Confidence Report for your review. In addition, Ms. McCray suggested to contact the Florida Department of Environmental Protection (FDEP) if you would like to pursue your water concerns further. Ms. McCray provided the FDEP's contact information.

Conclusion

Based on the information currently available, it does not appear that Pluris has violated any Commission rules or its tariff in the handling of this matter, and you have been billed correctly. You have expressed ongoing disagreement with actions taken by Pluris and the FPSC staff in response to your complaint. A summary of my review of your case will be referred to the other staff members of the Process Review Team (PRT) to be discussed in their next meeting, which is yet to be scheduled. Dates for PRT meetings are scheduled taking into consideration the availability of all the members of the team at the same time, which will depend on the activities PRT members are involved in as part of their individual workloads at the Commission. Upon completion of the PRT's review, you will receive a written response from the Commission's Office of the General Counsel with a conclusive decision regarding your complaint.
If you have any questions or concerns, please feel free to contact me. You may reach me toll-free, at 1-800-342-3552 or directly at 850-413-6113. You may also contact me via E-mail at mvaldez@psc.state.fl.us.

Sincerely,

Margarita Valdez
Regulatory Analyst IV

c: Pluris Wedgefield, LLC

Enclosure

Copy of the letter was placed in the case file this date. MValdez

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06/08/2023 Received the Certified Mail Receipt as received, added to the file and forwarded to MValdez. DHood

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June 14, 2023: Correspondence received from Mrs. Qualander addressed to Commissioner Clark. Ms. Qualander states that her letter dated 04/17/23 was never answered. In addition, she reiterated that mistakes like greeting a different person in a letter addressed to her should never happen, referring to the 05/01/23 acknowledgment letter, and that she needs someone who speaks fluent English, who can understand what she is saying and who she can understand. Ms. Qualander also referred to her telephone conversation with JPlescow stating that he was rude.

Staff notes entered on 05/08/23 indicate what Ms. Qualander expressed in her 04/17/23 letter:

"In her 04/17/23 correspondence, Ms. Qualander states:
- On 01/31/23, the meter was tested (refereed meter test) three times and every test had a different result. Ms. Qualander is requesting an explanation about how the meter can be working as it should if it produces a different result in each test.
- SMcCray's 02/08/23 letter states that if payment is not received within 20 days from the date the bill is mailed, a late fee will be charged. Ms. Qualander states that her billing date is the 11th of the month and that she receives the bill 4 or 5 days after being mailed to her. She further states that she mails her payment 20 or 21 days before payment is due. Ms. Qualander cannot understand why it takes much longer for Pluris to receive her payment than she the bill. She stated that she filed a complaint with the Postmaster General and that her 03/06/23 payment was traced. She indicated that the payment was dated 02/16/23 and mailed the same day; it was reviewed at the Post Office in Dallas, TX, on 02/20/23 (Holiday) and delivered on 02/21/23. Ms. Qualander states that this payment was not credited to her account until 03/01/23 and her bank paid it on 03/02/23. She would like to know where her payment was from 02/21/23 to 03/01/23 and why it was not credited to her account promptly. She indicated that she will not pay any late fees. She also indicated that an independent company, not Pluris, processes the payments.
- Pluris provided her with her water consumption per hour for the month of January 2023. She disagrees with the usage reflected in the information provided. It shows a usage of 1457 gallons of water from 10 p.m. of 01/12/23 to 6 a.m. of 01/13/23, which are hours when she is sleeping. At 8:30 a.m. she received a robocall stating a leak had been detected, 130 gallons per minute. When

did not post real time usage. She would like to know how many hours are delayed before usage is posted."

It appears that my 05/19/23 letter addresses these and other concerns Ms. Qualander has expressed in her multiple correspondence to the FPSC and to the governor's office. This complaint will be reviewed in the next PRT meeting, and a letter from the Commission's GCL will be sent to the customer.

Customer's letter added to file. MValdez

June 19, 2023: The green card belonging to the certified correspondence mailed to the consumer on 05/19/23 was received at the FPSC on 06/16/23. Ms. Qualander signed the receipt of the letter on 05/24/23. The green card has been placed in the case file. MValdez

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Case#: 1416377W; **Name: BRENDA JESSE;** **Business: Pluris Wedgefield, LLC**

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: BRENDA JESSE	Company Code: WS929	Assigned to: ELLEN PLENDL
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: CGRIFFIN
2353 ALBION AVE	Attn:	Date: 2/23/2023 3:11:42 PM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(330)-819-2449	Date Due: 03/16/2023	Prelim Type: QUALITY OF SERVICE
ALAFAYA, FL 32833		PO Officer:
Caller: BRENDA JESSE	Reply Received: 03/16/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2353 ALBION AVE	Informal conference: N	Closed by: EPLENDL
ALAFAYA, FL 32833	Customer Objects To Company Response? Y	Date Closed: 04/14/2023
Can Be Reached:	Customer has been Contacted For Objection? Y	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #: 189949	**Request No: 1416377W**	

2/23/2023 An email from a customer received ... C.Griffin

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Wednesday, February 22, 2023 9:22 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 189949

CUSTOMER INFORMATION
Name: Brenda Jesse
Telephone: 3308192449
Email: bjesse5960@gmail.com
Address: 2353 albion ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Brenda Jesse
Account Number:
Address: 2353 albion ave Orlando FL 32833

Water County Selected: Orange

Details:
Hello, I was having a difficult time with my bathroom faucet not flowing correctly. I took pictures to show what came out of it. The bag is black inside. The second bag is a foamy mess with floating black and blue pieces. As a community, paying $150 a month for water for 3 people and it looks like this, is an outrageous shame. It you would like the pictures, please reach out. "

03/16/2023 Company response received via email and forwarded to EPlendl. DHood

03/16/2023 Reviewed report. Pluris Wedgefield advised that on February 28, 2023, two company technicians made a premise visit to check the water condition. No one was at home. The technicians left a door tag and voice message on the doorbell camera.

On March 1, 2023, Ms. Beverly Yopp, Pluris Director of Customer Care, contacted Ms. Jesse and offered to send a field technician to the customer's residence on March 2, 2023 at 4:15 p.m. for a field visit to check the water.

Mr. Bill Trendel, Pluris Plant Manager, had to cancel the appointment. Ms. Yopp left a voicemail message for the customer about the cancellation.

Mr. Trendel made an impromptu visit the same day at 5:00 p.m. He observed a vehicle in the driveway, so he rang the Ring doorbell and a recording said "unable to answer the door". He was able to leave a message on the Ring doorbell stating that he would try again the next evening.

On March 3, 2023, at 5:10 p.m., Mr. Trendel made another attempt to meet with Ms. Jesse. No one appeared to be home, so he left a door tag of his visit.

On Monday, March 6, 2023, Ms. Yopp contacted Ms. Jesse very briefly as she was at work, and it was not a good time for her to talk. Ms. Yopp sent her a follow up email that same day.

On March 8, 2023, Ms. Yopp sent another email to Ms. Jesse requesting a return call.

As of March 16, 2023, the company had no record of further customer contact. eplendl

From: Beverly Yopp
Sent: Monday, March 6, 2023 2:43 PM
To: bjesse5960@gmail.com
Cc: Bill Trendel btrendel@plurisusa.com
Subject: 2353 Albion Ave Tech Visit

Good afternoon Ms. Jesse,

take my call, I offered to send an email.

I was reaching out again today to make you aware Bill Trendel, Wedgefield Plant Manager, was unable to meet with you as scheduled last Thursday. He made an impromptu visit shortly before 5 PM Friday hoping someone would be home but was unsuccessful. Is there a time this week that would work for you for him to visit? I am including Bill in this email as well.

Ms. Jesse, thank you again for your time today and I look forward to hearing from you.

Regards,

Beverly Yopp
Director, Customer Care

From: Beverly Yopp
Sent: Wednesday, March 8, 2023 11:49 AM
To: 'bjesse5960@gmail.com' bjesse5960@gmail.com
Cc: Bill Trendel btrendel@plurisusa.com; Joe Kuhns jkuhns@plurisusa.com
Subject: RE: 2353 Albion Ave Tech Visit - FL. PSC CATS NO: 1416377W

Dear Ms. Jesse,
I am following up from my email to you on Monday as I have not heard back from you. Pluris Wedgefield Plant Manager, Bill Trendel, would like to schedule a visit with you regarding your concerns stated in FL. PSC CATS NO: 1416377W complaint filed by you on February 23, 2023.

You may or may not be aware that complaints filed with the Florida Public Service Commission are time sensitive for the utility to address the customer's concern(s). Is there a time that would work for Bill to meet with you one day this week or next week?

Ms. Jesse, I hope to hear from you soon with a time that Bill can meet with you.

Respectfully,

Beverly Yopp
Director, Customer Care

Observations: The company had to cancel a scheduled appointment to check the water at the premise. The company has made two attempts to visit the customer in person and sent the customer two follow up emails requesting a return call. As of March 16, 2023, the company had no

04/14/2023 The FPSC has no record of further customer contact. Closing complaint without apparent infraction, GI-16 Water Quality. eplendl

5/23/23: Customer Satisfaction Survey received; forwarded to Ellen. Shonna McCray

05/31/2023 See attached survey from Ms. Jesse in which she advised she anticipated the company would call back to reschedule the premise visit to check the water quality and flush the lines.

1) Please contact Ms. Jesse at (330)-819-2449 or at bjesse5960@gmail.com to reschedule a premise visit to check the water quality and flush the lines.

2) Please provide another report by June 21, 2023. eplendl

06/14/2023 Received report via email. eplendl

06/14/2023 Reviewed report. Pluris advised that a company representative contacted Ms. Jesse on June 1, 2023 and confirmed she would like to reschedule the premises visit. Pluris advised Mr. Bill Trendel, Pluris Wedgefield Project Manager, will contact her to schedule a time. An email was sent to Mr. Trendel with a copy to Ms. Jesse.

From: Beverly Yopp
Sent: Thursday, June 1, 2023 11:36 AM
To: Bill Trendel btrendel@plurisusa.com
Cc: bjesse5960@gmail.com; Joe Kuhns jkuhns@plurisusa.com
Subject: 2353 Albion Ave Technician Visit

Hello Bill,
I just spoke with Brenda Jesse at 2353 Albion Avenue following up from her PSC complaint February 23rd. Please contact Ms. Jesse to schedule a date and time to visit with her at the property. She is not available until 4 PM or later due to her work schedule. Ms. Jesse's contact number is 330.819.2449 and her email address is bjesse5960@gmail.com. I have included Ms. Jesse in this email.

Please let me know if I can be of any help.

Thank you,

Director, Customer Care

Mr. Trendel left a voicemail message for Ms. Jesse the same day and advised that he could meet her on a Sunday morning if needed. Ms. Jesse returned his call and scheduled a meeting for June 6, 2023 at 4:00 p.m.

Mr. Trendel met with Ms. Jesse as scheduled and discussed her concerns with the water quality issue she had in a bathroom within her home. Mr. Trendel shared with Ms. Jesse that in most instances the black substance is caused by oxidized manganese and the potentially harmless bacteria that feed off it. He also shared that the problem does not occur on every faucet or appliance, and it could manifest as a black shower head or faucet or pink or black stains in toilet bowls. He further shared these occurrences usually happen in an area that may not be used often and with certain types of plumbing fixtures that can be more susceptible.

On June 14, 2023, Mr. Joseph Kuhns, Pluris Regional Manager, sent Ms. Jesse an email to recap her visit with Mr. Trendel regarding her concerns. Included in the email are the 2022 Consumer Confidence Report and pictures taken at the time of Mr. Trendel's visit. Mr. Kuhns offered to meet Ms. Jesse at the water treatment facility to provide her a tour of the process Pluris goes to ensure ongoing safe drinking water for customers. eplendl

06/14/2023 A letter was sent to the customer. eplendl

June 14, 2023

Ms. Brenda Jesse
2353 Albion Avenue
Orlando, FL 32833

RE: FPSC Inquiry 1416377W

Dear Ms. Jesse:

This is in response to your inquiry with the Florida Public Service Commission (PSC) regarding Pluris Wedgefield (Pluris). You expressed concern about your residential water quality.

The FPSC regulates investor-owned electric, natural gas, and telecommunications utilities throughout Florida, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. Specifically, the FPSC is responsible for the economic regulation of investor-owned water and/or wastewater facilities in certain counties

nondiscriminatory rates. However, water quality does not fall under our authority.

Though we do not have authority over this issue, we contacted Pluris on your behalf. We have learned from Pluris that on June 6, 2023, Mr. Bill Trendel, Pluris Wedgefield Project Manager, made a premise visit and met with you. The company reported that in most instances the black substance is caused by oxidized manganese and the potentially harmless bacteria that feed off it. According to the company, the problem does not occur on every faucet or appliance, and it may manifest as a black shower head or faucet or pink or black stains in the commode. Pluris reports that these occurrences usually happen in an area that may not be used often and with certain types of plumbing fixtures that can be more susceptible.

You may contact Ms. Beverly Yopp, Pluris Director of Customer Care, at 910-218-7655 or byopp@plurisusa.com or Mr. Bill Trendel, Pluris Plant Manager, at btrendel@plurisusa.com to discuss further water quality concerns. I have enclosed a copy of the company's most recent water quality report for your records.

You may contact the Florida Department of Environmental Protection to pursue further water quality concerns by using the following information:

Florida Department of Environmental Protection
Office of Citizen Services
3900 Commonwealth Boulevard M.S. 49
Tallahassee, Florida 32399

Telephone: 850-245-2118
Facsimile: 850-245-2128

It appears that the company has not violated Florida Administrative Code Rules or its tariff.

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

Sincerely,

Ellen Plendl
Regulatory Analyst IV
Office of Consumer Assistance & Outreach

Enclosure

that in most instances the black substance is caused by oxidized manganese and the potentially harmless bacteria that feed off it. He also shared that the problem does not occur on every faucet or appliance, and it could manifest as a black shower head or faucet or pink or black stains in toilet bowls. He further shared these occurrences usually happen in an area that may not be used often and with certain types of plumbing fixtures that can be more susceptible.

07/19/2023 The FPSC has no record of further customer contact. Closing complaint without apparent infraction, GI-16 Water Quality. eplendl

Case#: 1423376W; Name: CIERRA WARREN; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JONATHAN KEENER	Company Code: WS929	Assigned to: ELLEN PLENDL
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: CBARRING
2643 BABBITT AVENUE	Attn:	Date: 6/16/2023 10:26:04 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(305)-942-8277	Date Due: 07/10/2023	Prelim Type: IMPROPER BILLS
ORLANDO, FL 32833		PO Officer:
Caller: CIERRA WARREN	Reply Received: 06/29/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2643 BABBITT AVENUE	Informal conference: N	Closed by: EPLENDL
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 08/01/2023
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: PR-68
Account #:		Apparent Rule Violation: N
E-Track #: 191081	**Request No: 1423376W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"CUSTOMER INFORMATION
Name: Cierra Warren
Telephone: 3059428277
Email: cierrawarren09@gmail.com
Address: Wedgefield, Orlando, FL Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: N/A
Account Number:
Address: Wedgefield, Orlando, FL Orlando FL 32833

COMPLAINT INFORMATION
Complaint: Delay in Service against Pluris Wedgefield, LLC
Details:
Dear Sir/Madam,

I am writing this formal complaint to bring to your attention the verbiage recently communicated to us by Pluris, our water utility company. The content of their message not only raises concerns but

In their announcement, Pluris acknowledges the desire of many community members, including myself, for the county to assume ownership and operation of the utility. However, their subsequent statement reveals a troubling intent to seek a rate increase from the Florida Public Service Commission within the next 90 days. This statement, combined with Pluris' inability to provide quality water to our homes, raises serious questions regarding their business practices.

Firstly, I would like to address the issue of improper billing and unfounded rate increases. Pluris' current billing practices have already been a cause for concern within our community, as they do not adequately maintain our water utility system to a standard that justifies the current billing rate. The prospect of an increased rate without a proper and valid explanation is not only in poor taste but also necessitates immediate investigation. It is our belief that any rate increases should be based on transparent and substantiated justifications, rather than being implemented arbitrarily or as an act of retaliation.

Moreover, the fact that Pluris is resorting to scare tactics and retaliatory actions in response to our community's inquiry with the county is deeply troubling. Instead of addressing our concerns in a professional and transparent manner, Pluris appears to be attempting to deter our pursuit of alternative options, such as the sale of the utility to the County. These actions are not only disrespectful to the residents they serve but also potentially violate consumer protection laws.

Therefore, I implore the Florida Public Service Commission to thoroughly investigate Pluris' practices, focusing specifically on their improper billing, unfounded rate increases, scare tactics, and retaliatory actions. It is crucial that the commission ensures that the company adheres to all relevant laws, regulations, and ethical standards governing the provision of essential services.

I appreciate the attention you will give to this matter and the thorough investigation that will be conducted. I trust that the Florida Public Service Commission will take appropriate action to protect the rights and interests of the residents served by Pluris. Should you require any additional information or supporting documentation, please do not hesitate to contact me at the provided contact details.

Thank you for your prompt attention to this complaint and for your commitment to upholding the integrity of the water utility services in our community.

Yours sincerely,
Cierra Warren "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer,

company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
   a) The cause of the problem.
   b) Actions taken to resolve the customer's complaint.
   c) The company's proposed resolution to the complaint.
   d) Answers to any questions raised by staff in the complaint.
   e) Confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by CBarrington

06/16/2023 Received call back from customer. The customer's name on bill and address are updated below.

Jonathon Keener is the name on the bill.
2643 Babbitt Ave
Orlando, FL 32833

Customer receiving threats from the provider, is why she didn't share the information initially with the complaint.
CBarrington

6/16/23: ATTN COMPANY:
COMPLAINT HAS BEEN UPDATED TO INCLUDE THE CUSTOMER'S NAME AND ADDRESS.
Shonna McCray

6/29/23: Company response received via email. Shonna McCray

06/30/2023 Reviewed report. Pluris Wedgefield advised that on June 16, 2023, Ms. Beverly Yopp, Pluris Director of Customer Care personally contacted Ms. Cierra Warren. The customer of record is Mr. Jonathon Keener. Ms. Warren confirmed she is the girlfriend of Jonathon Keener who is the owner of the property.

days. Pluris is making application to the FPSC, seeking increases in both water and wastewater rates in accordance with established Florida Administrative Code Rules for regulated utilities in the state of Florida. The process is known as a rate case proceeding and the time period from making an application to adjudication by the FPSC requires approximately 7-8 months, during which time Pluris provides utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment.

It appears that Ms. Warren did not understand the process required before rates can be increased. Regarding the prospect of a potential rate increase, the process is very detailed, transparent and thoroughly examined by the FPSC over a 7-8 month process.

Orange County staff as well as outside legal counsel and other county consultants have been in contact and met with Pluris representatives and outside legal counsel and other consultants over the past several years on a potential acquisition of the utility. The County and Pluris have conducted independent valuations, and the County has and continues to conduct community meetings in evaluating the acquisition. Pluris' announcement was provided to customers to help customers by providing contact information for the Orange County Board of County Commissioners to express their desires to their elected officials.

Ms. Yopp offered for her and Mr. Keener to visit the Water Treatment Facility for a detailed tour of the treatment process to gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Ms. Warren accepted the offer.

On June 16, 2023, Mr. Joseph Kuhns, Regional Manager, contacted Ms. Warren and scheduled a meeting for Thursday, June 22, 2023 at 10:00 a.m. at the Water Treatment Facility. Both Jonathon Keener and Cierra Warren were present for the meeting. Mr. Kuhns sent a follow up email to Ms. Warren on June 23, 2023 regarding the tour.

Mr. Keener and Ms. Warren appeared satisfied with the information provided from both the telephone conversation with Ms. Yopp and the tour and email provided by Mr. Kuhns.

From: Joe Kuhns jkuhns@plurisusa.com
Sent: Friday, June 23, 2023 11:05 AM
To: cierrawarren09@gmail.com
Cc: Beverly Yopp byopp@plurisusa.com
Subject: PSC CATS NO: 1423376W Johnathan Keener - Cierra Warren

Good morning Cierra,

I am following up with you regarding your recent Florida Public Service Commission ("PSC")

and Johnathon to tour the Water Treatment ("WTP"). During our meeting we discussed a variety of topics such as water quality specifically that the drinking water supplied to all Pluris Wedgefield ("Pluris") customers is in compliance with all of the Florida Department of Environmental Protections rules and regulations. Other topics discussed is how Pluris properly manages and maintains the WTP to provide clean and safe drinking water to customers. It was a sincere pleasure showing you the operations of the WTP and speaking with you and Johnathan.

In regards to the announcement that was provided to all customers concerning Pluris' willingness to negotiate with Orange County ("County") for the sale of Pluris was done so as a courtesy to all customers. As we discussed, many customers may have not been aware that Pluris and the County have been in discussions since before Covid over three years ago regarding the County's desire to acquire the utility. The announcement was sent so customers, who want the County to acquire the utility, could reach their elected officials expressing their desire to see that happen. Pluris is willing to entertain the sale before pursuing a full rate case. The announcement stated that Pluris would hold off making an application for a full rate case before the PSC for 90 days to accommodate customers contacting their elected officials for a sale. The rate case would be filed after 90 days if customers decide they want Pluris to remain the water and sewer provider.

Regarding a rate case, the last full rate case was in 2012, and a limited rate case was filed in 2017 for the new AMI water meters and commercial water softeners that were installed. The filing of a full rate case would be after the 90-day period and the process takes approximately 7-8 months for the PSC to rule on the final rate increases.

I have been told that there are several community meetings the County has organized for residents to attend in regards to the possible purchase of Pluris. If you are not aware of them, I believe you can find out about them from the Wedgefield Home Owners Association.

I have copied Beverly Yopp, Pluris Customer Care Director on this email. If Beverly or I may be of any further assistance feel free to contact us.

Thank you!

Joseph M. Kuhns
Regional Manager

June 9, 2023
Important Notice to Pluris Wedgefield Customers

Dear Valued Customer,
We understand that many of you would prefer that the County own and operate the Pluris utility that supplies water to your community, and we would consider a sale to the County.

As a courtesy we are providing you with this announcement that Pluris intends to seek a rate increase from the Florida Public Services Commission within the next 90 days. Accordingly, if you wish to express an opinion and support regarding a sale of the utility to the County, you may want to consider doing so soon.

If you wish to express your opinion about such a sale to Orange County Commissioners, their contact information is below.

Mayor Jerry L. Demings Telephone: (407) 836-7370 Email: mayor@ocfl.net
Commissioner Emily Bonilla (Wedgefield Commissioner) Telephone: (407) 836-7350
Email: District5@ocfl.net
Commissioner Christine Moore Telephone: (407) 836-7350 Email: District2@ocfl.net
Commissioner Mayra Uribe Telephone: (407) 836-5140 Email: District3@ocfl.net
Commissioner Maribel Gomez Cordero Telephone: (407) 836-7350
Email: District4@ocfl.net
Commissioner Michael Scott Telephone: (407) 836-5860 Email: District6@ocfl.net
Commissioner Nicole H. Wilson Telephone: (407) 836-7312 Email: district1@ocfl.net

The customers appeared satisfied. eplendl

Observations: Pluris confirmed that it may be petitioning for an increase in rates. As of June 30, 2023, Pluris has no open dockets. It appears the company has not yet filed its petition.

Pluris also confirmed many customers may have not been aware that Pluris and the County have been in discussions since before Covid over three years ago regarding the County's desire to acquire the utility. The announcement was sent so customers, who want the County to acquire the utility, could reach their elected officials expressing their desire to see that happen. Pluris is willing to entertain the sale before pursuing a full rate case. The announcement stated that Pluris would hold off making an application for a full rate case before the PSC for 90 days to accommodate customers contacting their elected officials for a sale. The rate case would be filed after 90 days if customers decide they want Pluris to remain the water and sewer provider.

The company provided a tour of the wastewater treatment plant to the customer of record and the author of this inquiry. eplendl

08/01/2023 The FPSC has no record of further customer contact. Closing complaint without apparent infraction, PR-68, Water Dockets. eplendl

Case#: 1426417W; Name: JENNIFER OURA MACHUTA; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: JENNIFER OURA MACHUTA	Company Code: WS929	Assigned to: CARLOS CARO-RORA
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20841 MARLIN ST	Attn:	Date: 8/3/2023 2:12:53 PM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(954)-330-1660	Date Due: 08/24/2023	Prelim Type: WATER QUALITY/PRESSURE
ORLANDO, FL 32833		PO Officer:
Caller: JENNIFER OURA MACHUTA	Reply Received: 08/18/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20841 MARLIN ST	Informal conference: N	
ORLANDO, FL 32833	Customer Objects To Company Response? N	Closed by: SMCCRAY
Can Be Reached:	Customer has been Contacted For Objection? N	Date Closed: 12/06/2023
Account #:		Close Type: GI-16
E-Track #: 191056	**Request No: 1426417W**	Apparent Rule Violation: N

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Monday, June 12, 2023 11:02 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 191056

CUSTOMER INFORMATION
Name: Jennifer Oura machuta
Telephone: 9543301660
Email: Jouramachuta2012@fau.edu
Address: 20841 marlin st Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Jennifer Oura machuta Account Number:
Address: 20841 marlin st Orlando FL 32833

COMPLAINT INFORMATION
Complaint: Other Complaints against Pluris Wedgefield, LLC

times. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/18/2023 Company response received via email and forwarded to CCaro-Rora. DHood

12/6/23: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Joseph Kuhns attempted to speak with Jennifer Machuta on 8/10/23.
*Ms. Machuta did not return his call, so he sent her an email on 8/11/23, addressing her concerns.

*Mr. Kuhns shared Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers.
*The process to do this comes at a higher cost in the Wedgefield area than in areas where the water quality is at a higher standard before treatment.
*Pluris has and continues to be in compliance with all of the FDEP rules and regulations relating to

*Pluris takes its responsibility to do so very seriously.
*Pluris has not filed and / or requested a full rate case adjustment since 2012.
*There have been limited rate case adjustment that covered specific areas, however not the entire systems.
*Pluris has made incremental investment in the systems while trying to balance the needs of cost to the customers with the need to meet regulatory requirements.
*The 2012 rate increase in Wedgefield was the result of a lack of investment on the part of the former owner and Pluris had to invest a considerable amount of capital to correct out of compliance issues along with needed improvements due to aging infrastructure.
*Pluris is not "raising" water and or wastewater rates to customers in 90 days.
*Pluris is making application to the FPSC"), seeking increases in both water and wastewater rates in accordance with established Florida law for regulated utilities in the state of Florida.
*The process is known as a rate case proceeding and the time period from making an application to adjudication by the FPSC requires approximately 7-8 months, during which time Pluris provides utility cost data to the FPSC.
*The FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment.
*He included the Pluris Wedgefield, LLC 2022 Consumer Confidence Report and the Pluris Wedgefield, LLC announcement regarding a n anticipated rate case filing for her reference to the information he provided.
*He also offered for Ms. Machuta to visit the water treatment facility for a tour and detailed explanation of the treatment process.
*Ms. Machuta has not respond to the email or phone call as of 8/18/23.

This inquiry closed. Shonna McCray

Case#: 1426431W; Name: CLAUDIA DIAZ; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: RICARDO MENA HERNANDEZ	Company Code: WS929	Assigned to: CARLOS CARO-RORA
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
2739 BANCROFT BLVD	Attn:	Date: 8/3/2023 3:41:41 PM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(407)-624-0847	Date Due: 08/24/2023	Prelim Type: WATER QUALITY/PRESSURE
ORLANDO, FL 32833		PO Officer:
Caller: CLAUDIA DIAZ	Reply Received: 08/18/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2739 BANCROFT BLVD	Informal conference: N	Closed by: SMCCRAY
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 12/06/2023
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #:	**Request No: 1426431W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, July 6, 2023 1:36 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 191323

CUSTOMER INFORMATION
Name: Claudia Diaz
Telephone: 4076240847
Email:
Address: 2739 Bancroft blvd Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Ricardo Mena Hernandez Account Number:
Address: 2739 Bancroft blvd Orlando FL 32833

Water County Selected: Orange

Details:
Water quality is toxic and ruins all faucets, counters etc. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/18/2023 Company response received via email and forwarded to CCaro-Rora. DHood

12/6/23: REVIEWED COMPANY RESPONSE. Response indicates the following:
*Joseph Kuhns attempted to speak with Ricardo Hernandez on 8/102/3; he had to leave a voice message of his call to discuss his concerns made to the FPSC.
*Mr. Kuhns sent him an email that same day addressing his concerns.
*Mr. Kuhns shared Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers.
*The process to do this comes at a higher cost in the Wedgefield area than in areas where the water quality is at a higher standard before treatment.

water quality delivered to our customers.
*Pluris takes its responsibility to do so very seriously.
*Mr. Kuhns shared Pluris is considering a potential sale of the Pluris utility to Orange County.
*Orange County staff as well as outside legal counsel and other county consultants have been in contact and met with Pluris representatives and outside legal counsel and other consultants over the past several years on a potential acquisition of the utility.
*The County and Pluris have conducted independent valuations, and the County has and continues to conduct community meetings in evaluating the acquisition.
*Pluris' announcement was provided to customers to help customers by providing contact information for the Orange County Board of County Commissioners to express their desires to their elected officials.
*He attached the announcement for Mr. Hernandez's reference and encouraged him to contact his County Commissioners if he desires to have the County purchase the utility.
*Mr. Kuhns included the Pluris Wedgefield, LLC 2022 Consumer Confidence Report and the Pluris Wedgefield, LLC announcement regarding an anticipated rate case filing for his reference to the information he provided.
*Mr. Hernandez has not responded to the email or phone call as of 8/18/23.

This inquiry closed. Shonna McCray

Case#: 1426433W; Name: KELLY OTIS; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: KELLY OTIS	Company Code: WS929	Assigned to: CARLOS CARO-RORA
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20105 MELVILLE STREET	Attn:	Date: 8/3/2023 3:48:58 PM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(954)-816-8482	Date Due: 08/24/2023	Prelim Type: WATER QUALITY/PRESSURE
ORLANDO, FL 32833		PO Officer:
Caller: KELLY OTIS	Reply Received: 08/22/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20105 MELVILLE STREET	Informal conference: N	Closed by: SMCCRAY
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 12/07/2023
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #:	**Request No: 1426433W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, July 6, 2023 8:51 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 191335

CUSTOMER INFORMATION
Name: Kelly Otis
Telephone: 9548168482
Email: kelly.otis@hotmail.com
Address: 20105 Melville Street Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Kelly Otis
Account Number:
Address: 20105 Melville Street Orlando FL 32833

COMPLAINT INFORMATION

Unsafe water. New home ruined appliances in less than 2 yr ruined granite. The price is more than my Electric Bill and received notice of increase! For expensive cancer water really "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/22/2023 Company response received via email and forwarded to CCaro-Rora. DHood

Case#: 1426437W; Name: NICOLE LITS; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: NICOLE LITS	Company Code: WS929	Assigned to: JEAN MCLEAN-SINATRA
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
2363 AMBERLY AVE	Attn:	Date: 8/3/2023 3:55:21 PM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(949)-285-5355	Date Due: 08/24/2023	Prelim Type: WATER QUALITY/PRESSURE
ORLANDO, FL 32833		PO Officer:
Caller: NICOLE LITS	Reply Received: 08/22/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2363 AMBERLY AVE	Informal conference: N	Closed by: JMCLEANS
ORLANDO, FL 32833	Customer Objects To Company Response? Y	Date Closed: 09/14/2023
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #:	**Request No: 1426437W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, July 6, 2023 9:45 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 191336

CUSTOMER INFORMATION
Name: Nicole Lits
Telephone:
Email:
Address: 2363 Amberly Ave. Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Nicole lits
Account Number:
Address: 2363 Amberly Ave. Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaints against Pluris Wedgefield, LLC
Details:
Pluris wants to increase our rates again but seems that after having to pay out a settlement for a lawsuit they lost, they're going to increase our rates. Their water quality is notorious for being poor. We are already paying some of the highest rates for water here in Wedgefield. I don't not want my rates increased for such poor water service. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/22/2023 Company response received via email and forwarded to JMclean-Sinatra. DHood

08/22/2023 Company response received via email and forwarded to JMclean-Sinatra. DHood

8/23/2023 COMPANY RESPONSE:-

b.Action taken to resolve the customer's complaint
Mr. Kuhns spoke with Nicole Lits on August 4, 2023, about her concerns made to the Florida

In reference to the water cost and/or rates he shared the following for her consideration. Rate adjustments are determined on the basis of cost to produce drinking water to meet federal and state laws and regulations. Rate Cases are required I most states and involve State Utility Commissions to have jurisdiction over private utilities, in this case the FPSC to which she filed her complaint with. Rate adjustments are necessary due to a number of reasons, and they include investment to ensure water quality requirements are met (and include Federal EPA Primary and Secondary limits), repairs to conditions such as pipe breaks, replacing aged plant equipment such as meters, pipes and treatment systems.

Pluris has not filed and/or requested a full rate case adjustment since 2012. There have been limited rate case adjustment that covered specific areas, however not the entire systems. Pluris has made incremental investment in the systems while trying to balance the needs of cost to the customers with the need to meet regulatory requirements. The 2012 rate increase in Wedgefield was the result of a lack of investment on the part of the former owner and Pluris had to invest a considerable amount of capital to correct out of compliance issues along with needed improvements due to aging infrastructure.

Pluris is not "raising" water and or wastewater rates to customers in 90 days. Pluris is making application to the Florida Public Service Commission ("FPSC"), seeking increases in both water and wastewater rates in accordance with established Florida law for regulated utilities in the state of Florida. The process is known as a rate case proceeding and the time period from making an application to adjudication by the FPSC requires approximately 7-8 months, during which time Pluris provides utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment.

Mr. Kuhns shared Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. The process to do this comes at a higher cost in the Wedgefield area than in areas where the water quality is at a higher standard before treatment. Pluris has and continues to be in compliance with all of the FDEP rules and regulations relating to water quality delivered to our customers. Pluris takes our responsibility to do so very seriously.

During their conversation, they discussed the now settled lawsuit and the continued testing outlined in the lawsuit. Pluris did settle the lawsuit with the parties involved however, at no time has Pluris been out of compliance with the FDEP rules and regulations. This continues to be accurate to the present. Pluris continues to fully cooperate and comply with the terms outlined in the lawsuit settlement language. I have attached a copy of the most recent Consumer Confidence Report ("CCR") for your reference that outlines all the parameters detected in the Pluris drinking water. Following approval by the FDEP, Pluris publishes the annual CCR on its website at www.plurisusa.com as well as noticing customers on their monthly statement for three consecutive months of the available report.

Mr. Kuhns discussed with Ms. Lits the potential sale of the Pluris utility to Orange County. Orange County staff as well as outside legal counsel and other county consultants have been in contact

several years on a potential acquisition of the utility. The County and Pluris have conducted independent valuations, and the County has and continues to conduct community meetings in evaluating the acquisition. Pluris' announcement was provided to customers to help customers by providing contact information for the Orange County Board of County Commissioners to express their desires to their elected officials. In his follow up email, he included the announcement for her reference and encouraged her to contact her County Commissioners if she desires to have the County purchase the utility.
Mr. Kuhns also included the Pluris Wedgefield, LLC 2022 Consumer Confidence Report for her reference to the information he provided. He also offered for Ms. Lits to visit the water treatment facility for a tour and detailed explanation of the treatment process. Ms. Lits has not responded to the email or offer as of today August 22, 2023.
c.The company's proposed resolution to the complaint
I.See 3b. above.
d.Answers to any questions raised by staff in the complaint
I.None
e.Confirmation that the company has made direct contact with the customer
Mr. Kuhns spoke with the customer on August 4, 2023 and sent a follow up email August 9, 2023.
– J Mclean-Sinatra

8/23/2023 OBSERVATIONS

The customer was concerned about the Company's increase in rates as well as the water quality. Pluris is making application to the Florida Public Service Commission ("FPSC"), seeking increases in both water and wastewater rates in accordance with established Florida law for regulated utilities in the state of Florida. This process would take up to eight months; although the customer believed the increase would start sooner. As for the issue of water quality, Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. The process to do this comes at a higher cost in the Wedgefield area than in areas where the water quality is at a higher standard before treatment. Pluris is under the jurisdiction of the FDEP, and has to be in compliance with all of the FDEP rules and regulations relating to water quality delivered to our customers. It appears no PSC rules or Company tariffs were broken in the resolution of the complaint. – J Mclean-Sinatra

09/13/2023 Customer correspondence received via email, added to file, and forwarded to JMcLean-Sinatra. DHood

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Wednesday, September 13, 2023 6:54 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>

CUSTOMER INFORMATION
Name: Nicole Lits
Telephone: 9492855355
Email: Nlits.slpa@gmail.com
Address: 2363 Amberly Ave. Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Nicole Lits
Account Number:
Address: 2363 Amberly Ave. Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION
Complaint: Other Complaints against Pluris Wedgefield, LLC
Details:
Very unsatisfied with the proposed rate hikes! We are already paying more than other areas!

PSC was contacted previously"

9/14/2023 Called customer back and advised the rate increase will take several months to pass. Advised customer the FPSC does not handle water quality. Provided DEP phone number to address issue if she chooses. Customer was appreciative-- J Mclean-Sinatra

9/14/2023 Case closed -- J Mclean-Sinatra

Case#: 1426943W; Name: RUSTY COLLINS; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: RUSTY COLLINS	Company Code: WS929	Assigned to: CARLOS CARO-RORA
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
2227 ALBION AVENUE	Attn:	Date: 8/10/2023 10:58:21 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(407)-442-9912	Date Due: 08/31/2023	Prelim Type: IMPROPER BILLS
ORLANDO, FL 32833		PO Officer:
Caller: RUSTY COLLINS	Reply Received: 08/31/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2227 ALBION AVENUE	Informal conference: N	Closed by: SMCCRAY
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 12/07/2023
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-25
Account #: 00025882		Apparent Rule Violation: N
E-Track #: 191475	**Request No: 1426943W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Saturday, July 15, 2023 10:39 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 191475

CUSTOMER INFORMATION
Name: Rusty Collins
Telephone: 4074429912
Email: wassii@yahoo.com
Address: 2227 Albion Avenue Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Rusty Collins
Account Number: 00025882
Address: 2227 Albion Avenue Orlando FL 32833

COMPLAINT INFORMATION

I shut the water off at the house; wrote down the number on the meter came back several hours later the meter number was still the same BUT when I looked at the AquaHawk program I found random 1 gal usages (by hovering over the times) and an 8 gal and 2 gal usage.

Surprised, I had to check longer so I did it over a 3 day period and found an additional 25 gallons that I did not use. Remember there was zero usage reading on the meter when I shut the water off at the house so i know for a fact the line between the house and meter is not leaking. ???? I can only imagine what is happening during a monthly cycle. These gallons ALL add up.

2 different days :
My water was shut off between 730am-300pm 10 gallons how ? Meter number stayed the same.
My water was shut off between 730am- 300pm 1 gallon shows. meter number stayed the same

I have screenshots of meter readings and AquaHawk usage available!! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

08/31/2023 Received report via email. eplendl

12/7/23: REVIEWED COMPANY RESPONSE. Response states the following:
"Mr. Kuhns attempted to speak with Rusty Collins on August 14, 2023 and had to leave a voice message. He sent a follow up email that same day (see 3e. below) After receiving his email Christine Collins returned his call that same day at approximately 2 PM. Ms. Collins focused her conversation on her AquaHawk portal and specifically on the timing of the readings shown on AquaHawk. Mr. Kuhns explained that the AquaHawk portal was initiated to be a customer tool to monitor their water usage in various ways to be aware of usage and potential costs. The AquaHawk feature is available to Pluris Wedgefield customers at no charge to register their account to be able to view their water usage in near real time. It also allows the customer to set up thresholds for being alerted if usage exceeds the parameters set by the customer. Mr. Kuhns further explained the AquaHawk portal is not used for billing purposes and that Pluris uses meter readings obtained directly from the meter for billing.
Ms. Collins continued to reference how she had been closely monitoring the AquaHawk portal for the period of July 18 to July 24 for her account and the meter readings. She stated that AquaHawk and her billing readings were the same so that confirmed that AquaHawk was being used by Pluris for billing. Mr. Kuhns attempted again to explain that Pluris does not use AquaHawk to obtain meter readings for billing and offered to have a meter data log of the meter readings sent to her for the time period she referenced monitoring. The data log (see attachment) was sent to Ms. Collins via email that same day at 2:54 PM
Ms. Collins sent a follow up email on August 15, 2023 at 12:15 PM in response to viewing the data log. She indicated they had compared Pluris data readings with theirs and it shows usage that they did not produce because the main water valve to the home was turned off. She further stated in her email that they would be in touch in a couple of days. On August 16th at 4:51 Ms. Collins sent a follow up email to provide date and time stamped pictures she had taken of her meter and house valve).
Mr. Kuhns and Beverly Yopp both initiated contact with Core & Main, the Xylem representative for the Sensus AMI meters, to obtain a detailed and technical explanation from a third party to alleviate Ms. Collins concerns.
Ms. Collins sent a follow up email on August 21, 2023 at 5:00 PM regarding the information she had previously sent. Mr. Kuhns replied on August 22nd to let her know we were continuing our investigation and research. He let her know he should have some information by the end of the week. Ms. Collins responded thanking him for replying and taking the time to look into her concern.
Pluris received the attached letter from Xylem on August 30, 2023 responding to our request on behalf of our customer's concern. The Xylem representative provided the following. The SmartPoint uses a fixed-sized message to provide read data to the head-end-system (RNI).
Two key functions of the SmartPoint are: 1) Meter Sample Rate (MSR) – collect a reading from the meter every hour. 2) Supervisory Transmit Rate (STR) – transmit the read data every 4 (4) hours During the STR, the SmartPoint will provide read data to the RNI in the form of one (1) raw

or change, in register read values between MSRs. To maximize network efficiency, the consumption values are rounded to the nearest 10 gallons. The Xylem representative further provided specific data for the customer's meter as follows. The 5PM value is a Raw Register Reading while at 4PM, 3PM and 2PM values are Register Readings derived from the scaled consumption values. In real-time (Time of Intercept), the STR occurred at 5:58PM with historical MSR's occurring at 4:58PM, 3:58PM and 2:58PM. For the purpose of billing, only Raw Register Readings are used.
In conclusion, Sensus determined the meter and SmartPoint identified are functioning as expected.
Mr. Kuhns sent an email to the Collins' on August 30, 2023 and provided the letter from Xylem."

It does not appear that the company has violated PSC rules.
This inquiry closed. Shonna McCray

Case#: 1428707W; Name: YOUSEF ALJARADI; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: YOUSEF ALJARADI	Company Code: WS929	Assigned to: JEAN MCLEAN-SINATRA
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
2141 ARCHER BLVD.	Attn:	Date: 9/7/2023 8:25:29 AM
ORANGE County,	Response Needed From Company? Y	Via: E-MAIL
(407)-443-3294	Date Due: 09/28/2023	Prelim Type: WATER QUALITY/PRESSURE
ORLANDO, FL 32833		PO Officer:
Caller: YOUSEF ALJARADI	Reply Received: 09/20/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2141 ARCHER BLVD.	Informal conference: N	Closed by: JMCLEANS
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/30/2023
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #:	**Request No: 1428707W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"From: Joe Joe <yaljaradi@gmail.com>
Sent: Thursday, September 7, 2023 7:29 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: Pluris water increase

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.
Hello, my name is Yousef aljaradi I live in Wedgefield 2141 Archer, Blvd., Orlando, FL 32833 please help us control the water prices. Pluris water is increasing their prices up to 108%. Our bills are going to be upwards of 300 to $400 and the water quality is horrible. Please let us know if there's anything that we can do. 4074433294 thank you "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/20/2023 Company response received via email and forwarded to JMclean-Sinatra. DHood

9/21/2023 COMPANY RESPONSE:-

a.The cause of the problem – According to the Customer
The customer stated concerns about water quality and the price being paid.
b.Action taken to resolve the customer's complaint
Mr. Kuhns spoke with Yousef Aljaradi on September 7, 2023, about his concerns made to the Florida Public Service Commission ("FPSC"). He sent a follow up email that same day (see 3e. below).
In reference to the water cost and/or rates he shared the following for his consideration. Rate adjustments are determined on the basis of cost to produce drinking water to meet federal and state laws and regulations. Rate Cases are required I most states and involve State Utility Commissions to have jurisdiction over private utilities, in this case the FPSC to which he filed the complaint with. Rate adjustments are necessary due to a number of reasons, and they include investment to ensure water quality requirements are met (and include Federal EPA Primary and Secondary limits), repairs to conditions such as pipe breaks, replacing aged plant equipment such as meters, pipes and treatment systems.
Pluris has not filed and/or requested a full rate case adjustment since 2012. There have been limited rate case adjustment that covered specific areas, however not the entire systems. Pluris has made incremental investment in the systems while trying to balance the needs of cost to the customers with the need to meet regulatory requirements. The 2012 rate increase in Wedgefield was the result of a lack of investment on the part of the former owner and Pluris had to invest a

improvements due to aging infrastructure.
Pluris is not "raising" water and or wastewater rates to customers in 90 days. Pluris is making application to the Florida Public Service Commission ("FPSC"), seeking increases in both water and wastewater rates in accordance with established Florida law for regulated utilities in the state of Florida. The process is known as a rate case proceeding and the time period from making an application to adjudication by the FPSC requires approximately 7-8 months, during which time Pluris provides utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment.
Mr. Kuhns shared Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. The process to do this comes at a higher cost in the Wedgefield area than in areas where the water quality is at a higher standard before treatment. Pluris has and continues to be in compliance with all of the FDEP rules and regulations relating to water quality delivered to our customers. Pluris takes our responsibility to do so very seriously.
During their conversation, they discussed the now settled lawsuit and the continued testing outlined in the lawsuit. Pluris did settle the lawsuit with the parties involved however, at no time has Pluris been out of compliance with the FDEP rules and regulations. This continues to be accurate to the present. Pluris continues to fully cooperate and comply with the terms outlined in the lawsuit settlement language. Mr. Kuhns provided a copy of the most recent Consumer Confidence Report ("CCR") for Mr. Aljaradi's reference that outlines all the parameters detected in the Pluris drinking water. Following approval by the FDEP, Pluris publishes the annual CCR on its website at www.plurisusa.com as well as noticing customers on their monthly statement for three consecutive months of the available report.
Mr. Kuhns discussed with Mr. Aljaradi the potential sale of the Pluris utility to Orange County. Orange County staff as well as outside legal counsel and other county consultants have been in contact and met with Pluris representatives and outside legal counsel and other consultants over the past several years on a potential acquisition of the utility. The County and Pluris have conducted independent valuations, and the County has and continues to conduct community meetings in evaluating the acquisition. Pluris' announcement was provided to customers to help customers by providing contact information for the Orange County Board of County Commissioners to express their desires to their elected officials. In his follow up email, he included the announcement for his reference and encouraged him to contact his County Commissioners if he desires to have the County purchase the utility.
Mr. Kuhns offered for Mr. Aljaradi to visit the water treatment facility for a tour and detailed explanation of the treatment process. Mr. Aljaradi has not responded to the email or offer as of today September 20, 2023.
c.The company's proposed resolution to the complaint
I.See 3b. above. – J Mclean-Sinatra

The customer has concerns about the water quality provided and the cost of the water (Pluris is seeking a rate increase). The Company, which is subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers, states it has been in compliance with all water quality standards. The Company has not sought a rate increase since 2012. During the rate case process, Pluris will provide utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment. It appears no PSC rules or Company tariffs have been broken in the complaint resolution. – J Mclean-Sinatra

10/17/2023 Returned customer's call. However, had to leave message for return call on customer's voicemail - J Mclean-Sinatra

10/30/2023 Case closed -- J Mclean-Sinatra

Case#: 1428858W; Name: ERICA LADD; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: ERICA LADD	Company Code: WS929	Assigned to: JEAN MCLEAN-SINATRA
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: CGRIFFIN
2637 BABBITT AVE	Attn:	Date: 9/8/2023 9:43:18 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(321)-274-7932	Date Due: 09/29/2023	Prelim Type: IMPROPER BILLS
ORLANDO, FL 32833		PO Officer:
Caller: ERICA LADD	Reply Received: 09/21/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2637 BABBITT AVE	Informal conference: N	Closed by: JMCLEANS
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/31/2023
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-25
Account #: 00025736		Apparent Rule Violation: N
E-Track #: 192369	**Request No: 1428858W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, September 7, 2023 11:59 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 192369

CUSTOMER INFORMATION
Name: Erica Ladd
Telephone: 3212747932
Email: Ericaladd@bellsouth.net
Address: 2637 Babbitt Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Erica Ladd
Account Number: 00025736
Address: 2637 Babbitt Ave Orlando FL 32833

COMPLAINT INFORMATION

I am writing to complain about the price and quality of the water from Pluris in the Wedgefield community. My most recent bill from them is for $379.31 for my household with 5 people. Before I moved here, my average bill was $70 a month from OCU. The water quality is horrible, sometimes it comes out of the faucet discolored. The bathrooms look terrible due to the water deposits and stains and I even have a new softener system. On top of the water cost, I have the expense of keeping salt in the softener and we also buy cases of bottled water to drink since the water quality is questionable. They are now asking for a huge increase. There have been no upgrades to the water system or quality for them to justify an Increase in the amount they are asking. Please deny this request and help this community to have affordable water!"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
    a) The cause of the problem.
    b) Actions taken to resolve the customer's complaint.
    c) The company's proposed resolution to the complaint.
    d) Answers to any questions raised by staff in the complaint.
    e) Confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by C.Griffin-Greaux

09/21/2023 Company response received via email and forwarded to JMclean-Sinatra. DHood

9/21/2023 COMPANY RESPONSE:-

a.The cause of the problem – According to the Customer
The customer stated concerns about water quality and the price being paid.
b.Action taken to resolve the customer's complaint
Mr. Kuhns attempted to speak with Erica Ladd September 8, 2023, about her concerns made to the Florida Public Service Commission ("FPSC") and had to leave a voice message of his call. He

In reference to the water cost and/or rates he shared the following for her consideration. Rate adjustments are determined on the basis of cost to produce drinking water to meet federal and state laws and regulations. Rate Cases are required I most states and involve State Utility Commissions to have jurisdiction over private utilities, in this case the FPSC to which she filed her complaint with. Rate adjustments are necessary due to a number of reasons, and they include investment to ensure water quality requirements are met (and include Federal EPA Primary and Secondary limits), repairs to conditions such as pipe breaks, replacing aged plant equipment such as meters, pipes and treatment systems.

Pluris has not filed and/or requested a full rate case adjustment since 2012. There have been limited rate case adjustment that covered specific areas, however not the entire systems. Pluris has made incremental investment in the systems while trying to balance the needs of cost to the customers with the need to meet regulatory requirements. The 2012 rate increase in Wedgefield was the result of a lack of investment on the part of the former owner and Pluris had to invest a considerable amount of capital to correct out of compliance issues along with needed improvements due to aging infrastructure.

Pluris is not "raising" water and or wastewater rates to customers in 90 days. Pluris is making application to the Florida Public Service Commission ("FPSC"), seeking increases in both water and wastewater rates in accordance with established Florida law for regulated utilities in the state of Florida. The process is known as a rate case proceeding and the time period from making an application to adjudication by the FPSC requires approximately 7-8 months, during which time Pluris provides utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment.

Mr. Kuhns shared Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. The process to do this comes at a higher cost in the Wedgefield area than in areas where the water quality is at a higher standard before treatment. Pluris has and continues to be in compliance with all of the FDEP rules and regulations relating to water quality delivered to our customers. Pluris takes our responsibility to do so very seriously.

To assist in her concerns on water quality Mr. Kuhns provided a copy of the most recent Consumer Confidence Report ("CCR") for reference that outlines all the parameters detected in the Pluris drinking water. Following approval by the FDEP, Pluris publishes the annual CCR on its website at www.plurisusa.com as well as noticing customers on their monthly statement for three consecutive months of the available report.

Lastly, Mr. Kuhns shared Orange County staff as well as outside legal counsel and other county consultants have been in contact and met with Pluris representatives and outside legal counsel and other consultants over the past several years on a potential acquisition of the utility. The County and Pluris have conducted independent valuations, and the County has and continues to conduct community meetings in evaluating the acquisition. Pluris' announcement was provided to customers to help customers by providing contact information for the Orange County Board of

included the announcement for her reference and encouraged her to contact her County Commissioners if she desires to have the County purchase the utility.
Mr. Kuhns offered for Ms. Ladd to visit the water treatment facility for a tour and detailed explanation of the treatment process. Ms. Ladd did not accept the offer of a tour of the facility.
Ms. Ladd sent a reply to Mr. Kuhns stating she did not accept the excuses provided. Ms. Ladd referenced if a review of her readings could be done. For clarity as to what Ms. Ladd was asking for, Beverly Yopp sent her an email to which Ms. Ladd has not responded as of today September 21, 2023.
c.The company's proposed resolution to the complaint
I.See 3b. above.
d.Answers to any questions raised by staff in the complaint
I.None
e.Confirmation that the company has made direct contact with the customer
Mr. Kuhns attempted to speak with the customer on September 8, 2023 and sent a follow up email September 11, 2023. (see email below).

From: Joe Kuhns jkuhns@plurisusa.com
Sent: Monday, September 11, 2023 10:14 AM
To: Ericaladd@bellsouth.net
Cc: Beverly Yopp byopp@plurisusa.com
Subject: FL. PSC CATS NO: 1428858W ERICA LADD

Hey Erica,

I am following up on my voicemail left on your phone on September 8, 2023 at 11:05 am about your concerns made to the Florida Public Service Commission ("FPSC") referenced above in the subject line. I am writing this email to provide you with additional information for your consideration.

In reference to the water cost and / or rates I offer the following for your consideration. Rate Adjustments are determined on the basis of cost to produce drinking water to meet federal and state laws and regulations. Rate Cases are required in most states and involve State Utility Commissions to have jurisdiction over private utilities, in this case the FPSC to which you filed your complaint with. Rate adjustments are necessary due to a number of reasons and they include investment to ensure water quality requirements are met (and include Federal EPA Primary and Secondary limits), repairs to conditions such as pipe breaks, replacing aged plant equipment such as meters, pipe and treatment systems.

Pluris Wedgefield, LLC ("Pluris") has not filed and / or requested a full rate case adjustment since 2012. There have been limited rate case adjustments that covered specific areas, however not the entire systems. Pluris has made incremental investment in the systems while trying to balance the

increase in Wedgefield was the result of a lack of investment on the part of the former owner and Pluris had to invest a considerable amount of capital to correct out of compliance issues along with needed improvements due to aging infrastructure.

Pluris is not "raising" water and or wastewater rates to customers in 90 days. Pluris is making an application to the FPSC, seeking increases in both water and wastewater rates in accordance with established Florida law for regulated utilities in the state of Florida. The process is known as a rate case proceeding and the time period from making an application to adjudication by the FPSC requires approximately 7-8 months, during which time Pluris provides utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. The process to do this comes at a higher cost in the Wedgefield area than in areas where the water quality is at a higher standard before treatment. While I do understand your concern with rising cost for your water / wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously and it is my hope that the information that has been provided to you has helped to address your concerns.

To assist in your concerns on water quality, I have attached a copy of the most recent Consumer Confidence Report ("CCR") for your reference that outlines all the parameters detected in the Pluris drinking water. Following approval by the FDEP, Pluris publishes the annual CCR on its website at www.plurisusa.com as well as noticing customers on their monthly statement for three consecutive months of the available report.

Lastly, there are continuing discussions on a potential sale of the Pluris utility to Orange County. Orange County staff as well as outside legal counsel and other county consultants have been in contact and met with Pluris representatives and outside legal counsel and other consultants over the past several years on a potential acquisition of the utility. The County and Pluris have conducted independent valuations, and the County has and continues to conduct community meetings in evaluating the acquisition. Pluris' announcement was provided to customers to help customers by providing contact information for the Orange County Board of County Commissioners to express their desires to their elected officials. I have attached the announcement for your reference and encourage you to contact your County Commissioners if you desire to have the County purchase the utility.

In closing, if you would like to visit the water treatment facility for a tour and a detailed explanation of the treatment process, I will gladly arrange that for you. I believe you would gain additional

customers and their families. Please let me know.

I have copied Beverly Yopp, Pluris Customer Care Director on this email. If Beverly or I may be of any further assistance, feel free to contact us. – J Mclean-Sinatra

9/21/2023 OBSERVATIONS

The customer has concerns about the water quality and proposed rate increase. The Company states it has been and continues to be in compliance with all of the FDEP rules and regulations relating to water quality delivered to their customers. To assist in her concerns on water quality Mr. Kuhns provided a copy of the most recent Consumer Confidence Report ("CCR") for reference that outlines all the parameters detected in the Pluris drinking water. In addition, the Company has not filed for a rate increase since 2012. Pluris will provide utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment. The customer was offered a tour of the water treatment facility and detailed explanation of the water treatment process. However, the customer did not accept the offer. The customer was interested in a review of her "readings". An email was sent to the customer for clarification. However, the customer has not yet responded to the Company's email. It appears no PSC rules or Company tariffs were broken in the complaint resolution. – J Mclean-Sinatra

10/31/2023 Case closed - J Mclean-Sinatra

Case#: 1428905W; Name: KIMBERLY PLYMALE; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: KIMBERLY PLYMALE	Company Code: WS929	Assigned to: CARLOS CARO-RORA
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
20430 NETHERLAND STREET	Attn:	Date: 9/8/2023 12:50:57 PM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(407)-496-8090	Date Due: 09/29/2023	Prelim Type: WATER QUALITY/PRESSURE
ORLANDO, FL 32833		PO Officer:
Caller: KIMBERLY PLYMALE	Reply Received: 09/21/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20430 NETHERLAND STREET	Informal conference: N	Closed by: SMCCRAY
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 12/07/2023
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #:	**Request No: 1428905W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Thursday, September 7, 2023 1:44 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 192373

CUSTOMER INFORMATION
Name: Kimberly Plymale
Telephone: 4074968090
Email: Justkat12@aol.com
Address: 20430 Netherland Street Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Kimberly Plymale Account Number:
Address: 20430 Netherland Street Orlando FL 32833

Water County Selected: Orange

Details:
I have lived in Wedgefield since 2012. The amount of money spent for water for a family of 3 adults living in the home is ridiculous. My bill runs 150.00 to 200.00 monthly on a regular basis. The quality of the water is horrible and Pluris recently lost a lawsuit related to the quality of the water. We don't even use the water for drinking or cooking and instead incur additional costs for a water service and to treat our water coming into the house with a softening/filtration system. This company has held us captive for years monopolizing costs because they are a private company and consistently raise rates as they please. This needs to stop. We can barely afford the water bills now, much less with the increase AGAIN that they are requesting. There is absolutely no reason for this request to increase costs to the consumer as they certainly have done NOTHING to improve the quality of water. PLEASE don't allow this to continue!!! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.
1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

3. The response should include the following:
   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

09/21/2023 Company response received via email and forwarded to CCaro-Rora. DHood

12/7/23: REVIEWED COMPANY RESPONSE. Response states the following:

made to the Florida Public Service Commission ("FPSC") and had to leave a voice message of his call. He sent a follow up email September 19, 2023 (see 3e. below).

In reference to the water cost and/or rates he shared the following for her consideration. Rate adjustments are determined on the basis of cost to produce drinking water to meet federal and state laws and regulations. Rate Cases are required I most states and involve State Utility Commissions to have jurisdiction over private utilities, in this case the FPSC to which she filed her complaint with. Rate adjustments are necessary due to a number of reasons, and they include investment to ensure water quality requirements are met (and include Federal EPA Primary and Secondary limits), repairs to conditions such as pipe breaks, replacing aged plant equipment such as meters, pipes and treatment systems.

Pluris has not filed and/or requested a full rate case adjustment since 2012. There have been limited rate case adjustment that covered specific areas, however not the entire systems. Pluris has made incremental investment in the systems while trying to balance the needs of cost to the customers with the need to meet regulatory requirements. The 2012 rate increase in Wedgefield was the result of a lack of investment on the part of the former owner and Pluris had to invest a considerable amount of capital to correct out of compliance issues along with needed improvements due to aging infrastructure.

Pluris is not "raising" water and or wastewater rates to customers in 90 days. Pluris is making application to the Florida Public Service Commission ("FPSC"), seeking increases in both water and wastewater rates in accordance with established Florida law for regulated utilities in the state of Florida. The process is known as a rate case proceeding and the time period from making an application to adjudication by the FPSC requires approximately 7-8 months, during which time Pluris provides utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment.

Mr. Kuhns shared Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. The process to do this comes at a higher cost in the Wedgefield area than in areas where the water quality is at a higher standard before treatment. Pluris has and continues to be in compliance with all of the FDEP rules and regulations relating to water quality delivered to our customers. Pluris takes our responsibility to do so very seriously.

To assist in her concerns on water quality Mr. Kuhns provided a copy of the most recent Consumer Confidence Report ("CCR") for reference that outlines all the parameters detected in the Pluris drinking water. Following approval by the FDEP, Pluris publishes the annual CCR on its website at www.plurisusa.com as well as noticing customers on their monthly statement for three consecutive months of the available report.

Lastly, Mr. Kuhns shared Orange County staff as well as outside legal counsel and other county consultants have been in contact and met with Pluris representatives and outside legal counsel and other consultants over the past several years on a potential acquisition of the utility. The County and Pluris have conducted independent valuations, and the County has and continues to

customers to help customers by providing contact information for the Orange County Board of County Commissioners to express their desires to their elected officials. In his follow up email, he included the announcement for her reference and encouraged her to contact her County Commissioners if she desires to have the County purchase the utility.
Mr. Kuhns offered for Ms. Plymale to visit the water treatment facility for a tour and detailed explanation of the treatment process. As of today, September 21, 2023 Ms. Plymale has not responded to his email or the offer of a tour of the facility."

It does not appear that the company has violated PSC rules.
This inquiry closed. Shonna McCray

Case#: 1428991W; Name: RAQUEL HICKEY; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: RAQUEL HICKEY	Company Code: WS929	Assigned to: ELLEN PLENDL
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: CGRIFFIN
2855 ABALONE BLVD	Attn:	Date: 9/11/2023 11:27:58 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(305)-978-4696	Date Due: 10/02/2023	Prelim Type: WATER QUALITY/PRESSURE
ALAFAYA, FL 32833		PO Officer:
Caller: RAQUEL HICKEY	Reply Received: 09/21/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2855 ABALONE BLVD	Informal conference: N	Closed by: EPLENDL
ALAFAYA, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/20/2023
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #: 00037352		Apparent Rule Violation: N
E-Track #: 192419	**Request No: 1428991W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Sunday, September 10, 2023 8:14 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 192419

CUSTOMER INFORMATION
Name: Raquel Hickey
Telephone: 3059784696
Email: rrhickey81@gmail.com
Address: 2855 Abalone Blvd Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Raquel Hickey
Account Number: 00037352
Address: 2855 Abalone Blvd Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaints against Pluris Wedgefield, LLC
Details:
Our family moved here in March of 2021, shortly after moving in we quickly learned about the quality of the water provided by Pluris. We purchase Britta filtered water pitchers even though we had a filter in our fridge. We noticed that our toilets could not be kept clean and all our faucets would have sediments and would corrode quickly. In spring of 2022 we renovated our kitchen and bought new appliances so in order to "preserve" our new renovation we installed a salt & cabin water filtering system. I have been outrage of the current cost of water and sewer, minimum of $100 monthly for a family of 3. We relocated here for my husband's work from Miami-Dade County which has one of the best water qualities in the country and the best in Florida, our QUARTERLY bill at the highest was $85. How is it possible that Pluris can charge so much for bad water and now looking to raise rates as much as 48%???? What bothers us the most is that it is such bad quality, if it were high quality I would not be as upset for the increase in rates and would completely understand, the cost of keep high quality and standards are more expensive."

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
    a) The cause of the problem.
    b) Actions taken to resolve the customer's complaint.
    c) The company's proposed resolution to the complaint.
    d) Answers to any questions raised by staff in the complaint.
    e) Confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by C.Griffin-Greaux

09/21/2023 Company response received via email and forwarded to EPlendl. DHood

09/22/2023 Reviewed report. Pluris Wedgefield provided a report that advised the following details

"Mr. Joseph Kuhns, Regional Manager for Pluris Wedgefield, LLC called and spoke with Raquel Hickey September 18, 2023. He sent a follow-up email to the customer September 19, 2023.

Mr. Kuhns spoke with Raquel Hickey September 18, 2023, about her concerns made to the Florida Public Service Commission ("FPSC"). He sent a follow up email September 19, 2023 (see 3e. below).

In reference to the water cost and/or rates he shared the following for her consideration. Rate adjustments are determined on the basis of cost to produce drinking water to meet federal and state laws and regulations. Rate Cases are required I most states and involve State Utility Commissions to have jurisdiction over private utilities, in this case the FPSC to which she filed her complaint with. Rate adjustments are necessary due to a number of reasons, and they include investment to ensure water quality requirements are met (and include Federal EPA Primary and Secondary limits), repairs to conditions such as pipe breaks, replacing aged plant equipment such as meters, pipes and treatment systems.

Pluris has not filed and/or requested a full rate case adjustment since 2012. There have been limited rate case adjustment that covered specific areas, however not the entire systems. Pluris has made incremental investment in the systems while trying to balance the needs of cost to the customers with the need to meet regulatory requirements. The 2012 rate increase in Wedgefield was the result of a lack of investment on the part of the former owner and Pluris had to invest a considerable amount of capital to correct out of compliance issues along with needed improvements due to aging infrastructure.

Pluris is not "raising" water and or wastewater rates to customers in 90 days. Pluris is making application to the Florida Public Service Commission ("FPSC"), seeking increases in both water and wastewater rates in accordance with established Florida law for regulated utilities in the state of Florida. The process is known as a rate case proceeding and the time period from making an application to adjudication by the FPSC requires approximately 7-8 months, during which time Pluris provides utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment.

Mr. Kuhns shared Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. The process to do this comes at a higher cost in the Wedgefield area than in areas where the water quality is at a higher standard before treatment. Pluris has and continues to be in compliance with all of the FDEP rules and regulations relating to water quality delivered to our customers. Pluris takes our responsibility to do so very seriously.

To assist in her concerns on water quality Mr. Kuhns provided a copy of the most recent Consumer Confidence Report ("CCR") in his email for reference that outlines all the parameters detected in the Pluris drinking water. Following approval by the FDEP, Pluris publishes the annual CCR on its website at www.plurisusa.com as well as noticing customers on their monthly statement for three consecutive months of the available report.

Mr. Kuhns discussed the potential sale of the Pluris utility to Orange County. Orange County staff as well as outside legal counsel and other county consultants have been in contact and met with Pluris representatives and outside legal counsel and other consultants over the past several years on a potential acquisition of the utility. The County and Pluris have conducted independent valuations, and the County has and continues to conduct community meetings in evaluating the acquisition. Pluris' announcement was provided to customers to help customers by providing contact information for the Orange County Board of County Commissioners to express their desires to their elected officials. In his follow up email, he included the announcement for her reference and encouraged her to contact her County Commissioners if she desires to have the County purchase the utility.

Mr. Kuhns offered for Ms. Hickey to visit the water treatment facility for a tour and detailed explanation of the treatment process. Ms. Hickey has not responded to the email or offer as of today September 21, 2023.

Mr. Kuhns spoke with the customer on September 18, 2023 and sent a follow up email September 19, 2023. (see email below).

Respectfully,

Beverly Yopp
Director, Customer Care

Pluris Management Group, LLC
1095 NC Hwy 210
Sneads Ferry, NC 28460
t: 910.218.7655
e: byopp@plurisusa.com

www.plurisusa.com

From: Joe Kuhns jkuhns@plurisusa.com
Sent: Tuesday, September 19, 2023 10:39 AM
To: rrhickey81@gmail.com
Cc: Beverly Yopp byopp@plurisusa.com

Hey Raquel,

Thank you for speaking with me on September 18, 2023 at 2:30 pm about your concerns made to the Florida Public Service Commission ("FPSC") referenced above in the subject line. As I mentioned in our phone conversation, I am writing this email to summarize our conversation and to provide you with additional information for your consideration.

In reference to the water cost and or rates I offer the following for your consideration. Rate Adjustments are determined on the basis of cost to produce drinking water to meet federal and state laws and regulations. Rate Cases are required in most states and involve State Utility Commissions to have jurisdiction over private utilities, in this case the FPSC to which you filed your complaint with. Rate adjustments are necessary due to a number of reasons and they include investment to ensure water quality requirements are met (and include Federal EPA Primary and Secondary limits), repairs to conditions such as pipe breaks, replacing aged plant equipment such as meters, pipe and treatment systems.

Pluris Wedgefield, LLC ("Pluris") has not filed and/or requested a full rate case adjustment since 2012. There have been limited rate case adjustments that covered specific areas, however not the entire systems. Pluris has made incremental investment in the systems while trying to balance the needs of cost to the customers with the need to meet regulatory requirements. The 2012 rate increase in Wedgefield was the result of a lack of investment on the part of the former owner and Pluris had to invest a considerable amount of capital to correct out of compliance issues along with needed improvements due to aging infrastructure.

Pluris is not "raising" water and or wastewater rates to customers in 90 days. Pluris is making an application to the FPSC, seeking increases in both water and wastewater rates in accordance with established Florida law for regulated utilities in the state of Florida. The process is known as a rate case proceeding and the time period from making an application to adjudication by the FPSC requires approximately 7-8 months, during which time Pluris provides utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment.

Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. The process to do this comes at a higher cost in the Wedgefield area than in areas where the water quality is at a higher standard before treatment. While I do understand your concern with rising cost for your water / wastewater service, the costs involved to provide safe drinking water and sewer treatment have a direct effect on consumer rates. Pluris takes our responsibility to do so very seriously and it is my

To assist in your concerns on water quality, I have attached a copy of the most recent Consumer Confidence Report ("CCR") for your reference that outlines all the parameters detected in the Pluris drinking water. Following approval by the FDEP, Pluris publishes the annual CCR on its website at www.plurisusa.com as well as noticing customers on their monthly statement for three consecutive months of the available report.

Lastly, there are continuing discussions on a potential sale of the Pluris utility to Orange County. Orange County staff as well as outside legal counsel and other county consultants have been in contact and met with Pluris representatives and outside legal counsel and other consultants over the past several years on a potential acquisition of the utility. The County and Pluris have conducted independent valuations, and the County has and continues to conduct community meetings in evaluating the acquisition. Pluris' announcement was provided to customers to help customers by providing contact information for the Orange County Board of County Commissioners to express their desires to their elected officials. I have attached the announcement for your reference and encourage you to contact your County Commissioners if you desire to have the County purchase the utility.

In closing, if you would like to visit the water treatment facility for a tour and a detailed explanation of the treatment process, I will gladly arrange that for you. I believe you would gain additional understanding of the process Pluris goes through to insuring ongoing safe drinking water for our customers and their families. Please let me know.

I have copied Beverly Yopp, Pluris Customer Care Director on this email. If Beverly or I may be of any further assistance, feel free to contact us.

Thanks!!!
Joseph M. Kuhns
Regional Manager"

Observations: Pluris provided a copy of the most recent Consumer Confidence Report, which outlines all the parameters detected in the Pluris drinking water. Following approval by the Florida Department of Environmental Protection, Pluris publishes the annual Consumer Confidence Report on its website at www.plurisusa.com as well as noticing customers on their monthly statement for three consecutive months of the available report.

Pluris has not filed and/or requested a full rate case adjustment since 2012. There have been limited rate case adjustments that covered specific areas, however not the entire systems. Pluris has made incremental investment in the systems while trying to balance the needs of cost to the customers with the need to meet regulatory requirements. The 2012 rate increase in Wedgefield

considerable amount of capital to correct out of compliance issues along with needed improvements due to aging infrastructure.

Pluris is not "raising" water and or wastewater rates to customers in 90 days. Pluris is making an application to the FPSC, seeking increases in both water and wastewater rates in accordance with established Florida law for regulated utilities in the state of Florida.

The company offered to give a tour of the water treatment facility. The company had no record of follow up contact from the customer to schedule a tour. eplendl

10/20/2023 The FPSC has no record of further customer contact. Closing complaint without apparent infraction, GI-16, Water Quality, PR-68, Protest Water Rate Case. eplendl

Case#: 1429379W; Name: KRISTINA SIZEMORE; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: KRISTINA SIZEMORE	Company Code: WS929	Assigned to: JEAN MCLEAN-SINATRA
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: CGRIFFIN
20828 MAXIM PKWY	Attn:	Date: 9/14/2023 10:25:39 AM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(321)-945-2765	Date Due: 10/05/2023	Prelim Type: WATER QUALITY/PRESSURE
ALAFAYA, FL 32833		PO Officer:
Caller: KRISTINA SIZEMORE	Reply Received: 09/21/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
20828 MAXIM PKWY	Informal conference: N	Closed by: JMCLEANS
ALAFAYA, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/30/2023
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #:	**Request No: 1429379W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Wednesday, September 13, 2023 12:06 AM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 192487

CUSTOMER INFORMATION
Name: Kristina Sizemore
Telephone: 3219452765
Email: krisc_p@yahoo.com
Address: 20828 Maxim Pkwy Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Kristina Ponik
Account Number:
Address: 20828 Maxim Pkwy Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaints against Pluris Wedgefield, LLC
Details:
Unreasonable price increases and extremely poor quality of water"

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
    a) The cause of the problem.
    b) Actions taken to resolve the customer's complaint.
    c) The company's proposed resolution to the complaint.
    d) Answers to any questions raised by staff in the complaint.
    e) Confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by C.Griffin-Greaux

09/21/2023 Company response received via email and forwarded to JMclean-Sinatra. DHood

9/22/2023 COMPANY RESPONSE:-

a.The cause of the problem – According to the Customer
The customer stated concerns about water quality and the price being paid.
b.Action taken to resolve the customer's complaint
Mr. Kuhns spoke with Kristina Sizemore September 18, 2023, about her concerns made to the Florida Public Service Commission ("FPSC"). He sent a follow up email September 19, 2023 (see 3e. below).
In reference to the water cost and/or rates he shared the following for her consideration. Rate adjustments are determined on the basis of cost to produce drinking water to meet federal and state laws and regulations. Rate Cases are required I most states and involve State Utility Commissions to have jurisdiction over private utilities, in this case the FPSC to which she filed her

investment to ensure water quality requirements are met (and include Federal EPA Primary and Secondary limits), repairs to conditions such as pipe breaks, replacing aged plant equipment such as meters, pipes and treatment systems.

Pluris has not filed and/or requested a full rate case adjustment since 2012. There have been limited rate case adjustment that covered specific areas, however not the entire systems. Pluris has made incremental investment in the systems while trying to balance the needs of cost to the customers with the need to meet regulatory requirements. The 2012 rate increase in Wedgefield was the result of a lack of investment on the part of the former owner and Pluris had to invest a considerable amount of capital to correct out of compliance issues along with needed improvements due to aging infrastructure.

Pluris is not "raising" water and or wastewater rates to customers in 90 days. Pluris is making application to the Florida Public Service Commission ("FPSC"), seeking increases in both water and wastewater rates in accordance with established Florida law for regulated utilities in the state of Florida. The process is known as a rate case proceeding and the time period from making an application to adjudication by the FPSC requires approximately 7-8 months, during which time Pluris provides utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment.

Mr. Kuhns shared Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. The process to do this comes at a higher cost in the Wedgefield area than in areas where the water quality is at a higher standard before treatment. Pluris has and continues to be in compliance with all of the FDEP rules and regulations relating to water quality delivered to our customers. Pluris takes our responsibility to do so very seriously.

To assist in her concerns on water quality Mr. Kuhns provided a copy of the most recent Consumer Confidence Report ("CCR") in his email for reference that outlines all the parameters detected in the Pluris drinking water. Following approval by the FDEP, Pluris publishes the annual CCR on its website at www.plurisusa.com as well as noticing customers on their monthly statement for three consecutive months of the available report.

Mr. Kuhns discussed the potential sale of the Pluris utility to Orange County. Orange County staff as well as outside legal counsel and other county consultants have been in contact and met with Pluris representatives and outside legal counsel and other consultants over the past several years on a potential acquisition of the utility. The County and Pluris have conducted independent valuations, and the County has and continues to conduct community meetings in evaluating the acquisition. Pluris' announcement was provided to customers to help customers by providing contact information for the Orange County Board of County Commissioners to express their desires to their elected officials. In his follow up email, he included the announcement for her reference and encouraged her to contact her County Commissioners if she desires to have the County purchase the utility.

Mr. Kuhns offered for Ms. Sizemore to visit the water treatment facility for a tour and detailed

today September 21, 2023.
c.The company's proposed resolution to the complaint
I.See 3b. above.
d.Answers to any questions raised by staff in the complaint
I.None
e.Confirmation that the company has made direct contact with the customer
Mr. Kuhns spoke with the customer on September 18, 2023 and sent a follow up email September 19, 2023. – J Mclean-Sinatra

9/22/2023 OBSERVATIONS

The customer has concerns about the water quality as well as the price for the water. The Company, which has not had a rate increase since 2012, is making application to the FPSC (during which time Pluris provides utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment). Rate adjustments are necessary due to a number of reasons, and they include investment to ensure water quality requirements are met (and include Federal EPA Primary and Secondary limits), repairs to conditions such as pipe breaks, replacing aged plant equipment such as meters, pipes and treatment systems. Pluris has and continues to be in compliance with all of the FDEP rules and regulations relating to water quality delivered to their customers. To assist in her concerns on water quality the Company provided a copy of the most recent Consumer Confidence Report ("CCR") in his email for reference that outlines all the parameters detected in the Pluris drinking water. The customer was also offered to visit the water treatment facility for a tour and detailed explanation of the treatment process. It appears no PSC rules or Company tariffs were broken in the complaint resolution. – J Mclean-Sinatra

10/30/2023 Case closed -- J Mclean-Sinatra

Case#: 1429452W; Name: BRENDA JESSE; Business: Pluris Wedgefield, LLC

Florida Public Service Commission - Consumer Request

2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480

Consumer Information	Utility Information	PSC Information
Name: BRENDA JESSE	Company Code: WS929	Assigned to: JEAN MCLEAN-SINATRA
Svc. Address:	Company Name: Pluris Wedgefield, LLC	Entered by: DHOOD
2353 ALBION AVE	Attn:	Date: 9/14/2023 4:14:18 PM
ORANGE County,	Response Needed From Company? Y	Via: E-FORM
(330)-819-2449	Date Due: 10/05/2023	Prelim Type: WATER QUALITY/PRESSURE
ORLANDO, FL 32833		PO Officer:
Caller: BRENDA JESSE	Reply Received: 09/21/2023	Disputed Amt: 0.00
Mailling Addr:	Reply Received Timely? Y	
2353 ALBION AVE	Informal conference: N	Closed by: JMCLEANS
ORLANDO, FL 32833	Customer Objects To Company Response? N	Date Closed: 10/30/2023
Can Be Reached:	Customer has been Contacted For Objection? N	Close Type: GI-16
Account #:		Apparent Rule Violation: N
E-Track #:	**Request No: 1429452W**	

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Wednesday, September 13, 2023 6:30 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 192510

CUSTOMER INFORMATION
Name: Brenda jesse
Telephone: 3308192449
Email: bjesse5960@gmail.com
Address: 2353 Albion Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Brenda jesse
Account Number:
Address: 2353 Albion Ave Orlando FL 32833

Water County Selected: Orange

Complaint: Other Complaints against Pluris Wedgefield, LLC
Details:
We are again in the position where Pluris is demanding another rate hike. We already pay over $150 for 2 people a month! Now they want more ? We can't drink the water, because of thr black slime that comes out of the faucets. I have gone through 4 hot water tanks in less than 10 years, because of the sediment in the bottom is ruining the tanks!! How in the world do you justify allowing another increase to a company that obviously doesn't care about the community or the people living in it. The suggestion has been made for each home in Wedgefield to get a $25,000+ lien on their property, and an increased water bill of another $100 a month so that Orlando City can come back into this community to provide us water. Again, how in the world can anyone reasonably expect a homeowner to pay a for profit company that much money per house for clean water !!! Anywhere else in this county, this would not be asked of the residents...so why are we being forced to chose between going into debit for clean water or continue to pay a rate 4 or 5 times higher than anywhere else in the state for water you can't drink or use?

Before you vote, I would gladly show you pictures of black slime water that Pluris has been and said wasn't there fault, and oh yeah we are asking for a rate increase. Yes that is how the letter went. "

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   a) the cause of the problem
   b) actions taken to resolve the customer's complaint
   c) the company's proposed resolution to the complaint
   d) answers to any questions raised by staff in the complaint
   e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.

Case taken by Diane Hood

09/21/2023 Company response received via email and forwarded to JMclean-Sinatra. DHood

9/22/2023 COMPANY RESPONSE:-

a.The cause of the problem – According to the Customer
The customer stated concerns about water quality and the price being paid.
b.Action taken to resolve the customer's complaint
Mr. Kuhns spoke with Brenda Jesse September 18, 2023, about her concerns made to the Florida Public Service Commission ("FPSC"). He sent a follow up email September 19, 2023 (see 3e. below).
In reference to the water cost and/or rates he shared the following for her consideration. Rate adjustments are determined on the basis of cost to produce drinking water to meet federal and state laws and regulations. Rate Cases are required I most states and involve State Utility Commissions to have jurisdiction over private utilities, in this case the FPSC to which she filed her complaint with. Rate adjustments are necessary due to a number of reasons, and they include investment to ensure water quality requirements are met (and include Federal EPA Primary and Secondary limits), repairs to conditions such as pipe breaks, replacing aged plant equipment such as meters, pipes and treatment systems.
Pluris has not filed and/or requested a full rate case adjustment since 2012. There have been limited rate case adjustment that covered specific areas, however not the entire systems. Pluris has made incremental investment in the systems while trying to balance the needs of cost to the customers with the need to meet regulatory requirements. The 2012 rate increase in Wedgefield was the result of a lack of investment on the part of the former owner and Pluris had to invest a considerable amount of capital to correct out of compliance issues along with needed improvements due to aging infrastructure.
Pluris is not "raising" water and or wastewater rates to customers in 90 days. Pluris is making application to the Florida Public Service Commission ("FPSC"), seeking increases in both water and wastewater rates in accordance with established Florida law for regulated utilities in the state of Florida. The process is known as a rate case proceeding and the time period from making an application to adjudication by the FPSC requires approximately 7-8 months, during which time Pluris provides utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment.
Mr. Kuhns shared Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to ensure the water is safe for consumption by customers. The process to do this comes at a higher cost in the Wedgefield area than in areas where the water quality is at a higher standard before treatment. Pluris has and continues to be in compliance with

takes our responsibility to do so very seriously.
To assist in her concerns on water quality Mr. Kuhns provided a copy of the most recent Consumer Confidence Report ("CCR") in his email for reference that outlines all the parameters detected in the Pluris drinking water. Following approval by the FDEP, Pluris publishes the annual CCR on its website at www.plurisusa.com as well as noticing customers on their monthly statement for three consecutive months of the available report.
Mr. Kuhns discussed the potential sale of the Pluris utility to Orange County. Orange County staff as well as outside legal counsel and other county consultants have been in contact and met with Pluris representatives and outside legal counsel and other consultants over the past several years on a potential acquisition of the utility. The County and Pluris have conducted independent valuations, and the County has and continues to conduct community meetings in evaluating the acquisition. Pluris' announcement was provided to customers to help customers by providing contact information for the Orange County Board of County Commissioners to express their desires to their elected officials. In his follow up email, he included the announcement for her reference and encouraged her to contact her County Commissioners if she desires to have the County purchase the utility.
Mr. Kuhns offered for Ms. Jesse to visit the water treatment facility for a tour and detailed explanation of the treatment process. Ms. Jesse has not responded to the email or offer as of today September 21, 2023.
c.The company's proposed resolution to the complaint
I.See 3b. above.
d.Answers to any questions raised by staff in the complaint
I.None
e.Confirmation that the company has made direct contact with the customer
Mr. Kuhns spoke with the customer on September 18, 2023 and sent a follow up email September 19, 2023. - J Mclean-Sinatra

9/22/2023 OBSERVATIONS

The customer has concerns about the water quality as well as the price for the water. The Company, which has not had a rate increase since 2012, is making application to the FPSC (during which time Pluris provides utility cost data to the FPSC and the FPSC reviews the data, issues interrogatories seeking additional data in determining a fair and just rate of return allowed to the utility in providing safe drinking water and insuring safe return of treated wastewater to the environment). Rate adjustments are necessary due to a number of reasons, and they include investment to ensure water quality requirements are met (and include Federal EPA Primary and Secondary limits), repairs to conditions such as pipe breaks, replacing aged plant equipment such as meters, pipes and treatment systems. Pluris has and continues to be in compliance with all of the FDEP rules and regulations relating to water quality delivered to their customers. To assist in her concerns on water quality the Company provided a copy of the most recent Consumer Confidence Report ("CCR") in his email for reference that outlines all the parameters detected in

tour and detailed explanation of the treatment process. It appears no PSC rules or Company tariffs were broken in the complaint resolution. – J Mclean-Sinatra

10/30/2023 Case closed -- J Mclean-Sinatra