

Correspondence  
side of  
Docket 120152-48



RECEIVED-FPSC

13 FEB 21 PM 3:24

COMMISSIONER  
CLERK

February 8, 2013

Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

FPSC CLERK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	06503-12
DISTRIBUTION:	

SUBJECT: Pluris Wedgefield, Inc., PSC Docket #120152 WS

Dear Chairman Brise,

I am writing you to object to a rate increase requested by Pluris Wedgefield before the Commission. Mr. Mehocko President of the Wedgefield Homeowners Association and several other residents have provided information to my office that is of great concern. Having represented Wedgefield as a County Commissioner as early as 1996, the residents have repeatedly been subject to rate increases over the years far above customary rates for Orange County. I have been in contact with Mr. Mehocko, concerning the ongoing service and communications issues with Pluris Wedgefield, Inc. and their recent request for a rate increase.

During a public hearing held on December 5, 2012, attended by over 200 residents, my staff heard many concerns including the following:

- This is the second rate increase request in a matter of four years by Pluris, a company that has not reinvested in improvements to water quality, service or communication to its customers.
- Residents complained of poor water quality, poor customer service, an aged and improperly maintained infrastructure, as well as a host of other issues related to their water and rates.
- Since September 20th, residents have experienced five water outages resulting in multiple boil water alerts. On at least two occasions boil alerts were sent 2-3 days after service failures.
- Wedgefield residents already pay some of the highest rates for water and wastewater services in the state. They testified that their average bills are in the neighborhood of \$150 per month.

CEI W  
FEB 21 2013  
FLORIDA PUBLIC SERVICE COMMISSION  
CONSUMER SERVICE

COMMISSIONER TED B. EDWARDS, DISTRICT 5

201 South Rosalind Avenue, 5th Floor · Reply To: Post Office Box 1393 · Orlando, Florida 32802-1393  
407-836-7350 · Fax 407-836-5976



Page 2

Pluris Wedgefield, Inc., PSC Docket #120152 WS

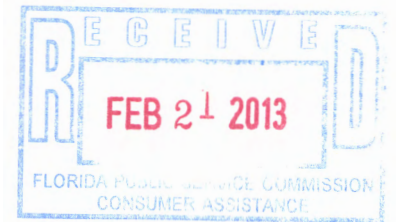
These are just a few of many complaints from residents in Wedgefield. As the residents look to their elected officials for support, my office has been in contact with the residents of Wedgefield, State Representative Goodson and Orange County Mayor Teresa Jacobs. I applaud Mayor Jacobs for appealing to Governor Scott and Representative Goodson for contacting the Commissioners.

On behalf of for the residents of Wedgefield, please deny the Pluris request for rate increase. Furthermore, please be sure Pluris properly addresses the resident's concerns of low quality service and provide an improvement plan with measurable goals that protects residents from paying higher rates for inadequate service.

Sincerely,

A handwritten signature in blue ink, appearing to read "Ted Edwards".

Commissioner Ted Edwards



Cc: **The Honorable Rick Scott, Governor, State of Florida**

The Honorable Teresa Jacobs, Orange County Mayor

The Honorable Ronald A. Brise, Chairman, Florida Public Service Commission

The Honorable Eduardo E. Balbis, Florida Public Service Commissioner

The Honorable Julie Imanuel Brown, Florida Public Service Commissioner

The Honorable Lisa Polak Edgar, Florida Public Service Commissioner

The Honorable Art Graham, Florida Public Service Commissioner

Mr. Rich Mehochko, President, Wedgefield Homeowners Association

Mr. Ajit Lalchandani, County Administrator, Orange County Government

**COMMISSIONER TED B. EDWARDS, DISTRICT 5**

201 South Rosalind Avenue, 5th Floor · Reply To: Post Office Box 1393 · Orlando, Florida 32802-1393  
407-836-7350 · Fax 407-836-5976

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

## Public Service Commission

February 21, 2013

The Honorable Ted B. Edwards  
Orange County Board of County Commissioners  
P.O. Box 1393  
Orlando, FL 32802-1393

RE: FPSC Inquiry 1102202C

Dear Commissioner Edwards:

The Governor's office forwarded your correspondence regarding Pluris Wedgefield, Inc. (Pluris) to the Florida Public Service Commission (FPSC).

You expressed concerns about Pluris' application for increase in water and wastewater rates in Orange County. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 120152-WS.

If you have any questions or concerns please call Ellen Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

A handwritten signature in black ink, appearing to read "Randy Roland".

Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep



COMMISSIONER TED B. EDWARDS  
District 5  
201 S. Rosalind Avenue  
Reply To: Post Office Box 1393  
Orlando, FL 32802-1393



Office of Governor Rick Scott  
State of Florida  
The Capitol  
400 S. Monroe St.  
Tallahassee, FL 32399-0001

52 APR0115 1 32399



State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

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

RECEIVED-FPSC  
13 FEB 15 AM 9:35  
COMMISSION  
CLERK

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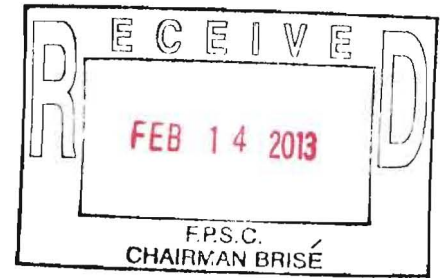
**DATE:** February 14, 2013  
**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk  
**FROM:** Pamela Paultre, Executive Secretary to Chairman Brisé  
**RE:** Dockets no. 120152-WS and no. 120192-EI

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Please file the following documents in their respective docket in *Docket Correspondence of Consumers and their Representatives*. The letter from Mr. Robert D. Evans should be placed in docket no. 120192 and the letter from Commissioner Edwards within docket no. 120152.

Thank you for your assistance.

FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 06503-12  
DISTRIBUTION: \_\_\_\_\_



February 8, 2013

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

SUBJECT: Pluris Wedgefield, Inc., PSC Docket #120152 WS

Dear Chairman Brise,

I am writing you to object to a rate increase requested by Pluris Wedgefield before the Commission. Mr. Mehocko President of the Wedgefield Homeowners Association and several other residents have provided information to my office that is of great concern. Having represented Wedgefield as a County Commissioner as early as 1996, the residents have repeatedly been subject to rate increases over the years far above customary rates for Orange County. I have been in contact with Mr. Mehochko, concerning the ongoing service and communications issues with Pluris Wedgefield, Inc. and their recent request for a rate increase.

During a public hearing held on December 5, 2012, attended by over 200 residents, my staff heard many concerns including the following:

- This is the second rate increase request in a matter of four years by Pluris, a company that has not reinvested in improvements to water quality, service or communication to its customers.
- Residents complained of poor water quality, poor customer service, an aged and improperly maintained infrastructure, as well as a host of other issues related to their water and rates.
- Since September 20th, residents have experienced five water outages resulting in multiple boil water alerts. On at least two occasions boil alerts were sent 2-3 days after service failures.
- Wedgefield residents already pay some of the highest rates for water and wastewater services in the state. They testified that their average bills are in the neighborhood of \$150 per month.

**COMMISSIONER TED B. EDWARDS, DISTRICT 5**

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407-836-7350 · Fax 407-836-5976



Page 2

Pluris Wedgefield, Inc., PSC Docket #120152 WS

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On behalf of for the residents of Wedgefield, please deny the Pluris request for rate increase. Furthermore, please be sure Pluris properly addresses the resident's concerns of low quality service and provide an improvement plan with measurable goals that protects residents from paying higher rates for inadequate service.

Sincerely,

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Commissioner Ted Edwards

Cc: The Honorable Rick Scott, Governor, State of Florida  
The Honorable Teresa Jacobs, Orange County Mayor  
The Honorable Ronald A. Brise, Chairman, Florida Public Service Commission  
The Honorable Eduardo E. Balbis, Florida Public Service Commissioner  
The Honorable Julie Imanuel Brown, Florida Public Service Commissioner  
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**COMMISSIONER TED B. EDWARDS, DISTRICT 5**

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407-836-7350 · Fax 407-836-5976

**Catherine Potts**

---

**From:** Cristina Slaton  
**Sent:** Thursday, February 14, 2013 2:02 PM  
**To:** Commissioner Correspondence  
**Subject:** Docket Correspondence 120152-WS  
**Attachments:** Commissioner Ted Edwards 120152-WS.pdf

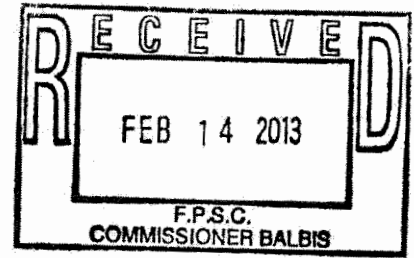
Cathi,

Please place the attached in Docket Correspondence, Consumers and their Representatives, for Docket No. 120152-WS.

Thank you,

Cristina





February 8, 2013

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

SUBJECT: Pluris Wedgefield, Inc., PSC Docket #120152 WS

Dear Commissioner Balbis,

I am writing you to object to a rate increase requested by Pluris Wedgefield before the Commission. Mr. Mehocko President of the Wedgefield Homeowners Association and several other residents have provided information to my office that is of great concern. Having represented Wedgefield as a County Commissioner as early as 1996, the residents have repeatedly been subject to rate increases over the years far above customary rates for Orange County. I have been in contact with Mr. Mehochko, concerning the ongoing service and communications issues with Pluris Wedgefield, Inc. and their recent request for a rate increase.

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Pluris Wedgefield, Inc., PSC Docket #120152 WS

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On behalf of for the residents of Wedgefield, please deny the Pluris request for rate increase. Furthermore, please be sure Pluris properly addresses the resident's concerns of low quality service and provide an improvement plan with measurable goals that protects residents from paying higher rates for inadequate service.

Sincerely,

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Commissioner Ted Edwards

Cc: The Honorable Rick Scott, Governor, State of Florida  
The Honorable Teresa Jacobs, Orange County Mayor  
The Honorable Ronald A. Brise, Chairman, Florida Public Service Commission  
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The Honorable Julie Imanuel Brown, Florida Public Service Commissioner  
The Honorable Lisa Polak Edgar, Florida Public Service Commissioner  
The Honorable Art Graham, Florida Public Service Commissioner  
Mr. Rich Mehochko, President, Wedgefield Homeowners Association  
Mr. Ajit Lalchandani, County Administrator, Orange County Government

COMMISSIONER TED B. EDWARDS, DISTRICT 5

201 South Rosalind Avenue, 5th Floor · Reply To: Post Office Box 1393 · Orlando, Florida 32802-1393  
407-836-7350 · Fax 407-836-5976

**Eric Fryson**

**From:** Ann Cole  
**Sent:** Thursday, February 14, 2013 1:53 PM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Catherine Potts  
**Subject:** FW: Docket No. 120152-WS  
**Attachments:** SKMBT\_36313021413320.pdf

FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 06503-12  
DISTRIBUTION: \_\_\_\_\_

Please process. Thanks, Ann

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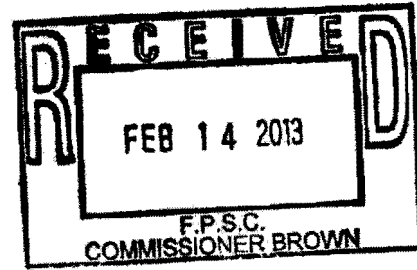
**From:** Katherine Fleming  
**Sent:** Thursday, February 14, 2013 1:37 PM  
**To:** Commissioner Correspondence  
**Subject:** Docket No. 120152-WS

Please place the attached in Docket Correspondence, Consumers and their Representatives, for Docket No. 120152-WS.

Thank you,

Katherine E. Fleming  
Chief Advisor to Commissioner Brown  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6028 (Office)  
(850) 413-6029 (Facsimile)

*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.*



February 8, 2013

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

**SUBJECT: Pluris Wedgefield, Inc., PSC Docket #120152 WS**

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Commissioner Ted Edwards

Cc: The Honorable Rick Scott, Governor, State of Florida  
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The Honorable Julie Imanuel Brown, Florida Public Service Commissioner  
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Mr. Rich Mehochko, President, Wedgefield Homeowners Association  
Mr. Ajit Lalchandani, County Administrator, Orange County Government

COMMISSIONER TED B. EDWARDS, DISTRICT 5

201 South Rosalind Avenue, 5th Floor · Reply To: Post Office Box 1393 · Orlando, Florida 32802-1393  
407-836-7350 · Fax 407-836-5976

**Eric Fryson**

**From:** Ruth McHargue  
**Sent:** Thursday, February 14, 2013 10:54 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 06503-12		
DISTRIBUTION:		

Customer correspondence

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

From: Consumer Contact  
Sent: Thursday, February 14, 2013 10:36 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1101426C. See 1101424W for improper billing issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Wednesday, February 13, 2013 9:44 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 33264

CUSTOMER INFORMATION

Name: L Williams  
Telephone:  
Email:  
Address: 20337 Majestic Street Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Lea Williams  
Account Number: 01-00007730-0002  
Address: 20337 Majestic Street Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

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

Despite repeated requests Pluris refuses to send me monthly water sampling results. 1/28/13 called Pluris-spoke to Kristi-told we dont have to send you that we only have to send you water results once per year. I asked Kristi 4 times-she was unwilling to provide this customer service.

The quality of the water in Wedgefield is despicable as attested to by many residents at the meeting on 12/5/2012. I have had to replace a water heater, toilet fixtures, water faucets, have white spots due to water by Pluris over faucets, white spots that cannot be removed on refrigerator, shower doors have extensive build-up THAT CANNOT BE REMOVED not to mention the cost of replacing and repairing these fixtures as well as purchasing drinking water during water service interruption. I am requesting reimbursement for all these out-of-pocket expenses on my part due to poor water from PLURIS. Another instance includes: extremely "brown" cloudy water - told by Pluris they were flushing lines - the water is safe to drink.

Despite requesting credits for the water outages in September 20 through 26, 2012 and again in November 2012 over the Thanksgiving Holiday none has been forthcoming-when I spoke with Pluris customer service reps including the most recent conversation on 1/28/2013, Pluris lied to me and told me I had not requested the credits DUE ME for interruption of water service.

Always receive billing late and I believe this is done deliberately to assess customer late charges (as others also have complained about - according to Kristi bills are mailed from Los Angeles, California - the bills take 14 days for me and other customers to receive and I believe this is inappropriate. Kristi told me on 1/28/2013 she would look into this and get back to me - NEVER HAS. CUSTOMER SERVICE IS CUSTOMER DISSERVICE AND ABSENT. A bill should not take 14 days to receive-Kristi stated they have no control over customer receipt of mail and blames the customer instead of them for delivery of a Pluris bill - POOR CUSTOMER SERVICE AGAIN.

Prior to the November 2012 water interruption NO DOOR TAG HAS "EVER" been placed on my (or my neighbors door) which has subjected me to drinking unsafe water (neighbors too).

2/13/2013 - door tag left "Notice to Pay" or will be disconnected - BUT NO CREDIT ISSUED OR CALL-BACK From Pluris. Pluris almost falls over themselves to charge residents late fees or issue disconnect notices BUT HAS NOT ISSUED CREDITS. I feel they represent the worst of customer-service. They do not try to assist customers but only look for ways to charge people more.

9-13-2012 Pluris via USPS mail Notice - acknowledged that on August 7, 2012 2 samples tested positive for coliform bacteria and 1 of these 2 tested positive for fecal. August 8, 2012 2 more samples taken also tested positive for coliform bacteria. NEVER NOTIFIED until "AFTER THE FACT".

I vehemently oppose rate approval for Pluris. THE PLURIS RATES far exceed any others in the general vicinity - not even 10 miles away folks pay 1/2 or more LESS than what Wedgefield resident pay.

They are "unjustly enriching themselves financially" at the expense of the customer. Pluris represents greed.

Taste of water is horrible - you could not pay me to drink this water. Odors at least several times a week are offensive and make me feel nauseous - by the way, I've never had this issue until moving here.

PSC would be doing a HUGE DISSERVICE to the Wedgefield community by granting any increase whatsoever (after hearing all the complaints from PLURIS customers), not to mention decreasing property values and I am requesting that their request for this rate increase be DENIED and reverted back to rates prior when they (PLURIS) initially purchased the water company here. They have not taken any measures to improve customer service or water service, quality. I would welcome this company being put "out of business" for the sake of Wedgefield residents and service being provided by Orange County.

Respectfully submitted

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

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

RECEIVED-FPSC  
13 FEB -4 PM 2:01  
COMMISSION  
CLERK

---

**DATE:** February 4, 2013  
**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk  
**FROM:** Pamela Paultre, Executive Secretary to Chairman Brisé  
**RE:** Inclusion in Docket no. 120152-WS

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Please place enclosed document in Docket Correspondence of Consumers and their representatives in the aforementioned docket. Thank you for your assistance.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 06503-12		
DISTRIBUTION:		



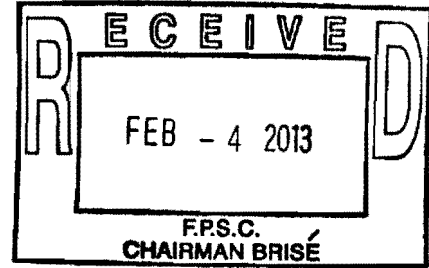


ORANGE COUNTY MAYOR  
**TERESA JACOBS**

P.O. Box 1393, 201 SOUTH ROSALIND AVENUE, ORLANDO, FL 32802-1393  
PHONE: 407-836-7370 • FAX: 407-836-7360 • Mayor@ocfl.net

January 18, 2013

The Honorable Rick Scott  
Governor  
State of Florida  
The Capitol  
400 S. Monroe Street  
Tallahassee, FL 32399-0001



**SUBJECT: Pluris Wedgefield, Inc., PSC Docket #120152 WS**

Dear Governor Scott:

On December 5, 2012, a member of my staff attended a public hearing in the Wedgefield community of Orange County hosted by the Public Service Commission (PSC). The purpose of the meeting was to obtain customer comments and input as they related to a proposed water and wastewater utility rate increase sought by the utility provider, Pluris Wedgefield, Inc., under PSC Docket #120152 WS. Based on reports to me from my staff, the citizens are infuriated by the notion that this utility provider would seek a second rate increase in a matter of four years – all to pay for water which is, according to them, of extremely poor quality and undrinkable.

This raised several questions for me and I wanted to bring their concerns to your attention. Therefore, I am writing seeking your assistance on behalf of the approximately 7,500 Wedgefield residents I represent. Below, I have outlined issues raised during the PSC's public hearing by residents in the community:

- Pluris Wedgefield purchased the utility serving the community in November 2009.
- During testimony at the December 5<sup>th</sup> meeting, residents complained of poor water quality, poor customer service, an aged and improperly maintained infrastructure, as well as a host of other issues related to their water and the rates they pay.
- Since September 20<sup>th</sup>, they have experienced five water outages resulting in multiple boil water alerts.
- Wedgefield residents already pay some of the highest rates for water and wastewater services in the state. They testified that their average bills are in the neighborhood of \$150 per month.

**Catherine Potts**

---

**From:** Pamela Paultre on behalf of Office of Commissioner Brisé  
**Sent:** Monday, February 04, 2013 2:22 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Pluris Water Wedgefield

Cathi,

Please place the forwarded or enclosed correspondence in Docket Correspondence of Consumers and their representatives for docket no. 120152-WS

Thank you,

Pamela Paultre  
Assistant to Chairman Ronald Brisé  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399  
(850) 413-6036

---

**From:** Schnabel, Stephen [<mailto:Stephen.Schnabel@starwoodvo.com>]  
**Sent:** Thursday, January 31, 2013 5:30 PM  
**To:** Office of Commissioner Balbis; Office Of Commissioner Edgar; Office of Commissioner Brisé; Office Of Commissioner Graham; Office of Commissioner Brown  
**Subject:** Pluris Water Wedgefield

Hello –

I missed the opportunity to speak at the meeting about Pluris's request to raise my rates (water and sewage), so I am taking a few moments to email you directly. If you have taken the time to read some of the many protests and comments sent in by my neighbors of my community you will see that there is a consistent theme:

- The water quality is poor to the point of "drink at your own risk"
- The prices are already very high
- Pluris is failing in their ability to run and manage this utility service

To even consider allowing this company to raise our rates is criminal in itself. I was under the impression that the whole point of having a Public Service Commission was to prevent this type of predatory business practices in the first place.

**Steve Schnabel**  
2807 Village Pine Ter.

This electronic message transmission contains information from the Company that may be proprietary, confidential and/or privileged. The information is intended only for the use of the individual(s) or entity named above. If you are not the intended recipient, be aware that any disclosure, copying or distribution or use of the contents of this information is prohibited. If you have received this electronic transmission in error, please notify the sender immediately by replying to the address listed in the "From:" field.

Mr. Carmelo Canals  
Mr. Delia Canals  
2543 Abalone Blvd  
Orlando, FL 32833

Application for increase in water and wastewater rates in Orange County by

**Pluris Wedgefield, Inc.**

1/22/13

DOCKET NO. 120152-WS

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>0650512</u>		
DISTRIBUTION:		

RECEIVED-FPSC

13 JAN 20 AM 9:56

COMMISSION CLERK

Name Mr & Mrs Carmelo & Delia Canals

Address 2543 Abalone Blvd

ORLANDO, FL 32833

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
The water in our development smells and taste like sulfur and chlorine. Since the company took over water has not changed. Your reports always show there is some kind of bacterium in our water. There's been a few months the water has to be on and off we are not told to boil our water till later on. You want in increase but will you pay for use that have to buy our water + have to buy water dispensers or water purifiers, this is a cost to home owners. My family is a family of (2) two + our water is close to 300.00 <sup>even!</sup> a month. (NOT Fair) This company doesn't even have some one like in our that come + see how they can help people save money. I have never read reduction for any reason. For two people in a family water should not be near 300.00 a month. I wash <sup>clothing</sup> every 3 weeks.

Fold and tape -- see back for address *Reduce my lawn water to very little. CAN NOT UNDERSTAND.*

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

cc: C. CANALS

**Eric Fryson**

**From:** Ann Cole  
**Sent:** Monday, January 14, 2013 3:34 PM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Catherine Potts  
**Subject:** FW: Pluris in Wedgefield

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

**Attachments:** Brown PSC.docx

Please process. Thanks, Ann

---

**From:** Office of Commissioner Brown  
**Sent:** Monday, January 14, 2013 3:29 PM  
**To:** Commissioner Correspondence  
**Subject:** FW: Pluris in Wedgefield

Please place the following in Docket Correspondence, Consumers and their Representatives, in Docket No. 120152-WS.

Thank you,

Katherine E. Fleming  
 Chief Advisor to Commissioner Brown  
 Florida Public Service Commission  
 2540 Shumard Oak Boulevard  
 Tallahassee, FL 32399  
 (850) 413-6028 (Office)  
 (850) 413-6029 (Facsimile)

*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.*

---

**From:** Goodson, Tom [mailto:Tom.Goodson@myfloridahouse.gov]  
**Sent:** Monday, January 14, 2013 2:58 PM  
**To:** Office of Commissioner Brown  
**Subject:** Pluris in Wedgefield

Good afternoon!

I had not received a reply to my comments regarding the request from Pluris to raise their rates affecting the constituents of Wedgefield in the Central Florida area. The letter was sent out before the holiday break to each member of the Public Service Commission. Therefore, I am sending an email to request a response from each member of the PSC. A copy of the original letter is attached. You may send a letter of reply to Representative Tom Goodson, 400 South St., Suite 1C, Titusville, FL 32780, or you may email me at [Tom.Goodson@myfloridahouse.gov](mailto:Tom.Goodson@myfloridahouse.gov).

I am very concerned about the possibility of the rate increase and feel that, at this time, it should not be warranted.

1/14/2013

Thank you,  
Tom Goodson  
District 50  
Florida House of Representatives

FLORIDA HOUSE OF REPRESENTATIVES  
*Representative Tom Goodson*  
District 50

District Office:  
400 South Street, Suite 1C  
Titusville, FL 32780  
(321) 383-5151  
(321) 383-5153 (fax)

Tallahassee Office:  
200 House Office Building  
402 South Monroe Street  
Tallahassee, FL 32399-1300  
(850) 717-5050

Email:  
Tom.Goodson@myfloridahouse.gov

December 21, 2012

Julie Imanuel Brown  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Dear Ms. Brown,

I am writing this letter on behalf of the residents of Wedgefield in East Central Florida. As you may be aware, Pluris (the water utility there) is asking the PSC for an approval to their rate increase. However, I am asking that the increase be denied. First, it would make their water rate the highest in the Central Florida area. Second, no one has been able to provide a reason as to why they are asking for an increase.

The reason I do not support a rate increase is because of their history of poor water quality. I would think that they need to concentrate their efforts in providing a service that does not require the residents to boil water on a fairly regular basis. If the reason to raise rates is because they are in need of new lines to eliminate this problem, it should be clearly stated. Until they can remedy this consistent issue, I do not believe their services rendered can be fairly granted a rate increase.

Sincerely,



Tom Goodson  
State Representative, District 50

**Agriculture and Natural Resources Subcommittee, Vice Chair \*\* Economic Affairs Committee, Vice Chair  
Civil Justice Subcommittee \*\* Insurance and Banking Subcommittee  
Transportation and Economic Development Appropriations Subcommittee**

**FLORIDA HOUSE OF REPRESENTATIVES**  
*Representative Tom Goodson*  
District 50

**District Office:**  
400 South Street, Suite 1C  
Titusville, FL 32780  
(321) 383-5151  
(321) 383-5153 (fax)

**Tallahassee Office:**  
200 House Office Building  
402 South Monroe Street  
Tallahassee, FL 32399-1300  
(850) 717-5050

**Email:**  
[Tom.Goodson@myfloridahouse.gov](mailto:Tom.Goodson@myfloridahouse.gov)

**Agriculture and Natural Resources Subcommittee, Vice Chair \*\* Economic Affairs Committee, Vice Chair  
Civil Justice Subcommittee \*\* Insurance and Banking Subcommittee  
Transportation and Economic Development Appropriations Subcommittee**

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

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

13 JAN - 8 AM 8:10

RECEIVED-FPSC

COMMISSION  
CLERK

---

**DATE:** January 7, 2013  
**TO:** Ann Cole, Commission Clerk - PSC, Office of Commission Clerk  
**FROM:** Cristina Slaton, Executive Secretary to Commissioner Balbis  
**RE:** Docket Correspondence

---

Ann,

Please place the attached letter from Representative Tom Goodson in Docket Correspondence - Consumers and their Representatives, in Docket No. 120152-WS. Thank you.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION:		





FLORIDA HOUSE OF REPRESENTATIVES  
*Representative Tom Goodson*  
District 50

District Office:  
400 South Street, Suite 1C  
Titusville, FL 32780  
(321) 383-5151  
(321) 383-5153 (fax)

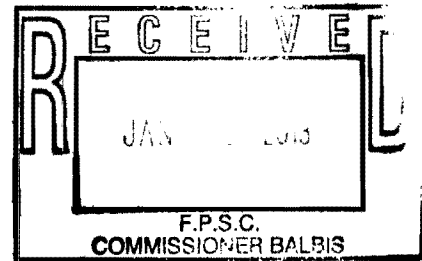
Tallahassee Office:  
200 House Office Building  
402 South Monroe Street  
Tallahassee, FL 32399-1300  
(850) 717-5050

Email: [Tom.Goodson@myfloridahouse.gov](mailto:Tom.Goodson@myfloridahouse.gov)

December 21, 2012

Eduardo E. Balbis  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Dear Mr. Balbis,



I am writing this letter on behalf of the residents of Wedgefield in East Central Florida. As you may be aware, Pluris (the water utility there) is asking the PSC for an approval to their rate increase. However, I am asking that the increase be denied. First, it would make their water rate the highest in the Central Florida area. Second, no one has been able to provide a reason as to why they are asking for an increase.

The reason I do not support a rate increase is because of their history of poor water quality. I would think that they need to concentrate their efforts in providing a service that does not require the residents to boil water on a fairly regular basis. If the reason to raise rates is because they are in need of new lines to eliminate this problem, it should be clearly stated. Until they can remedy this consistent issue, I do not believe their services rendered can be fairly granted a rate increase.

Sincerely,

Tom Goodson  
State Representative, District 50

Agriculture and Natural Resources Subcommittee, Vice Chair \*\* Economic Affairs Committee, Vice Chair  
Civil Justice Subcommittee \*\* Insurance and Banking Subcommittee  
Transportation and Economic Development Appropriations Subcommittee

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

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

RECEIVED-FPSC  
13 JAN - 2 PM 3:17  
COMMISSION  
CLERK

**DATE:** January 2, 2013

**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk

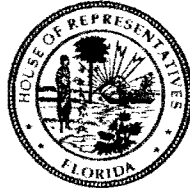
**FROM:** Katherine E. Fleming, Assistant to Commissioner Brown *KEF*

**RE:** Docket No. 120152-WS – Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.

Please place the attached document in Docket Correspondence - Consumers and their Representatives, in Docket No. 120152-WS.

Thank you.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		



FLORIDA HOUSE OF REPRESENTATIVES  
*Representative Tom Goodson*  
District 50

District Office:  
400 South Street, Suite 1C  
Titusville, FL 32780  
(321) 383-5151  
(321) 383-5153 (fax)

Tallahassee Office:  
200 House Office Building  
402 South Monroe Street  
Tallahassee, FL 32399-1300  
(850) 717-5050

Email: [Tom.Goodson@myfloridahouse.gov](mailto:Tom.Goodson@myfloridahouse.gov)

December 21, 2012

Julie Imanuel Brown  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Dear Ms. Brown,

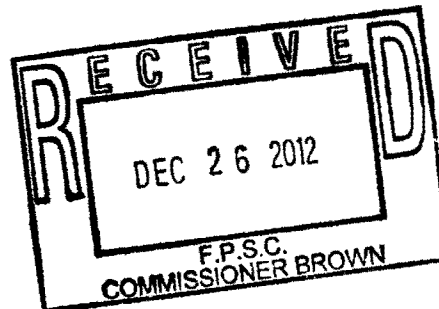
I am writing this letter on behalf of the residents of Wedgefield in East Central Florida. As you may be aware, Pluris (the water utility there) is asking the PSC for an approval to their rate increase. However, I am asking that the increase be denied. First, it would make their water rate the highest in the Central Florida area. Second, no one has been able to provide a reason as to why they are asking for an increase.

The reason I do not support a rate increase is because of their history of poor water quality. I would think that they need to concentrate their efforts in providing a service that does not require the residents to boil water on a fairly regular basis. If the reason to raise rates is because they are in need of new lines to eliminate this problem, it should be clearly stated. Until they can remedy this consistent issue, I do not believe their services rendered can be fairly granted a rate increase.

Sincerely,

A handwritten signature in black ink that reads "Tom Goodson".

Tom Goodson  
State Representative, District 50



Agriculture and Natural Resources Subcommittee, Vice Chair \*\* Economic Affairs Committee, Vice Chair  
Civil Justice Subcommittee \*\* Insurance and Banking Subcommittee  
Transportation and Economic Development Appropriations Subcommittee

State of Florida



# Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

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

12 DEC 31 AM 9:00

RECEIVED FPSC

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**DATE:** December 28, 2012  
**TO:** Ann Cole, Commission Clerk, Office of Commission Clerk  
**FROM:** Pamela Paultre, Executive Secretary to Chairman Brisé  
**RE:** Inclusion in Docket no. 120152-WS

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Please place enclosed document in Docket Correspondence of Consumers and their representatives in docket no. 120152-WS. Thank you for your assistance.

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION:



FLORIDA HOUSE OF REPRESENTATIVES  
*Representative Tom Goodson*  
District 50

District Office:  
400 South Street, Suite 1C  
Titusville, FL 32780  
(321) 383-5151  
(321) 383-5153 (fax)

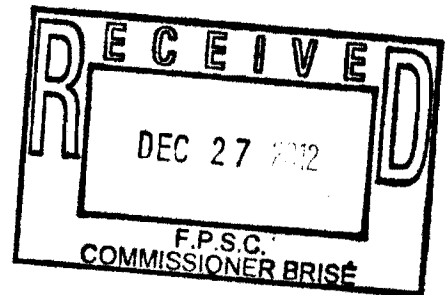
Tallahassee Office:  
200 House Office Building  
402 South Monroe Street  
Tallahassee, FL 32399-1300  
(850) 717-5050

Email: [Tom.Goodson@myfloridahouse.gov](mailto:Tom.Goodson@myfloridahouse.gov)

December 21, 2012

Ronald A. Brisé  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Dear Chairman Brisé,

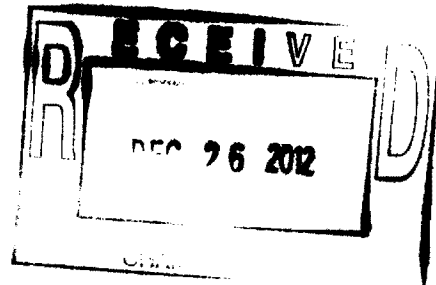


I am writing this letter on behalf of the residents of Wedgefield in East Central Florida. As you may be aware, Pluris (the water utility there) is asking the PSC for an approval to their rate increase. However, I am asking that the increase be denied. First, it would make their water rate the highest in the Central Florida area. Second, no one has been able to provide a reason as to why they are asking for an increase.

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Sincerely,

Tom Goodson  
State Representative, District 50



Agriculture and Natural Resources Subcommittee, Vice Chair \*\* Economic Affairs Committee, Vice Chair  
Civil Justice Subcommittee \*\* Insurance and Banking Subcommittee  
Transportation and Economic Development Appropriations Subcommittee

Application for increase in water and wastewater rates in Orange County by

**Pluris Wedgefield, Inc.**

DOCKET NO. 120152-WS

12 DEC 31 AM 8:57

RECEIVED - FPSC

FPSC, CLK CORRESPONDENCE

Administrative  Parties  Consumer

DOCUMENT NO. 06503-12

DISTRIBUTION: \_\_\_\_\_

COMMISSION  
CLERK

Name SUSAN FAIRCCHILD

Address 2201 BALLARD AVE  
Orlando FL 32833

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS			
DON'T KNOW WHAT FIGURES YOU USED TO ARRIVE AT YOUR AVERAGES (WATER 45.75 / SEWER 39.44) BUT MINE ARE HIGHER.			
2011 - WATER	54.19	SEWER	<del>39.44</del> 45.52
2012 -	1	84.55	1 52.55
WE ARE TIRED OF CRAPPY, EXPENSIVE WATER.			

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

**Eric Fryson**

---

**From:** Ellen Plendl  
**Sent:** Thursday, December 27, 2012 9:23 AM  
**To:** Eric Fryson  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** Email for Docket 120152-WS  
  
**Attachments:** FW: Utl Rate Complaint- Orange County; whitman.pdf

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____



FW: Utl Rate whitman.pdf  
mplaint- Orange (534 KB)

See attached correspondence and PSC response for correspondence side of Docket 120152-WS.

## Eric Fryson

---

**From:** Angie Calhoun  
**Sent:** Wednesday, November 28, 2012 5:02 PM  
**To:** Ellen Plendl  
**Cc:** Randy Roland  
**Subject:** FW: Utl Rate Complaint- Orange County

Ellen,

Below is a complaint that was forwarded to DOH, by the Governor's office.

Angie

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

From: Bob\_Vincent@doh.state.fl.us [mailto:Bob\_Vincent@doh.state.fl.us]  
Sent: Wednesday, November 28, 2012 4:50 PM  
To: Angie Calhoun  
Subject: Utl Rate Complaint- Orange County

acalhoun@psc.state.fl.us, Ms, Calhoun, this came to us by mistake.  
Thanks for handling it.

Bob Vincent, R.S., M.P.A., Environmental Administrator, Water Programs, Bureau of Environmental Health, Division of Disease Control and Health Protection, Florida Dept. of Health Office phone 850.245.4578, fax 850.922.6969, 4052 Bald Cypress Way, Bin A-08, Tallahassee, FL 32399-1710 Email: Bob\_Vincent@doh.state.fl.us

Webpages:

Drinking Water <http://www.myfloridaeh.com/water/index.html> Pools  
<http://www.myfloridaeh.com/water/swim/index.html> Beaches  
<http://esetappsdo.h.doh.state.fl.us/irm00beachwater/default.aspx>

Mission: To protect, promote & improve the health of all people in Florida through integrated state, county, & community efforts. Vision: Healthiest State in the Nation

Values: (ICARE) Innovation: We search for creative solutions and manage resources wisely.

Collaboration: We use teamwork to achieve common goals & solve problems. Accountability: We perform with integrity & respect.

Responsiveness: We achieve our mission by serving our customers & engaging our partners.

Excellence: We promote quality outcomes through learning & continuous performance improvement.

How are we doing? Please take our survey...[http://www.doh.state.fl.us/environment/water/water\\_survey.htm](http://www.doh.state.fl.us/environment/water/water_survey.htm)

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

From: Governor Rick Scott [mailto:Rick.Scott@eog.myflorida.com]  
Sent: Wednesday, November 21, 2012 8:58 AM  
To: zzzz Feedback, Health  
Cc: Sunburst  
Subject: FW: Dirty/Bacteria/Fecal Water

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

From: Garrett Whitman [mailto:gwhitman4@gmail.com]  
Sent: Tuesday, November 20, 2012 7:33 PM  
To: Governor Rick Scott  
Subject: Dirty/Bacteria/Fecal Water

From: Garrett Whitman <gwhitman4@gmail.com>



County: Orange

Zip Code: 32833

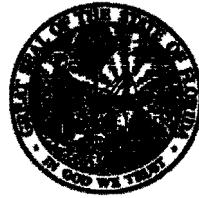
Message Body: Sir, my name is Garrett Whitman and I live in the community of Wedgefield in Orlando, FL. Our water company is Pluris and since Jan-12 our water has gone out multiple times as well as had multiple boil notices. On top of all of this they have raised our rates to \$32.34 for residential and \$26.12 for sewer before any water consumption even takes place. I've looked into other areas and the average rate is between \$7 - \$12 for both sewer and residential prior to any water consumption. Channel 9 news has also done investigative stories on Pluris and the results have found bacteria and fecal mater in their water and still they were aloud to raise their rates. We need your help in these tough economic times to get these rates lowered to what most other water companies charge. I pay over \$130/month for water as where most people pay between \$30 - \$60/month. I look forward to hearing from you and hearing your position on the matter and if you can do anything to h!

elp. I sincerely appreciate your time regarding this matter.

v/r

Garrett Whitman

STATE OF FLORIDA



COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

OFFICE OF  
CONSUMER ASSISTANCE & OUTREACH  
CYNTHIA L. MUIR  
DIRECTOR  
(850) 413-6482

# Public Service Commission

December 27, 2012

Mr. Garrett Whitman  
2809 Briar Park Drive  
Orlando, FL 32833

RE: FPSC Inquiry Number 1091196W

Dear Mr. Whitman:

This is in response to your inquiry with the Florida Public Service Commission (FPSC) regarding Pluris Wedgefield, Incorporated (Pluris). You expressed a concern about frequent water outages.

Rule 25-30.250, Florida Administrative Code, requires water and wastewater utilities to make all reasonable efforts to provide continuous service. Should interruption in service occur, however, the utility shall reestablish service with the shortest delay consistent with the safety of its customers and the general public.

Pluris records indicated the following outages occurred at your residence between December 20, 2011, and December 20, 2012:

Date of Outage	Duration of Outage	Reason for Outage
September 6, 2012	2 hours, 40 minutes	Outage due to 8-inch water main break
September 20, 2012	9 hours, 10 minutes	Outage due to 8-inch and 4-inch water main breaks
September 21, 2012	6 hours, 45 minutes	Outage due to repair on entire water system
September 23, 2012	3 hours, 5 minutes	Outage due to 4-inch water main break
September 26, 2012	4 hours, 20 minutes	Outage due to electrical failure in transformer to water plant and subsequent generator failure
November 20, 2012	2 hours, 30 minutes	Outage due to 4-inch water main break and valve failure

Pluris has implemented a broadcast voice messaging system for additional notification to customers. The utility has replaced the generator that failed on September 26, 2012. On December 6, 2012, Pluris replaced two valves that failed during the September 20, 2012, outage. The utility plans to continue routine plant maintenance and is studying the costs o replace some of the piping in the area of

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An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Mr. Garrett Whitman

Page 2

December 27, 2012

the recent water line breaks. You may contact Ms. Beverly Yopp, Pluris Customer Care Director, at 813-758-8415, to discuss further service concerns.

The FPSC regulates investor-owned electric, and natural gas utilities throughout the state, and investor-owned water and wastewater utilities in those counties which have opted to transfer jurisdiction to the FPSC. Specifically, the FPSC is responsible for the economic regulation of investor-owned water and wastewater providers, assuring adequate service and setting just, reasonable, compensatory and nondiscriminatory rates. However, water quality and boil water notices do not fall under our authority. If you would like to pursue your water quality and boil water notice 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**

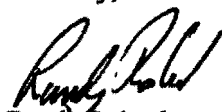
**Telephone: 850-245-2118  
Facsimile: 850-245-2128**

You also expressed a concern about Pluris' application for an increase in water and wastewater rates in Orange County. In accordance with Section 367.082, Florida Statutes, the FPSC is required to process interim rate requests within 60 days of the filing. The FPSC is also required to allow the collection of rates sufficient for the utility to earn the minimum of its approved range. On October 17, 2012, the FPSC approved an interim increase. The interim increase is, however, subject to refund with interest to the extent that the FPSC finds that it was not warranted at the conclusion of the rate case proceeding. I have enclosed a copy of the FPSC's special report on Docket No. 120152-WS for your review. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 120152-WS.

Complaints are a valuable source of information, and we will keep your complaint on file. We closely monitor complaints to track any trends indicating where further Agency action might be needed.

If you have any questions or concerns please call Ellen Plendl by January 15, 2013; otherwise, we will consider your inquiry resolved. You may reach Ms. Plendl at 1-800-342-3552 or by fax at 1-800-511-0809.

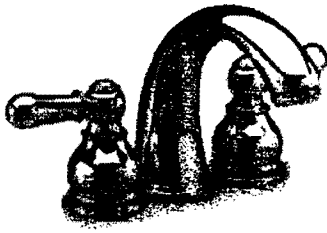
Sincerely,



Randy Roland  
Regulatory Program Administrator  
Office of Consumer Assistance & Outreach

RR:mep

Enclosure



Florida Public Service Commission

# SPECIAL REPORT

DECEMBER 2012

Application for increase in water and wastewater rates in Orange County by

**Pluris Wedgefield, Inc.**

DOCKET NO. 120152-WS

*On July 19, 2012, Pluris Wedgefield, Inc. (Pluris) filed an application with the Florida Public Service Commission (PSC or Commission) to increase its water and wastewater rates. Pluris provides service to approximately 1,600 water and 1,550 wastewater customers in Orange County.*

## QUESTIONS & ANSWERS

**1 Is there an opportunity for public input on this rate case?**

Yes. As part of the evaluation process for Pluris' rate request, the Commission staff will conduct a customer meeting to allow customer feedback about Pluris and the rate-setting process. Customer comments, written and oral, will be taken into consideration when the Commission reaches a decision. One or more Commissioners may attend and participate during the customer meeting.

**2 Why is Pluris requesting a rate increase?**

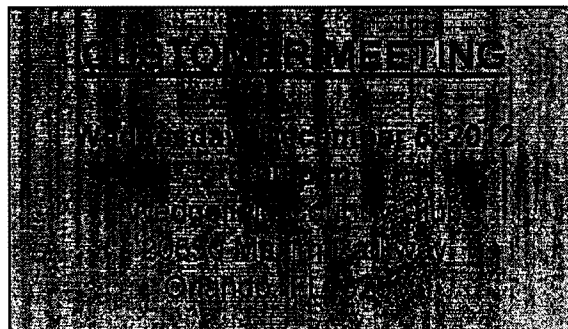
Pluris is requesting a rate increase to cover increasing operating costs.

**3 When was Pluris' last approved rate increase?**

Pluris' last rate case was in 2008 for water and 1998 for wastewater.

**4 Presently, how much are the average monthly water and wastewater bills for customers?**

Currently, the average monthly water and wastewater bills for customers are \$45.75 and \$39.44, respectively.



*Continued on back*

**5 Using Pluris' proposed rates, how much would the average monthly water and wastewater bills be for customers?**

Under Pluris' proposal, the average monthly water and wastewater bills for customers would be \$62.82 and \$49.26, respectively.

**6 What if I cannot attend the customer meeting or prefer not to speak? Are there other ways to comment on this case?**

Any person who wants to comment or provide information to the Commission regarding this matter may do so orally at the meeting or in writing.\* Written comments should be mailed to:

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

The PSC will also accept faxes and e-mails.  
Fax number: 1-800-511-0809  
Internet e-mail address:  
[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Please be sure to include the docket number, **120152-WS**.

Customer comments are placed on the consumer side of the docket file and are taken into consideration by the Commissioners in reaching their decision. In accordance with Florida Statutes, the PSC will also consider Pluris' quality of service and other matters. If you have questions, contact the Florida Public Service Commission's Office of Consumer Assistance & Outreach at 1-800-342-3552.

\* Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and

is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

**7 Who can answer technical or legal questions?**

For technical questions, contact:

Ana Vanesseltine  
(850) 413-6435

Shannon Hudson  
(850) 413-7021

Kelly Thompson  
(850) 413-6986

James McRoy  
(850) 413-6934

For legal questions, contact:

Michael Lawson  
(850) 413-6076

**8 Where on the Internet can I obtain more detailed information?**

Detailed docket information is available on the PSC website at [www.floridapsc.com](http://www.floridapsc.com). Click on **Clerk's Office/Dockets** and then type in the docket number, **120152**.

**9 When will the PSC make a decision?**

The PSC staff is scheduled to file a recommendation with the Commission on February 7, 2013. The Commissioners are expected to vote on this matter at the February 19, 2013 Commission Conference.

## PSC Commissioners



**COMMISSIONER**  
Eduardo E. Balbis



**COMMISSIONER**  
Lisa Polak Edgar



**CHAIRMAN**  
Ronald A. Briss



**COMMISSIONER**  
Art Graham



**COMMISSIONER**  
Julie I. Brown



	Utility Present Rates	Utility Requested Interim	Utility Requested Final	Staff Recommended Interim Rates
<b><u>Residential, Irrigation, and General Service</u></b>				
<b>Base Facility Charge by Meter Size</b>				
5/8" x 3/4"	\$ 23.39	\$ 32.28	\$ 42.39	\$ 32.34
3/4"	\$ 35.09	\$ 48.42	\$ 63.59	\$ 48.51
1"	\$ 58.49	\$ 80.72	\$ 105.98	\$ 80.86
1-1/2"	\$ 116.97	\$ 161.42	\$ 211.95	\$ 161.70
2"	\$ 187.14	\$ 258.25	\$ 339.12	\$ 258.71
3"	\$ 374.29	\$ 516.52	\$ 678.24	\$ 517.43
4"	\$ 584.83	\$ 807.07	\$ 1,059.75	\$ 808.49
6"	\$ 1,169.65	\$ 1,614.12	\$ 2,119.50	\$ 1,616.97
<b><u>Residential Service Gallonage Charge</u></b>				
0 - 5,000 Gallons	\$ 4.04	\$ 5.58	\$ 3.49	\$ 5.59
5,001 - 10,000 Gallons	\$ 5.05	\$ 6.97	\$ 6.98	\$ 6.98
Over 10,000 Gallons	\$ 8.09	\$ 11.16	\$ 10.47	\$ 11.18
<b><u>General and Irrigation Service Gallonage Charge</u></b>				
Per 1,000 Gallons	\$ 5.02	\$ 6.93	\$ 5.04	\$ 6.94
<b><u>Typical Residential 5/8"x3/4" Meter Bill Comparison</u></b>				
3,000 Gallons	\$ 35.51	\$ 49.02	\$ 52.86	\$ 49.11
5,000 Gallons	\$ 43.59	\$ 60.18	\$ 59.84	\$ 60.29
10,000 Gallons	\$ 68.84	\$ 95.03	\$ 94.74	\$ 95.19
 Average Usage of 5,420 Gallons	 \$ 45.71	 \$ 63.11	 \$ 62.77	 \$ 63.22

*Continued on back*



	Utility Present Rates	Utility Requested Interim	Utility Requested Final	Staff Recommended Interim Rates
<b><u>Residential</u></b>				
<b>Base Facility Charge by Meter Size</b>				
5/8" x 3/4"	\$ 21.07	\$ 26.13	\$ 29.68	\$ 26.12
3/4"	\$ 21.07	\$ 26.13	\$ 44.52	\$ 26.12
1"	\$ 21.07	\$ 26.13	\$ 74.20	\$ 26.12
1-1/2"	\$ 21.07	\$ 26.13	\$ 148.40	\$ 26.12
2"	\$ 21.07	\$ 26.13	\$ 237.44	\$ 26.12
<b><u>Residential Service Gallonage Charge</u></b>				
Per 1,000 Gallons (10,000 gallon cap)	\$ 3.82	\$ 4.74	\$ 4.07	\$ 4.74
<b><u>General Service</u></b>				
<b>Base Facility Charge by Meter Size</b>				
5/8" x 3/4"	\$ 21.07	\$ 26.13	\$ 29.68	\$ 26.12
3/4"	\$ 31.64	\$ 39.23	\$ 44.52	\$ 39.22
1"	\$ 52.74	\$ 65.40	\$ 74.20	\$ 65.38
1-1/2"	\$ 105.44	\$ 130.75	\$ 148.40	\$ 130.72
2"	\$ 168.73	\$ 209.23	\$ 237.44	\$ 209.18
3"	\$ 337.44	\$ 418.43	\$ 445.20	\$ 418.33
4"	\$ 528.09	\$ 654.83	\$ 742.00	\$ 654.68
6"	\$ 843.60	\$ 1,046.06	\$ 1,484.00	\$ 1,045.83
<b><u>General Service Gallonage Charge</u></b>				
Per 1,000 Gallons	\$ 4.56	\$ 5.69	\$ 4.78	\$ 5.85
<b><u>Typical Residential 5/8"x3/4" Meter Bill Comparison</u></b>				
3,000 Gallons	\$ 32.53	\$ 40.35	\$ 41.89	\$ 40.34
5,000 Gallons	\$ 40.17	\$ 49.83	\$ 50.03	\$ 49.82
10,000 Gallons	\$ 59.27	\$ 73.53	\$ 70.38	\$ 73.52
Average Usage of 5,420 Gallons	\$ 41.77	\$ 51.82	\$ 51.74	\$ 51.81

Application for increase in water and wastewater rates in Orange County by  
**Pluris Wedgefield, Inc.**

DOCKET NO. 120152-WS

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	

Fold and tape -- see back for address

*Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.*





STAMP

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

Fold Here

Tape

Fold Here

Application for increase in water and wastewater rates in Orange County by

**Pluris Wedgefield, Inc.**

DOCKET NO. 120152-WS

FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 0650312  
DISTRIBUTION: \_\_\_\_\_

RECEIVED-PPSC  
12 DEC 26 AM 9:18  
COMMISSION  
CLERK

Name Carolina El Hayek  
Address 2763 Regency Oak Ln  
Orlando, FL 32833

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
The water quality is terrible that has ruined my faucet and the sink now they are rusted.
The rates are very high and its ridiculous. This problem needs to be fixed.

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Application for increase in water and wastewater rates in Orange County by  
**Pluris Wedgefield, Inc.**

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____

DOCKET NO. 120152-WS

RECEIVED FPSC  
DEC 20 AM 9:22  
COMMISSION  
CLERK

Name JAMES R. WEBB  
Address 2475 ABAIDNE BLVD  
ORLANDO, FLA 32833

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
MY CONCERNS ABOUT PLURIS WEDGEFIELD ARE MANY, AND MOST WERE PRESENTED FROM OTHER CUSTOMERS AT THE PUBLIC MEETING, EXCEPT TWO. FIRST I WOULD LIKE TO ASK THE COMMISSION TO CHECK THE UTILITY'S SUPERVISORY CONTROL AND DATA ACQUISITION RECORDS. IT IS MY UNDERSTANDING THAT THE UTILITY BROUGHT ON LINE A HIGH SERVICE PUMP WITHOUT COMPENSATING PSI FROM PUMPS ALREADY RUNNING. THIS WOULD ULTIMATELY SPIKE THE PSI THROUGHOUT THE DISTRIBUTION SYSTEM. THE UTILITY MAY HAVE CAUSED THEIR OWN PIPING SYSTEM FAILURES, AND PLUMBING LEAKS IN CUSTOMERS HOMES. SECONDLY, ARE THE UTILITY EMPLOYEES AND CONTRACTORS USED FOR PIPING REPAIRS LICENSED, THROUGH FLORIDA DEPARTMENT OF ENVIRONMENTAL PROTECTION, AS PRODUCTION OPERATORS AND DISTRIBUTION SYSTEM OPERATORS. IT IS ALSO MY UNDERSTANDING THAT ANYONE WORKING WITH POTABLE WATER IS REQUIRED TO BE LICENSED AT SOME LEVEL FROM FLORIDA D.E.P.
THANK YOU

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Application for increase in water and wastewater rates in Orange County by

**Pluris Wedgefield, Inc.**

DOCKET NO. 120152-WS

Name Cleonee Dunkley  
 Address 2364 Ballard Ave  
Orlando, FL 32833

COMMISSION  
CLERK

DEC 13 AM 9:02

RECEIVED-FPSC

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

## CONSUMER COMMENTS

The water quality is poor and there seems to be no attempt to improve it.  
 The chlorine level is most times so high that it 'jumps' at you the minute you turn on the faucet.  
 There have been many times when the salt level has been extremely high.  
 Worst of all, there was bacterial fecal contamination in the water and it was months before we were informed of this condition.  
 We already pay an exorbitant price for water we can't even drink!!  
 If less than 100% of the water flows back as sewage, then why is our rate so high?

Fold and tape - - see back for address

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FSPC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 06503-12  
DISTRIBUTION: \_\_\_\_\_

Application for increase in water and wastewater rates in Orange County by  
**Pluris Wedgefield, Inc.**

DOCKET NO. 120152-WS

CORRESPONDENCE

DEC 10 PM 3:35

RECEIVED-FSPC

Name Ramoncito Matias  
Address 2632 Alabaster Ave.  
ORLANDO, FL 32833

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and returning it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
<p>① We hope another company will replace PLURIS because of many reasons. (A) very poor quality of service and material (water). (B) 4-5 TIMES higher rates in FL and near community &amp; county. (C) They just calculate the gals. usage of individual residence. Always inaccurate. "One time they charge me for 6,000 gals. My average use was 900-1,000 gals monthly. I live by myself. If they charge me for 30 days, I will not go over 1,000 gals. But they doing was 33 days for 26-27 days every month" so I'll be over the minimum, so I'll paying more. "Our drinking water, I'll have Culligan and other brand. PLEASE Let the OUC company take over with PLURIS" We need quality of water and service. RATES are sucking Wedgefield people.</p>

Fold and tape - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Friday, December 07, 2012 12:30 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>0650312</u>
DISTRIBUTION: _____

Customer correspondence

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

From: Consumer Contact  
Sent: Friday, December 07, 2012 8:11 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1092246C. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Friday, December 07, 2012 2:16 AM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 32951

CUSTOMER INFORMATION

Name: ELoise Brown  
Telephone: 321-804-5389  
Email: eloisebrown@hotmail.com  
Address: 2630 Abney Avenue Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Eloise Brown  
Account Number: 01-00011030-00-2  
Address: 2630 Abney Avenue Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.  
Details:  
Docket # 120152

The water rates are outrageous in Wedgefield, and the water is terrible. Please deny this rate increase.

**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Wednesday, December 05, 2012 3:08 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____

Customer correspondence

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

From: Consumer Contact  
Sent: Wednesday, December 05, 2012 1:21 PM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1091946C. See 1091944W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Wednesday, December 05, 2012 12:47 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 32944

CUSTOMER INFORMATION

Name: Rob Peebles  
Telephone:  
Email:  
Address: 19632 Knight Tale Ln Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Rob Peebles  
Account Number:  
Address: 19632 Knight Tale Ln Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

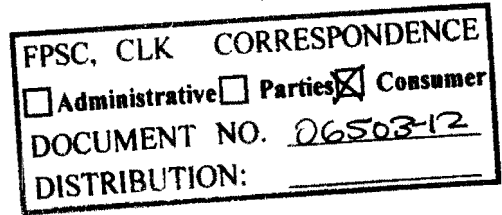
Details:

Currently, Wedgefield homeowners are subjected to some of the worst water quality in Orange County based on the published water quality reports from the PSC. At the same time, Wedgefield homeowners pay 2x more for water service than from any other provider in Orange County. This is based on readily available information from both OUC and City of Orlando published water/wastewater rates.

During a one week period in September, water service was out for 4 days in one week. Pluris failed to properly inform customers of the outage and the subsequent boil water notice. I was told by Pluris customer service that they had "called the local news stations" to get the word out. This kind of "passing the buck" is unacceptable.

**Matilda Sanders**

From: Ruth McHargue  
Sent: Friday, November 30, 2012 11:50 AM  
To: Consumer Correspondence  
Subject: FW: To CLK Docket 120152



customer correspondence

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

From: Consumer Contact  
Sent: Thursday, November 29, 2012 8:18 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1091073C. See 1091070W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Wednesday, November 28, 2012 8:22 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 32896

CUSTOMER INFORMATION

Name: lisa wright  
Telephone:  
Email:  
Address: 3078 leflore lane orlando FL 32833

BUSINESS INFORMATION

Business Account Name: lisa wright  
Account Number:  
Address: 3078 leflore lane orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

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

There have been several outages with the water company I do not feel that the water is safe for my 2 yr old and 6 month old tondrink. Therefore besides paying anywhere from 120-72 dollars for water every month we are also paying for bottled water. When we had water with OUC we were only paying on average 30 dollars a month there is no reason the water costs should be so high. Then on top of it throw prices and going to be raise by 15%. Docket number 120152



November 27, 2012

Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, Florida 32399-0850

Re: Docket No. 120152-WS  
Pluris Wedgefield, Inc.  
Orange County, Florida

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	<u>06503-12</u>
DISTRIBUTION:	_____

RECEIVED-FPSC  
12 NOV 30 AM 10:03  
COMMISSION  
CLERK

Dear Sir or Madam:

I am writing to you about strong opposition my neighbors and I feel about the proposed rate increase of the water and sewer rates in the Wedgefield community of Orange County Florida. I have been a resident of this community for 20 years. Throughout all that time we have had poor quality water and constantly increasing rates. There have been "many" changes of ownership of the companies that provide that service. Each change of ownership has indicated they "did not know how bad the system was when they bought it and asked for rate increases" - which you have (please note your records) almost always went along with.

We have, as many other communities in the state, been very hard hit with foreclosures - very hard hit--there are still many empty houses and unkempt properties. Those of us on fixed incomes and trying to hang on to our homes are not able to express enough to you how big of a burden this is for us because some large utility company wants more in the way of their profit margins. We would ask you to take a closer look at the facts that we know for sure;

- a. there have been at least four (4) upgrades (supposedly) to the system in the years we have been here with significant rate increases each and every time;
- b. the rate increase requested this time is 62% since March of 2009 (see enclosed chart of our family 's bills which consists of my wife and myself) . We know people in various areas of Central Florida and the state which we have compared our rate to and our water and sewer rates are by far the most expensive. Why do we not "just move" - we can't sell our houses!
- c. we have your report which indicated that on September 18,2012, the Commission granted the utility more increase than they had even requested ,because they had incurred additional operating costs and capital investment (they wanted more profit).

Please look at this matter more closely - we're fighting for our lives in this community - it is our understanding that is your responsibility is to help to protect us

Sincerely,



Tom Smallwood  
20485 Netherland St.  
Orlando, Florida 32833 (407) 568-0103

Enclosure  
Certified Mail (return receipt)

# Utilities, Inc

Wedgefield Utilities  
 Phone: (407) 869-1919  
 Collections: (800) 272-1919  
 Customer Service: (800) 272-1919  
 www.uhwater.com

Bill Date	Account Number	Due Date	Please Pay
03/02/2009	8845700000	3/24/2009	\$ 66.53

Name **TOMMY SMALLWOOD** Primary Telephone # **(407) 568-0103**  
 Service Address **20485 NETHERLAND ST, ORLANDO, FL, 32833**

**Activity Since Last Bill**

Previous Balance	\$63.13	
Payments received as of 03/02/2009	\$-63.13	
Balance as of 03/02/2009		\$0.00
<b>Residential Water Service</b>		
Water Base Charge	\$21.12	
3,660 gallons at \$2.19 per 1000 gallons	\$8.02	
Orange County Tax at 10%	\$2.91	
Total Residential Water Service		\$32.05
<b>Residential Wastewater Service</b>		
Wastewater Base Charge	\$20.72	
3,660 gallons at \$3.76 per 1,000 gallons	\$13.76	
Total Residential Wastewater Service		\$34.48
<b>Total Amount Due</b>		<b>\$66.53</b>

**Summary of Service**

Meter Reading: Meter # 18299453  
 Current: 275580 03/02/2009  
 Previous: 271920 01/30/2009  
 Usage: 3,660 Gallons  
 Number of Days: 31  
 Average Daily Use: 118 Gallons  
 Average Daily Cost: \$ 2.15

**Billing History**

**Consumption History**

## Pluris Wedgefield, Inc.

1095 Hwy 210 (Please do not send payment to this address)  
 Sneads Ferry, NC 28460  
 1-888-PLURIS1  
 (1-888-758-7471)

# PLURIS

Date: 11/13/2012

Account: 01-00018830-00-1

Current charges late after: 12/6/2012

Balance: \$122.85

PO number:

Please send payment to address at bottom.



TOMMY SMALLWOOD  
 20485 NETHERLAND ST  
 ORLANDO, FL 32833-4035

For service at: 20485 NETHERLAND ST  
 For Service from 10/9/2012 to 11/5/2012

Charge	Previous Read	Current Read	Usage	Amount
Previous Balance				\$57.05
Payment Received on 10/30/12				(\$57.05)
<b>Wtr Residential</b>	379530	385070	5540	\$64.06
Base Charge - \$32.34				
5000 at \$5.59 per 1,000 gallons = \$27.95				
540 at \$6.98 per 1,000 gallons = \$3.77				
<b>Swr Residential</b>			5540	\$52.38
Base Charge - \$26.12				
5540 at \$4.74 per 1,000 gallons = \$26.26				
Orange County Tax @ 10%				\$6.41
Current Charges				\$122.85
<b>Total Due</b>				<b>\$122.85</b>

THIS IS FOR 5-DAYS LESS  
 AND YET I USED MORE  
 THAN MY AVERAGE OF  
 3000 GALLONS PER MONTH ???

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

Public Service Commission

November 28, 2012

Ms. Silvia Aberasturia  
20602 Maxim Pkwy  
Orlando, FL 32833

FPSC, CLK CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>	
DISTRIBUTION: _____	

RECEIVED-FPSC  
12 NOV 30 AM 9:58  
COMMISSION  
CLERK

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Aberasturia:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation, plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service, and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department

Ms. Silvia Aberasturia

Page 2

November 28, 2012

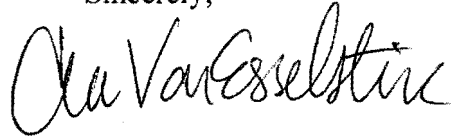
officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

If you wish, you may take advantage of an additional opportunity to voice your concerns at the customer meeting to be held at Wedgefield Country Club on Wednesday, December 5, 2012, at 6:00 p.m. You should have received a notice from Pluris providing more information regarding the customer meeting.

The purpose of the customer meeting is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions and make comments on other issues. Commission staff will be available to respond to customer comments and questions and provide assistance if necessary.

We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [avanesse@psc.state.fl.us](mailto:avanesse@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Ana VanEsselstine". The signature is written in a cursive, flowing style.

Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Gail Banker  
2250 Ardon Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Banker:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation, plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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Ms. Gail Banker  
Page 2  
November 28, 2012

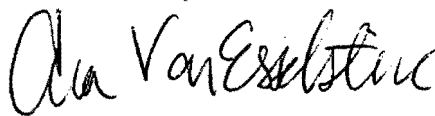
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We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [avanesse@psc.state.fl.us](mailto:avanesse@psc.state.fl.us).

Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
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ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Mr. David Budd  
2611 Abbey Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mr. Budd:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Mr. David Budd  
Page 2  
November 28, 2012

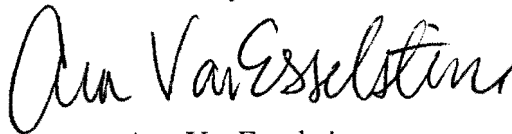
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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)



COMMISSIONERS:  
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STATE OF FLORIDA



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DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Mr. Noel Calderon  
2637 Babbitt Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mr. Calderon:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Mr. Noel Calderon  
Page 2  
November 28, 2012

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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
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STATE OF FLORIDA



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DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Denise Clunis  
20296 Nettleton Street  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Clunis:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Ms. Denise Clunis  
Page 2  
November 28, 2012

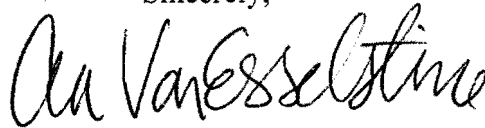
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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
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STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Joanne Cobbs  
20116 Macon Parkway  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Cobbs:

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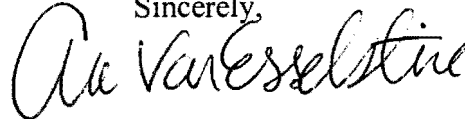
Ms. Joanne Cobbs  
Page 2  
November 30, 2012

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Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
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JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Mr. Rusty Collins  
2227 Albion Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mr. Collins:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Mr. Rusty Collins  
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November 28, 2012

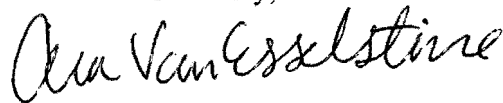
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Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)



COMMISSIONERS:  
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JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Sabrina Collins  
2282 Ardon Ave  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

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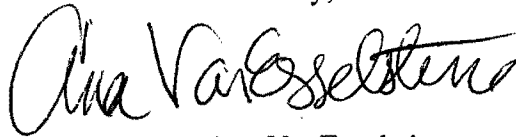
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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
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JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Mr. Michael Duggar  
20305 Majestic Street  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mr. Duggar:

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Mr. Michael Duggar

Page 2

November 28, 2012

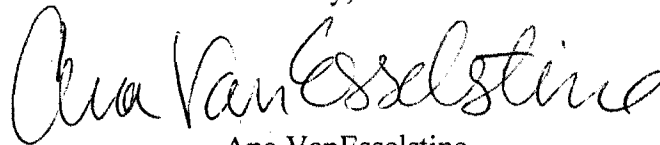
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We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [avanesse@psc.state.fl.us](mailto:avanesse@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Ana VanEsselstine". The signature is written in a cursive style with a large initial "A".

Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Hassan Elhayek  
2763 Regency Oak Lane  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Hassan:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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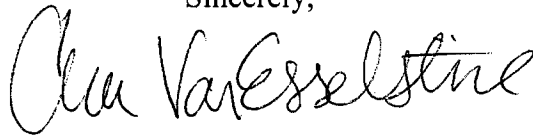
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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
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STATE OF FLORIDA



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DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Mr. David Fonseca  
2607 Babbitt Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mr. Fonseca:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Mr. David Fonseca  
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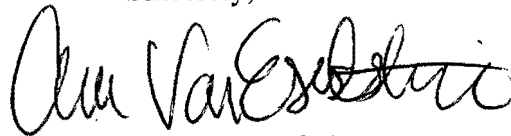
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Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)



STATE OF FLORIDA

COMMISSIONERS:  
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JULIE I. BROWN



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Mr. Dale Fritts  
2370 Baker Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mr. Fritts:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
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JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Heather Halter  
2524 Albion Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Halter:

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Ms. Heather Halter  
Page 2  
November 28, 2012

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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

STATE OF FLORIDA

COMMISSIONERS:  
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EDUARDO E. BALBIS  
JULIE I. BROWN



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Stephanie Hildebrandt  
19501 Glen Elm Way  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Hildebrandt:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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November 28, 2012

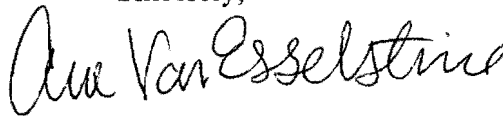
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Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

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JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Veronica Hopper  
2530 Abbey Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Hopper:

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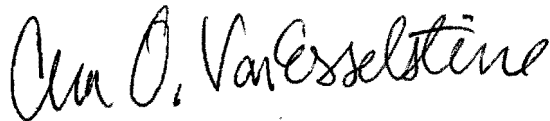
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Sincerely,

A handwritten signature in cursive script that reads "Ana O. VanEsselstine".

Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)



COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
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ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Lawana Lanier  
20852 Maxim Parkway  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Lanier:

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Ms. Lawana Lanier  
Page 2  
November 28, 2012

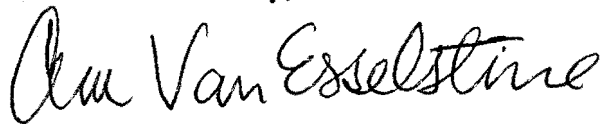
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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Maria Leber  
20870 Nettleton Street  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Leber:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Ms. Maria Leber  
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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
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JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Mr. Scott Leta  
20802 Marlin Street  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mr. Leta:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Mr. Scott Leta  
Page 2  
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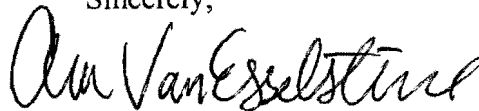
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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
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Office of Commission Clerk (Docket No. 120152-WS)

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STATE OF FLORIDA



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DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Deborah Linn  
2612 Abbey Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Linn:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Ms. Deborah Linn  
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November 28, 2012

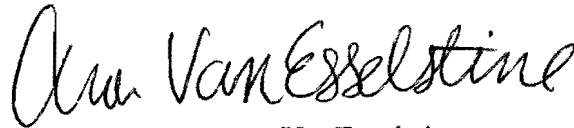
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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)



STATE OF FLORIDA

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JULIE I. BROWN



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Elaine Loaiza  
2831 Village Pine Terrace  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Loaiza:

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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Mr. Paul Palowitch  
2653 Abney Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mr. Palowitch:

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November 268, 2012

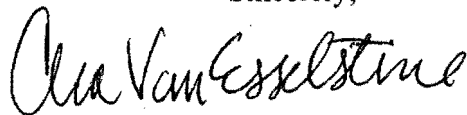
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Regulatory Analyst II

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STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Christine Parker  
2341 Bagdad Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Parker:

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November 28, 2012

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Ana VanEsselstine  
Regulatory Analyst II

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Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

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JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Irene Parker  
20522 Marlin Street  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

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November 28, 2012

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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)



STATE OF FLORIDA

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Mr. Nathaniel Paul  
20242 Macon Pkwy  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mr. Paul:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Ana VanEsselstine  
Regulatory Analyst II

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Office of Commission Clerk (Docket No. 120152-WS)

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MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Kimberly Plymale  
20430 Netherland Street  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Plymale:

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Ms. Kimberly Plymale  
Page 2  
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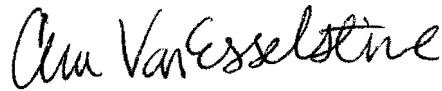
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Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
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Office of Commission Clerk (Docket No. 120152-WS)

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DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Mr. Matthew Rebholz  
2354 Baker Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mr. Rebholz:

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Mr. Matthew Rebholz

Page 2

November 28, 2012

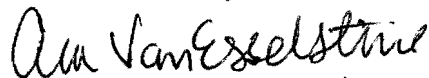
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Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
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Office of Commission Clerk (Docket No. 120152-WS)

STATE OF FLORIDA

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MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Carol Robinson  
20850 Marlin Street  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Robinson:

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Sincerely,

A handwritten signature in black ink that reads "Ana VanEsselstine". The signature is written in a cursive, flowing style.

Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)



STATE OF FLORIDA

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JULIE I. BROWN



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Sharon Russo  
20248 Macon Pkwy  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Russo:

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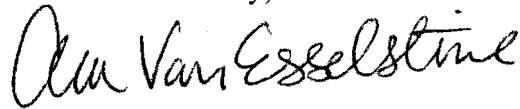
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Ana VanEsselstine  
Regulatory Analyst II

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Division of Engineering (Ballinger, McRoy)  
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STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Mr. Daniel Saile  
2452 Bancroft Blvd.  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mr. Saile:

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Ana VanEsselstine  
Regulatory Analyst II

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STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Carol Shaw  
2725 Abney Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

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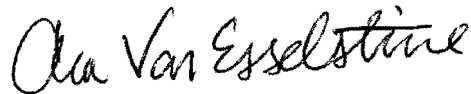
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## Public Service Commission

November 28, 2012

Mr. John Thmas  
3025 Leflore Lane  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mr. Thmas:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation, plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service, and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department

Mr. John Thmas  
Page 2  
November 28, 2012

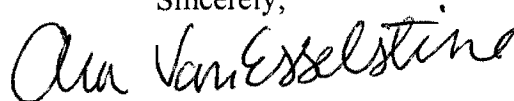
officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

If you wish, you may take advantage of an additional opportunity to voice your concerns at the customer meeting to be held at Wedgefield Country Club on Wednesday, December 5, 2012, at 6:00 p.m. You should have received a notice from Pluris providing more information regarding the customer meeting.

The purpose of the customer meeting is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions and make comments on other issues. Commission staff will be available to respond to customer comments and questions and provide assistance if necessary.

We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [avanesse@psc.state.fl.us](mailto:avanesse@psc.state.fl.us).

Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)



STATE OF FLORIDA

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Marlene Tyndall  
2304 Bagdad Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Tyndall:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Ms. Marlene Tyndall  
Page 2  
November 28, 2012

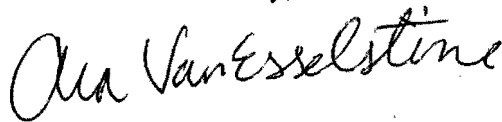
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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

STATE OF FLORIDA

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
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EDUARDO E. BALBIS  
JULIE I. BROWN



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Kimberly Walkley  
2215 Abney Ave  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Walkley:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Ms. Kimberly Walkley

Page 2

November 28, 2012

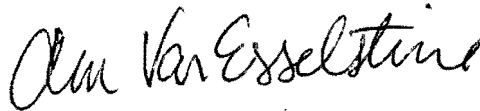
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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
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JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

## Public Service Commission

November 28, 2012

Ms. Mary West  
2726 Babbitt Avenue  
Orlando, FL 32833

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. West:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Ms. Mary West  
Page 2  
November 28, 2012

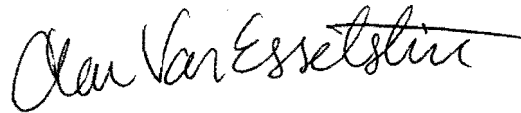
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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Engineering (Ballinger, McRoy)  
Office of Commission Clerk (Docket No. 120152-WS)

**Eric Fryson**

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**From:** Ruth McHargue  
**Sent:** Wednesday, November 28, 2012 2:54 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____

Customer correspondence

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

From: Consumer Contact  
Sent: Monday, November 26, 2012 8:50 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1090439C. See 1090436W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Thursday, November 22, 2012 9:46 AM  
Cc: Consumer Contact  
Subject: E-Form Service Outage TRACKING NUMBER: 32869

CUSTOMER INFORMATION

Name: Kenny Linn  
Telephone: 407-429-8338  
Email: kjaylinn@yahoo.com  
Address: 2612 Abbey Ave. Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Kenny & Debbi Linn Account Number: 01-00010520-00-5  
Address: 2612 Abbey Ave. Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Service Outage against Pluris Wedgefield, Inc.

Details:

Multiple outages on 11/20/12, all day and into the evening/next morning. Call in response after 20 mins. on hold to Pluris North Carolina at about 10:32 am, was "computer issues". Actual failure, mainline break on Majestic St., the same place as outage on September 21, 26 and 27, 2012. Robo-call came at 2:21 pm, boil water tags hung late at night. We are already paying the interim rate increase, 3 times higher than surrounding services, for again.....un-professional/POOR service. Currently trying to prepare for Thanksgiving dinner, with debris and who knows what in the water....and the break was not even in our area. We were told in Sept. by Pluris, Joe Kuntz, that this wouldnt happen again. Isolation of broken mainlines was worked out so minimal disruption would occur. We have no confidence in our provider! If there was ANY OTHER PROVIDER here, we would change to them. Not a very Happy Thanksgiving.

**Adam J Nehr III**

20448 Majestic Street

Orlando Florida 32833

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

November 20, 2012

RE: Docket No. 120152-WS

Dear Sir / Madam,

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

COMMISSION  
CLERK

12 NOV 28 AM 8:49

RECEIVED-FPSC

I am writing to follow up on the letter I wrote on September 30, 2012. As I write this (8:04 pm, November 20, 2012) I am once again without water service. It is obvious to me and to my neighbors, that Pluris water systems, is incapable of maintaining the system that serves our community. The break causing the current outage is in the exact same location as the previous break complained about in my previous letter. Obviously they do not know how to make the repairs! At this point the poor maintenance of this system is beginning to affect property values because the frequency of problems is becoming newsworthy.

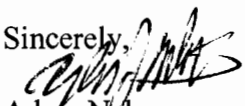
This is an unforgivable condition that could lead to civil litigation unless something is done by a responsible authority (YOU!) to mitigate the problem. At this point, Pluris IS NOT THE ANSWER, and neither is raising the rates! We already pay an egregious price for water service far in excess of that paid by surrounding communities. At this point the commission should help us in any manner possible to incorporate our system with the Orange county system that terminates only a couple of miles away from our community. That would be the best answer!

In any event, Pluris should not profit from the inadequate service (or more correctly the lack of service!) they purport to provide. They need to go out of business or at least out of our community so we can align ourselves with a competent water supplier!

It is obvious that they misjudged their ability to serve our community and your commission failed to vett them adequately for competence before they took over. Someone dropped the ball and now we are suffering. It is the responsibility of the commission to act on this issue and resolve it in favor of the paying customers that rely on you for protection from circumstances just like these! I will await your reply before acting further but my patience is growing thin. This issue has already come to the attention of the local media and if a satisfactory answer is not received from your office I will ask for their help to resolve this issue; after all it appears that we have nothing left to lose!

Please do not fail the residents of Wedgefield or insult us collectively, or me personally, with another form letter like the last one! This matter demands personal response from a person with authority to act and that response should go to each person who took the time to write!

Sincerely,

  
Adam Nehr



**Eric Fryson**

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**From:** Ruth McHargue  
**Sent:** Monday, November 26, 2012 1:37 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

**FPSC, CLK - CORRESPONDENCE**  
Administrative Parties  Consumer  
**DOCUMENT NO.** 0650312  
**DISTRIBUTION:** \_\_\_\_\_

Customer correspondence  
-----Original Message-----

**From:** Consumer Contact  
**Sent:** Monday, November 26, 2012 8:58 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 120152 .

Copy on file, see 1090444C. See 1090443W for outage issue. DHood

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

**From:** consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
**Sent:** Friday, November 23, 2012 5:35 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Service Outage TRACKING NUMBER: 32873

**CUSTOMER INFORMATION**

**Name:** Paul Palowitch  
**Telephone:** 407-568-0122  
**Email:** pauljp@bellsouth.net  
**Address:** 2653 Abney ave Orlando FL 32833

**BUSINESS INFORMATION**

**Business Account Name:** Paul Palowitch  
**Account Number:** 01-00013760-00-8  
**Address:** 2653 Abney Ave Orlando Florida 32833

**Water County Selected:** ORANGE

**COMPLAINT INFORMATION**

**Complaint:** Service Outage against Pluris Wedgefield, Inc.

**Details:**

Pluris Wedgefield has had three main breaks in the past few months (3 months, I believe) They have now asked for a rate increase of 23.97% for water and 36.69% increase for revenue increase when this water company (previously owned) had no reserves and was fines only \$1000 leaving a possible delinquent reserve for improvements. (My recollection based on a report I have in possession and can provide documentation).

If a company acquires a low reserve and fails to maintain the proper reserve by efficient operation over the years is there a way to review the financial records of a State controlled utility without the expense of legal costs for a homeowner wishing to participate in the upcoming Customer Meeting just posted today for December 5th. Seems little time for a reasonable time as a consumer to prepare for the meeting.

**Eric Fryson**

**From:** Randy Roland  
**Sent:** Wednesday, November 21, 2012 1:30 PM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____

Customer protesting rate increase. Please add to customer correspondence for docket 120152-Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc. A separate complaint was filed regarding the customer's outage concerns.

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

From: Consumer Contact  
Sent: Wednesday, November 21, 2012 12:41 PM  
To: Randy Roland  
Subject: To CLK Docket 120152

Copy on file, see 1090372C. See 1090371W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Wednesday, November 21, 2012 12:17 PM  
Cc: Consumer Contact  
Subject: E-Form Service Outage TRACKING NUMBER: 32867

CUSTOMER INFORMATION

Name: Veroncia Hopper  
Telephone:  
Email:  
Address: 2530 Abbey Ave. Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Veroncia Hopper  
Account Number:  
Address: 2530 Abbey Ave. Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Service Outage against Pluris Wedgefield, Inc.

Details:

The Wedgefield Community is stuck and at the mercy of Pluris water rates and lack of service to have water that is hard and taste bad. Yet, rates have increased significantly since last month and once again we were without water on 11/20/12 for most of the day with conflicting reasons of why. From a computer glitch to an actual main break.

I work for a service company and this is not the kind of service I provide to my customers.

Please see the details of my last two statements from Pluris.

October Bill

Base Charge \$23.39 / 4970 @\$4.04 per \$1000 gal = \$20.08 Swr 4970 \$40.06 Base Charge \$21.07 / 4970 @\$3.82 per \$1000 gal = \$18.99 Orange County Tax @ 10% ????? Seems high

November Bill

Base Charge \$32.34 / 3980 @\$5.99 per \$1000 gal = \$22.25 Swr 3980 \$44.99 Base Charge \$26.12 / 3980 @\$4.74 per \$1000 gal = \$18.87 Orange County Tax @ 10% ????? Seems high

This month, 990 gallons less were used but the cost is much greater than last month.

In addition, the November statement has a late charge of \$5.25 for an outstanding balance of \$2.34.

Please reduce our rates and provide us with quality water and service.

Veronica Hopper

**Eric Fryson**

**From:** Randy Roland  
**Sent:** Wednesday, November 21, 2012 11:32 AM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____

Customer protesting rate increase. Please add to customer correspondence for docket 120152-Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc. A separate complaint was filed regarding the customer's outage concerns.

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

From: Consumer Contact  
Sent: Wednesday, November 21, 2012 11:25 AM  
To: Randy Roland  
Subject: To CLK Docket 120152

Copy on file, see 1090348C. See 1090347W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Wednesday, November 21, 2012 11:06 AM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 32866

CUSTOMER INFORMATION

Name: Heather Halter  
Telephone: 4076088620  
Email: grrllikethat@gmail.com  
Address: 2524 ALBION AVE ORLANDO FL 32833

BUSINESS INFORMATION

Business Account Name: Heather Halter  
Account Number:  
Address: 2524 ALBION AVE ORLANDO Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

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

To whom it may concern,  
I am submitting this complaint, as I'm sure many of my neighbors are, to report that I feel Pluris is not treating its customers fairly. For one, my water rates are much higher under Pluris than they ever were under OUC or Orange County Government.

Additionally, I do not feel that the company provides convenient or reliable customer service. Their call center hours are far for very few hours during the day, and only take place when the majority of people are at work. Also, we do not receive timely notification of issues. I will provide several examples:

About a month ago, we experienced several outages due to pipes bursting. We did not receive precautionary boil water notices until the day after water service was restored. The water went out two more times in the upcoming days, and just yesterday went out again. Did we receive any sort of apology or compensation? No. Instead, we were presented with a letter stating that rates would be going up.

On top of the outage and rate hikes, I was never informed that I had a broken meter that was not properly tracking my usage. Instead, they replaced the meter without telling me, and I had to call the company when I was concerned that my monthly bill had gone up

considerably.

My neighborhood, Wedgefield, is in one of the more remote parts of Orange County, and I feel that Pluris takes advantage of that fact. They treat us poorly because we have no other options.

Thank you for your time.

Heather Halter

**Eric Fryson**

**From:** Randy Roland  
**Sent:** Wednesday, November 21, 2012 10:30 AM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

Customer protesting rate increase. Please add to customer correspondence for docket 120152-Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc. A separate complaint was filed regarding the customer's outage concerns.

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

From: Consumer Contact  
Sent: Wednesday, November 21, 2012 10:19 AM  
To: Randy Roland  
Subject: To CLK Docket 120152

Copy on file, see 1090270C. See 1090321W for Outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Tuesday, November 20, 2012 5:44 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 32857

**CUSTOMER INFORMATION**

Name: Elaine Loaiza  
Telephone: 4073760461  
Email: eel62083@aol.com  
Address: 2831 Village Pine Terrace Orlando FL 32833

**BUSINESS INFORMATION**

Business Account Name: Elaine Loaiza  
Account Number:  
Address: 2831 Village Pine Terrace Orlando Florida 32833

Water County Selected: ORANGE

**COMPLAINT INFORMATION**

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:  
Hello,

I am filling out this complaint in regards to Pluris Wedgefield Inc. This is in reference to Docket # 120152. I am fed up with the long (30 min plus) wait time to talk to someone. Their number list does not allow you to press #2 and talk to someone the first time...it doesnt work properly and I have notified them before about this problem. I am fed up with the water main breaks up to 4 times a month. I am fed up with stoppage in water due to computer problems and main breaks up to 4 times a month. I am fed up with not knowing about water boil alerts until it is too late. I am also discussed with the fact that they are having a 15% fee increase!!! They are already charging 4 times the rate of OUC or any other utilities company in Orlando, FL. And, now, they want to increase it to a higher rate. This is not right and is robbery. Poor customer service, Poor notification, Poor water quality and water service, and now poor judgement of wanting more money. Wedgefield should not be required to have Pluris as its only water utility company option!

Thank you,  
Elaine Loaiza

## Eric Fryson

---

**From:** Randy Roland  
**Sent:** Wednesday, November 21, 2012 9:04 AM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: E-Form Other Complaint TRACKING NUMBER: 32858

Customer protesting rate increase. Please add to customer correspondence for docket 120152-Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc. A separate complaint was filed regarding the customer's outage concerns.

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Tuesday, November 20, 2012 6:53 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 32858

### CUSTOMER INFORMATION

Name: Sabrina Collins  
Telephone: 4074025314  
Email: collins2282@yahoo.com  
Address: 2282 Ardon Ave Orlando FL 32833

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

### BUSINESS INFORMATION

Business Account Name: Sabrina Collins  
Account Number: 01-00001470-00-9  
Address: 2282 Ardon Ave Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

We have been extremely concerned about the water quality in Wedgefield, especially the last few years. We no longer drink the water, nor do we give it to our dogs. We spend an extra \$10-\$15 a week just in bottled water. There have been frequent outages and boil water alerts, several within 3 days last month. The communication about outages and boil water alerts has been poor, often resulting in many people not even knowing which can cause serious health issues. We live right in front of the plant and there are often alarms or floods and it takes hours for anyone to come. Th ewater main broke today and it was hours before there was anyone there, despite all the calls reporting it from neighbors. Last month they dug up our yard to get to a meter and have never fixed the yard. It still has a deep hole and they just put caution tape around it. No they are announcing rate increases, although we already pay unusually high rates.

**Eric Fryson**

**From:** Randy Roland  
**Sent:** Wednesday, November 21, 2012 9:05 AM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 120152- Response requested

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>0650312</u>
DISTRIBUTION: _____

Customer protesting rate increase. Please add to customer correspondence for docket 120152-Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc. A separate complaint was filed regarding the customer's outage concerns.

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

From: Consumer Contact  
Sent: Wednesday, November 21, 2012 8:54 AM  
To: Randy Roland  
Subject: To CLK Docket 120152- Response requested

Copy on file, see 1090290C. See 1090288W for Outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Tuesday, November 20, 2012 9:39 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 32861

CUSTOMER INFORMATION

Name: Joanne Cobbs  
Telephone: 321-804-5098  
Email: JCoobbs1@bellsouth.net  
Address: 20116 Macon Parkway Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Robert Cobbs  
Account Number:  
Address: 20116 Macon Parkway Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

Docket#120152 Pluris provides poor water service and quality with high rates and now requesting another rate increase. No water service on 9/27/12 for approximately one week. No notices until a day later regarding the boil water restriction. Today 11/20/12 (2 days before Thanksgiving) again NO WATER service as a result of a computer problem. Its time for Pluris to go!!!! We, the citizens of Wedgefield demand better service, quality and rates. We have had these same issues with the previous water service provider and went through the same process to lose our fight for quality water services and no rate increases. We, the residence of Wedgefield will meet on December 5th with representatives of Pluris and your Office. We expect better results and we refuse to pay higher rates for inferior service. I have signed a Petition also addressing these issues. Residence are angry and will take this issue to our legislators and Congressman if necessary to seek a solution to this on-going problem. A response is requested promptly.



**Eric Fryson**

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**From:** Randy Roland  
**Sent:** Wednesday, November 21, 2012 9:06 AM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____

Customer protesting rates. Please add to customer correspondence for docket 120152- Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc. A separate complaint was filed regarding the customer's outage concerns.

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

From: Consumer Contact  
Sent: Wednesday, November 21, 2012 9:02 AM  
To: Randy Roland  
Subject: To CLK Docket 120152

Copy on file, see 1090292C. See 1090291W for Outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Tuesday, November 20, 2012 9:40 PM  
Cc: Consumer Contact  
Subject: E-Form Service Outage TRACKING NUMBER: 32862

**CUSTOMER INFORMATION**

Name: carol Robinson  
Telephone: 4073719200  
Email: cnikilinn@yahoo.com  
Address: 20850 Marlin St. Orlando FL 32833

**BUSINESS INFORMATION**

Business Account Name: carol Robinson  
Account Number: 01-00015640-00-3  
Address: 20850 Marlin St. Orlando Florida 32833

Water County Selected: ORANGE

**COMPLAINT INFORMATION**

Complaint: Service Outage against Pluris Wedgefield, Inc.

Details:

Several water outages due to water main problems within the last few weeks. Quality of water is sub standard with outrageous monthly bills. Having to pay for service during the time of the outages. This has been going on for years and as homeowners, we are pretty much fed up with the water conditions! Apparently no one is listening to our concerns and complaints.

Thank you.  
Carol and Darrel Robinson

**Eric Fryson**

**From:** Randy Roland  
**Sent:** Wednesday, November 21, 2012 9:02 AM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>0650312</u>
DISTRIBUTION: _____

Customer protesting rates. Please add to customer correspondence for docket 120152- Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc. A separate complaint was filed regarding the customer's outage concerns.

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

From: Consumer Contact  
Sent: Wednesday, November 21, 2012 8:34 AM  
To: Randy Roland  
Subject: To CLK Docket 120152

Copy on file, see 1090283C. See 1090279W for outages. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Tuesday, November 20, 2012 7:59 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 32860

CUSTOMER INFORMATION

Name: Stephanie Hildebrandt  
Telephone:  
Email:  
Address: 19501 Glen Elm Way Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Stephanie Hildebrandt Account Number:  
Address: 19501 Glen Elm Way Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

Pluris has proven incapable of operating a municipal well, they have continually had water main breaks that have disrupted service to all customers, even though the system was designed to be able to isolate such breaks. They blame inability to isolate on aging valves, but obviously dont perform regular maintaineance or stroking of valves or they would have repaired such they break could be isolated. They equally are incapable of notifying residents of instituting and lifting of boil water alerts, though it was noted that today there was yet another main break and calls were made to residents (an improvement). Also of concern is recent failing of EPA water quality tests, they blame the fialed results on cross contamination (I doubt all 6 samples were contaminated). Also, of equal concern is the recent rate increase, while it is noted that the Public Utilites Commission has not provided final approval, the interim approval makes the rates unaffordable and unreasonable. An average family of four uses 5000 gallons (w/o irrigation) and that yields a bill over \$100, which is probaly over double the orlando average. I would like to see the city or county take ownership and maintenance of the water and sewer systems.

**Eric Fryson**

**From:** Randy Roland  
**Sent:** Wednesday, November 21, 2012 8:58 AM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____

Customer protesting rate increase. Please add to customer correspondence for docket 120152-Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc. A separate complaint was filed regarding the customer's outage concerns.

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

From: Consumer Contact  
Sent: Wednesday, November 21, 2012 8:22 AM  
To: Randy Roland  
Subject: To CLK Docket 120152

Copy on file, see 1090276C. See 1090273W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Tuesday, November 20, 2012 7:36 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 32859

CUSTOMER INFORMATION

Name: Irene Parker  
Telephone:  
Email:  
Address: 20522 Marlin St. Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Irene Parker  
Account Number:  
Address: 20522 Marlin St. Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

My name is Irene Parker I live in Wedgefield, I have multiple sclerosis and two young children with allergies. The last water main break/ optional boil water situation we had, I never received a notice and my family and I mistakenly drank the water, we all became very ill within a day. Today I received a boil water notice due to another water main break. My 1 year old son had a diaper accident on himself and on the floor, and imagine my surprise when I go to get him into the bathtub and there is no water coming out at all! Thank God we dont drink the water any longer and my husband gets our 5 gallon containers filled so I had a way to clean him. I also received a pluris bill with the rate increase included. I am completely outraged! If I had known Wedgefield had such horrible water I would not have EVER moved here much less signed a 2 year lease. This is unfair, irresponsible and that fact that they want to charge us more causes me to feel as though Id rather not pay for water and have them just turn it off. PLEASE HELP US!

**Eric Fryson**

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**From:** Ruth McHargue  
**Sent:** Tuesday, November 20, 2012 12:43 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Tuesday, November 20, 2012 11:57 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 120152

Copy on file, see 1090161C. See 1090157W for outage issue. DH

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

**From:** consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
**Sent:** Tuesday, November 20, 2012 11:29 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32853

CUSTOMER INFORMATION

Name: Sharon Russo  
Telephone: 4073756006  
Email: sharons.russo@gmail.com  
Address: 20248 macon pkwy Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Sharon Russo  
Account Number: 01-00005730-00-4  
Address: 20248 macon pkwy Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

RE: Pluris Utilities.

Once again our neighborhood is without water and without notification. To add insult to injury, on Friday we received a bill with a rate increase. This increased our bill from \$60/month to \$85/month for 2 people who dont drink the water or use it for cooking, we only use it for showers, laundry and flushing. Numerous months we have received the bill plus a water report telling us not to drink the water do to purity tests being failed. What else can we do?

**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Thursday, November 15, 2012 2:31 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152  
**Attachments:** E-Form Service Outage TRACKING NUMBER: 32823  
customer correspondence

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.		<u>06503-12</u>
DISTRIBUTION:		_____

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**From:** Diane Hood  
**Sent:** Thursday, November 15, 2012 1:29 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 120152

Copy on file, see 1089605C. See 1089603W for outage issue. DHood

## Eric Fryson

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Wednesday, November 14, 2012 7:13 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Service Outage TRACKING NUMBER: 32823

### CUSTOMER INFORMATION

Name: Lawana Lanier  
Telephone: 407-368-8103  
Email:  
Address: 20852 maxim parkway orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Lawana Lanier  
Account Number:  
Address: 20852 maxim parkway orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Service Outage against Pluris Wedgefield, Inc.

#### Details:

Complaint is about how awful the water is in wedgefield and the outstanding price we have to pay for this crap. Four times in September 2012 we lost water, the first time we were never notified and we really dont know how long the water was off, then the second time again we were not notified until two days later, the company left a notice on some of the residents doors, everyone did not receive one. The first notice didnt really tell us how long to boil our water, just boil it and what the reason for the lost of water. Pluris did not call us, there was nothing on the news about it. When you call, all they told you is to boil it for 48 hours and then they gave us a well rehearsal speech about what happen, but never really never said why and what was being done about it, then it happen two more times (that we know of) and yes they did put notices on the door with instructions to boil our water for 48 hours, & the excuse was a break in the main water line. Then when you call, well thats a very different story, the young lady finally just said, Im not sure whats going on and if it was me, I would boil my water for a week.... Then in all this mess, we get a mailed notice that our rates are going up, why? We dont have water and you are raising our rates, HOW ABOUT A CREDIT FOR THE TROUBLE YOU GAVE US IN THE MONTH OF SEPTEMBER, how about refunding me for the extra bottle of waters and jug of waters that I had to buy. How dare they raise our rate for this crappy water. My dog doesnt even drink this water, I would love to serve our water to the big rigs of this company..... They are very nasty when you call them and yes i understand they were sick of the complaints but you know what if they fix the problems they wouldnt have the calls. The water is nasty, you can tell when theres a problem you walk in your house and you smell bleach. It has an odor anyway, our clothes stink, i spent more & more money on water softeners, clothes softners and washing powder to try and get the odor out. I can afford to take it to a laundry mat or dry cleaners, besides there isnt one around that is close to us. There is so much we all can say, all we ask is for your help in this matter. I hope the city/county will take the water over soon ASAP. So we can have better regulated and cheaper water. Thank you.

**Eric Fryson**

**From:** Randy Roland  
**Sent:** Tuesday, November 13, 2012 11:00 AM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders; Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

Please add the to the customer correspondence side of docket 120152-EI

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

From: Consumer Contact  
Sent: Tuesday, November 13, 2012 10:56 AM  
To: Randy Roland  
Subject: To CLK Docket 120152

Copy on file, see 1089153C. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Monday, November 12, 2012 10:16 AM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 32796

CUSTOMER INFORMATION

Name: LuAnn Nemeth  
Telephone: 407-761-9460  
Email: lulu2u@msn.com  
Address: 2849 Regency Oak Lane Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: LuAnn Nemeth  
Account Number: 01-00000670-00-4  
Address: 2849 Regency Oak Lane Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

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

I previousy filed a complaint in the year 2008-09, the last time my community of Wedgefield had an outrageous water rate hike- greater than 50%. History is repeating itself once again. Our rates are not in any competitive with our neighbors in Orange and surrounding counties. We pay twice that of other water utility customers in the area. I have secured bills from friends that support this statement. It is outrageous that I have to pay \$60+ dollars per month for a household of two that is very conservative with water consumption. I have resorted to doing ridiculous things to conserve, including not watering my very brown lawn. As a single parent in these difficult economic times, I am trying to do my part. It is disheartening that the PSC cares nothing about the consumer, only the private concerns they always seem to protect. It is my hope that THIS time they will vote with their conscience for what is fair and reasonable.

PSC was contacted previously

**Eric Fryson**

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**From:** Ruth McHargue  
**Sent:** Monday, November 05, 2012 8:59 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>0650312</u>
DISTRIBUTION: _____

Customer correspondence

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

From: Consumer Contact  
Sent: Monday, November 05, 2012 8:20 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1088184C. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Saturday, November 03, 2012 2:05 PM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 32660

CUSTOMER INFORMATION

Name: Maria Leber  
Telephone: 321-626-1557  
Email: mariakng@gmail.com  
Address: 20870 Nettleton St Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Maria Leber  
Account Number:  
Address: 20870 Nettleton St Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

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

I am a new resident to Wedgefield Fl. I am horrified by the water quality. I have brand new appliances and there is a horrible stench coming from the dishwasher and clothes washer upon completion of cleaning cycles. I am newly married and our brand new china has hard water stains all over it. I cannot drink from a glass without rinsing it and then wiping it. The quality of water with the increased rate hike is unacceptable! Docket # 120152



COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

Public Service Commission

RECEIVED-FPSC  
12 OCT 25 PM 2:04  
COMMISSION  
CLERK

October 24, 2012

Ms. LuAnn Nemeth  
407-761-9460

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____

VIA ELECTRONIC MAIL

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Nemeth:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation, plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service, and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department

Ms. LuAnn Nemeth

Page 2

October 24, 2012

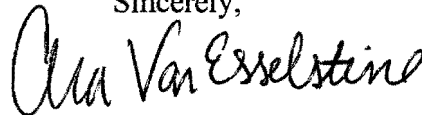
officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

If you wish, you may take advantage of an additional opportunity to voice your concerns at the customer meeting to be held at Wedgfield Country Club on Wednesday, December 5, 2012, at 6:00 p.m. You should receive a notice from Pluris that provides more information regarding the customer meeting.

The purpose of the customer meeting is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions and make comments on other issues. Commission staff will be available to respond to customer comments and questions and provide assistance if necessary.

We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [avanesse@psc.state.fl.us](mailto:avanesse@psc.state.fl.us).

Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Auditing & Performance Analysis (Daniel, Hill-Slaughter)  
Division of Economics (Hudson, Kummer, Thompson)  
Division of Engineering (Ballinger, McRoy)  
Office of Consumer Assistance and Outreach (Hicks)  
Office of the General Counsel (Lawson, Crawford)  
Office of Commission Clerk (Docket No. 120152-WS)  
Office of Governor Rick Scott

**Eric Fryson**

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**From:** Ruth McHargue  
**Sent:** Tuesday, October 23, 2012 10:45 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

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

From: Consumer Contact  
Sent: Tuesday, October 23, 2012 8:30 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1086628C. See 1086627W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Monday, October 22, 2012 9:12 PM  
Cc: Consumer Contact  
Subject: E-Form Improper Billing TRACKING NUMBER: 32590

CUSTOMER INFORMATION

Name: Hassan Elhayek  
Telephone: 786-663-9716  
Email: hassanhayek@gmail.com  
Address: 2763 Regency Oak Ln Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Hassan Elhayek  
Account Number: 01-00008790-00-9  
Address: 2763 Regency Oak Ln Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Improper Billing against Pluris Wedgefield, Inc.

Details:

The Water in Wedgefield is super high. The water and service is horrible. Recently we had a main that broke and didnt get any notification until the next day and it happened again a few days later. After all of these problems we get a letter stating that Pluris Wedgefield will be increasing the rates. This is ridiculous and has to fix! The reference docket # is 120152

**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Friday, October 19, 2012 12:59 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____

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

From: Consumer Contact  
Sent: Friday, October 19, 2012 12:57 PM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1085723C. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Tuesday, October 16, 2012 9:48 AM  
Cc: Consumer Contact  
Subject: E-Form Improper Billing TRACKING NUMBER: 32563

CUSTOMER INFORMATION

Name: mary west  
Telephone: 407-568-7741  
Email: marywest2@bellsouth.net  
Address: 2726 babbitt ave orlando FL 32833

BUSINESS INFORMATION

Business Account Name: mary west  
Account Number:  
Address: 2726 babbitt ave orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Improper Billing against Pluris Wedgefield, Inc.  
Details:  
docket #120152 complaint about the Rate Increase to our water and sewage, poor service on several water outages

**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Wednesday, October 17, 2012 2:12 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION:		

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

From: Consumer Contact  
Sent: Wednesday, October 17, 2012 11:45 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1085937C. See 1085933W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Wednesday, October 17, 2012 11:05 AM  
Cc: Consumer Contact  
Subject: E-Form Service Outage TRACKING NUMBER: 32569

CUSTOMER INFORMATION

Name: Matthew Rebholz  
Telephone: 407-252-3618  
Email: matt.rebholz@hotmail.com  
Address: 2354 Baker Avenue Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Matthew Rebholz  
Account Number:  
Address: 2354 Baker Avenue Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Service Outage against Pluris Wedgefield, Inc.  
Details:

Pluris has had multiple documented loss of services lasting from several hours to most of the day on at least three occasions over the past six weeks. The company is unresponsive to complaints and no one picks up when you try to address the issue with them directly. I was floored to see immediately following the last significant outage that they were very prompt in giving notice that they had asked for a water rate increase. This company has also had improper billing and late arriving bills that they have blamed on the USPS. The professionalism of this company lacks and we need your help here please. Please represent us

**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Monday, October 15, 2012 5:08 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 32548; E-Form Other Complaint TRACKING NUMBER: 32558

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

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**From:** Diane Hood  
**Sent:** Monday, October 15, 2012 4:52 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 120152

These have been filed as info requests to docket 120152. DH

## Eric Fryson

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, October 13, 2012 7:49 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32548

### CUSTOMER INFORMATION

Name: John Thmas  
Telephone:  
Email:  
Address: 3025 Leflore Ln Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: John Thmas  
Account Number:  
Address: 3025 Leflore Ln Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

#### Details:

The recent boil water alert and notice of a rate increase by Pluris utilities is unacceptable. The water quality in the Wedgefield subdivision is literally stinks. Adding more chemicals to the system to meet the environmental standard and to still have the poor quality of water in this subdivision just doesnt add up. Along with that a 20%-23% rate increase in the hard economic times we are in is robbery. Another infrastructure improvement like what they stuck us with 5 years ago and no better water than what we have now. This company needs t be investigated. why is a North Carolina company managing the water system for Florida residents?

## Eric Fryson

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, October 15, 2012 10:29 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32558

### CUSTOMER INFORMATION

Name: Gail Banker  
Telephone: 321-262-8308  
Email: pgc1888@aol.com  
Address: 2250 Ardon Ave. Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Gail Banker  
Account Number:  
Address: 2250 Ardon Ave. Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

#### Details:

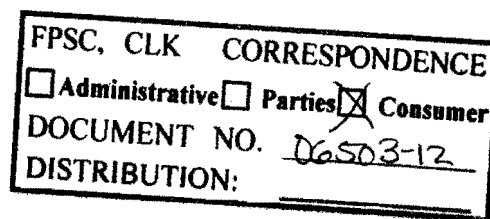
The quality of the water is bad--maybe even harmful over a period of time. We dont dare drink it and even have concerns about using it for bathing. Now, I understand Pluris wants a rate increase--for what? Their product is only good for flushing the toilet and we pay a lot for that! Why cant the water quality improve--is it because the equipment is worn out and needs to be updated? Why doesnt other areas have this problem? The water in Wedgefield, from speaking with other people from other nearby areas, seems to be more expensive already and the service also leaves a lot to be desired. If the water rate keeps being raised and the water continues to be unfit for human consumption, people will start moving out of Wedgefield and homes will not sell so no one new will move in. I know that we plan on getting out as soon as possible. We have used bottled water since we moved to Wedgefiled in 2004 because we cannot trust the water. it never gets better and the rates keep going up.



**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Monday, October 15, 2012 9:35 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152



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

From: Consumer Contact  
Sent: Monday, October 15, 2012 8:19 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1085433C. See 1085428W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Saturday, October 13, 2012 8:35 AM  
Cc: Consumer Contact  
Subject: E-Form Service Outage TRACKING NUMBER: 32546

CUSTOMER INFORMATION

Name: Daniel Saile  
Telephone: 4077165948  
Email: dan@saile.us  
Address: 2452 Bancroft Blvd. Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Dan Saile  
Account Number:  
Address: 2452 Bancroft Blvd. Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Service Outage against Pluris Wedgefield, Inc.  
Details:  
In the past two weeks we had had interruptions in our service with no explanations!  
Water quality is so poor I do not even allow my Dog to drink it!  
Please do not allow them to increase our rates again...

Reference: Docket # 120152

I believe this company should be investigated!!!

PLEASE

Thank you,  
Daniel Saile

**Eric Fryson**

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**From:** Ruth McHargue  
**Sent:** Wednesday, October 10, 2012 11:40 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152  
**Attachments:** E-Form Other Complaint TRACKING NUMBER: 32525; E-Form Other Complaint TRACKING NUMBER: 32526

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

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**From:** Diane Hood  
**Sent:** Wednesday, October 10, 2012 10:59 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 120152

These have been filed as info requests to docket 120152. DH

## Eric Fryson

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, October 09, 2012 5:59 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32525

### CUSTOMER INFORMATION

Name: David Budd  
Telephone: 407-701-5684  
Email: kbusalacchi86@gmail.com  
Address: 2611 Abbey Ave Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: David Budd  
Account Number:  
Address: 2611 Abbey Ave Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

#### Details:

In regards to Docket Number 120152-WS I have been a customer of Pluris for about 3 years now and I am very displeased with our water. I feel it is unsafe to drink. I have small children and will NOT let them drink it as it has rusted all of my stainless steel silverware and leaves a chalky residue. The most recent water outage has just confirmed my doubts in the safety of the water as we did not receive boil water notices in a timely fashion. It is pretty sad to have a water company that is already outrageous in price increase rates in the middle of an outage. Again I have small children and animals and I have not and will not drink the water. As a matter of fact I am not real comfortable even allowing them to bathe in it. I hope with the recent complaints and exposure you will take the opportunity to clean up our water.

## Eric Fryson

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Tuesday, October 09, 2012 8:37 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32526

### CUSTOMER INFORMATION

Name: Silvia Aberasturia  
Telephone:  
Email: silaberas@yahoo.com  
Address: 20602 Maxim Pkwy Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Silvia Aberasturia Account Number:  
Address: 20602 Maxim Pkwy Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

Docket # 120152 I am in opposition to the new proposed rate increases. My water quality has been poor. The water had a terrible smell for nearly a week upon moving to Wedgefield in August 2012. The recent water main break has left me skeptical as to the quality of my water. The residents were without water on and off for several hours over several days. We were told not to drink the water and to boil our water. The warning was not timely though.

I am in agreement with other Wedgefield residents that the service has been poor and rates are very high. Please see Docket # 120152

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

Public Service Commission

RECEIVED-FPSC  
12 OCT -9 PM 3: 14  
COMMISSION  
CLERK

Mr. Adam J Nehr, III  
20448 Majestic Street  
Orlando, Florida 32833

October 9, 2012  
FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 06503-12  
DISTRIBUTION:

Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.

Dear Mr. Nehr:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation, plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service, and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department

Mr. Adam J Nehr, III

Page 2

October 9, 2012

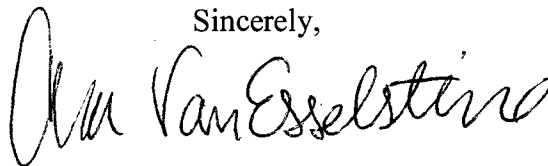
officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at the customer meeting to be held in your service area. You will be receiving a notice from Pluris that provides information about the customer meeting.

The purpose of the customer meeting is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions and make comments on other issues. Commission staff will be available to respond to customer comments and questions and provide assistance if necessary.

We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [avanesse@psc.state.fl.us](mailto:avanesse@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Ana VanEsselstine". The signature is written in a cursive style with a large initial "A".

Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Auditing & Performance Analysis (Daniel, Hill-Slaughter)  
Division of Economics (Hudson, Kummer, Thompson)  
Division of Engineering (Ballinger, McRoy)  
Office of the General Counsel (Lawson, Crawford)  
Office of Commission Clerk (Docket No. 120152-WS)

**Eric Fryson**

**From:** Ruth McHargue  
**Sent:** Tuesday, October 09, 2012 1:15 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____

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

From: Consumer Contact  
Sent: Tuesday, October 09, 2012 12:00 PM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1084805C. See 1084801W for improper billing issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Tuesday, October 09, 2012 11:09 AM  
Cc: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 32521

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 Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

We moved into our house on May 18, 2012. I was previously living in an apartment complex and was consuming approximately 4500-5000 gallons per month. Since moving to the new house, they have me using a substantial amount more in gallons of water. Ranging from 6700-9970 gallons per month. We are not irrigating the lawn as it is the rainy season, have no pool, and had a plumber come to our house and rebuild all of the toilets and showers when we moved in the house as it had been vacant for some time. I also purchased a washing machine that uses very little water. I had Pluris come out to test my meter and it seemed to be in working order and indicated that there were no leaks on the property. We have not changed the amount of people in our house or changed the way the household operates so not sure why such a significant change in usage. My water bill used to be about \$45-50 per month. My cheapest bill here has been \$99.00. We had a recent week where there were several water main breaks that caused us to be without water for hours and put us on a "boil water" alert. The way that this was handled was to put up a sign on the door handle. No one knocked to let you know it was there, just left it there. This went on for several days. One day you would get a blue note "all clear", next day a red note "boil water". I just had major surgery and I am home recovering. I do not appreciate nor is it acceptable to just leave a note on the door. I have no idea how long the notices were there and was consuming water all day. Now to make matters worse, the same week we (the residents of Wedgefield) receive a notice that our bills are going to increase effective October 1. My bill didnt just go up a little bit. My figures looking at my last bill and figuring the difference comes to a 1/3 increase per

month!!!! My cheapest \$99 bill just became \$130 per month???? From what I can understand from Pluris, the water system out in this neighborhood is old (40 years old) and I was told that there are a lot of repairs that need to be done, etc. I was told that the way to do this is to pass the bill along to the residents because of the amount of people living out here, our bills need to be higher?!? My other complaint is that the water out here is very harsh. I can not even run my dishwasher and get a clean load of dishes. They all come out with a film all over them that is not only noticable to the eye (spots on everything), you can actually feel the film on your hand when you grab the glass. There are spots all over the water fixtures and the showers are a nightmare to keep clean from the deposits on the doors and tiles. When I explained this to Joe at Pluris, he blamed the type of detergent that I use in the dishwasher??? I have been using the same brand for years, no problems before!! I have NEVER had this problem before with water. I am spending a fortune on chemicals to try to find ones that actually clean my bathrooms. I am a nurse and am just really grossed out by this water. I am having to spend money to buy bottled water to drink because if the stuff coming out the faucet does that to the dishes and fixtures, Im not drinking it for sure!!

I probably would not have such an issue paying a bit more for my water if the water quality was decent out here. I have talked to several of my new neighbors (that have been here a while) and we all have the same complaints. Something out here needs to change!! I would appreciate a reply to my complaint. Thank you-- Kim Plymale



**Eric Fryson**

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**From:** Ruth McHargue  
**Sent:** Tuesday, October 09, 2012 10:55 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152  
**Attachments:** E-Form Improper Billing TRACKING NUMBER: 32515; E-Form Other Complaint TRACKING NUMBER: 32517

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 06503-12.
DISTRIBUTION: _____

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**From:** Diane Hood  
**Sent:** Tuesday, October 09, 2012 9:27 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 120152

Copy on file, see 1084738C. See 1084736W for Improper billing issue. DH

## Eric Fryson

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, October 08, 2012 8:13 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Improper Billing TRACKING NUMBER: 32515

### CUSTOMER INFORMATION

Name: Michael Duggar  
Telephone: 3212025382  
Email: litig8tr59@yahoo.com  
Address: 20305 Majestic Street Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Michael Duggar  
Account Number: 01-00006020-00-1  
Address: 20305 Majestic Street Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Improper Billing against Pluris Wedgefield, Inc.  
Details:  
Continuation of complaints 3512

October 4 meter read 93390. The water usage in 2012 was dramatically less with the same population in the home. To get an August bill of \$64.32 and a September bill of \$465.24 is inexcusable and worrisome. What about families with small children, the elderly on fixed incomes, those receiving various financial assistance...would they have had the ability to deal with this incompetence. I am very concerned that the meter replaced 11/14/2011 was mal-functioning for years. How many other residents of Wedgefield have equally malfunctioning meters and are being overcharged on a daily basis? At a minimum, every meter of every customer in Wedgefield should be checked with a witness for accuracy to prevent this overcharging that may have occurred for the nine years I have owned the house, three water utilities ago. Customers are going to assume their meters are going to be functioning properly, but how do they know? There is a great mistrust of anything this and the previous water utilities have done relative to water quality, billing, and customer service. Equally sad is that you, the PSC have not only condoned poor water quality, but you have rewarded incompetence by unanimously approving a %50 rate increase in 2009, and allowing a bankrupt company, AIG, to file a fraudulent application to purchase 22 utilities in the State of Florida, endangering the citizens of the State serviced by those 22 utilities. Lets hope that you dont fail as miserably as you did in 2005 and 2009.

## Eric Fryson

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, October 08, 2012 9:21 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32517

### CUSTOMER INFORMATION

Name: Michael Duggar  
Telephone: 3212025382  
Email: litig8tr59@yahoo.com  
Address: 20305 Majestic Street Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Michael Duggar  
Account Number: 01-00006020-00-1  
Address: 20305 Majestic Street Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

On October 24, 2011, Pluris Wedgefield suffered an electrical problem which resulted in a "jackhammer" effect where the water had sediment on the bottom and a head on it. Even with the sediment on the bottom and "brown" water, no "boil water" alert was issued. Pluris blamed Orlando Utilities for this event last year. On November 14, 2011, when testing to resolve the aerated head on my water, they broke the meter...claiming these meters are many years old...and needed to be replaced.

In the bill for August 2012, Pluris blamed "erroneous processing" by the U.S. Postal Service for the delay in delivery of its bill to its customers.

In the bill for September 2012, Pluris blamed their testing laboratory for what they claimed to be a false positive of "coliform bacteria" on August 7, 2012. In their correspondence to the customer they stated "We also had detail (sic) conversations with our contract laboratory to ensure the cross contamination would not reoccur." Translation: We wagged our finger at the lab and told them not to let this alleged "false positive" to occur. Yet, how do we know that if the lab is to blame for this error, the lab has not committed similar errors that resulted in a "false negative." If this lab is so incompetent, or as claimed by Pluris, how do we know the utility did not fail water quality but passed due to the poor testing of this lab. Confidence is not invoked by retaining the lab that "allegedly" made faulty tests.

On September 21, 2012, a water main break occurred. The sub-contracted answering service had no info at 1:30 am when the break occurred. No info was available as to whether a "boil water" alert was to be issued. Pluris has obviously been allowed by the PSC to operate on the premise that water main breaks only occur during regular business hours, and they have no responsibility to be accurate, polite, and safe to its customers. At 8:30 in the a.m. when service was restored, at that time an alert was issued. Telephone info provided by tape inaccurately listed the location of the break. I spoke to DEP on that date and they assured me that Pluris would be testing the water after 48 hours on the weekend so the "boil water" alert could be lifted as soon as possible before the weekend ended. On Sunday afternoon (9/23/2012), the work crew at Pluris was again at the same site (Majestic and Archer) working because another water outage occurred. Calls to the answering service operating on Sunday stated they had been given NO INFORMATION about whether the boil water alert had been lifted or was going to be on Sunday...and after this 2nd outage, what was to occur as to water safety. On Wednesday (9/26/2012), as the workers were delivering the rescission of the boil water alert, the water pressure plummeted. A call to customer service (this outage fortunately occurred during regular business hours), I spoke to Amelia who first told me this was "routine maintenance" at the

plant. That would be a gross lie and it was willful because someone had to tell her it was just "routine maintenance." I am concerned about Pluris lying to its customers. After I explained that if the dribbling of the water out of my faucet was routine maintenance, I was concerned because in my nine years living here, I had never experienced such a pressure loss during "routine maintenance," which says either routine maintenance had never been done prior, or that this routine maintenance was not being done properly. I wondered whether the citizens and customers of Orlando Utilities had experienced such problems during their "routine maintenance." Amelia, after an extended delay came back on and after I told her I wanted to write exactly what she told me, said, "they were doing work at the plant today." (Her exact words). Again, no implication there was a problem, just a new willful and malicious lie to deceive Wedgefield customers. After 5:30 pm, Barbara, whom Ive spoken with in the past, did leave a message that there was a "problem" at the plant.

Turns out the next day 9/27, I spoke with DEPs Nathan Hess who informed me the power box at the plant was smoking and upon switching generators, there was another pressure loss. The result was another "boil water" alert, the third in five days. Of course the failure this time was the result of a mysterious OUC power surge.

Pluris has blamed the Postal Service, its contracted laboratory, OUC power, and its answering service for its poor water quality, water service, interruptions in service, and inadequate customer service. Mr. Ron Kramer, whom I spoke with in the past, intimated last year during my "aerated beer head water," that the \$4 million dollar overhaul done by AIG was inadequately completed and serviced by AIG (why would a bankrupt company inadequately service and endanger its customers you ask?) He intimated they had to spend over \$80K to bring the facility up to specifications, although that didnt stop the PSC from unanimously approving the bankrupt AIG a %50 rate increase in 2009. AIG fraudulently duped the commissioners (apparently that is not difficult) into believing they had made significant improvements worthy of a rate increase, after all they needed to sell the facility and without the rate increase, dumping, I mean selling the facility would be difficult.

What amazes me as well is how the law firm who filed the fraudulent application for AIG is allowed to continue to file documents with the Commission? Did they not have a duty to investigate their clients financial condition prior to propagating the fraud on the PSC? I guess when you have provided such poor service to the citizens of the State of Florida as the PSC, how can you punish anyone else for endangering the citizens of this state? My question is does the PSC think it is okay for a U.S. taxpayer "bailed out" company to purchase water utilities in this state, particularly when they had never previously owned any water utilities? Really speaks well for the team assigned to investigate AIG, particularly when the citizens of the Wedgefield community have been adversely affected by your negligence, or malfeasance.

Please let the citizens of the Wedgefield community know when you plan to start regulating privately-owned water utilites? We are still waiting.

**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Tuesday, October 09, 2012 9:09 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: Protest to docket 120152

**Attachments:** E-Form Other Complaint TRACKING NUMBER: 32503



E-Form Other  
Complaint TRACKING NUMBER: 32503

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO.		<u>06503-12</u>
DISTRIBUTION:		_____

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

From: Angie Calhoun  
Sent: Monday, October 08, 2012 4:33 PM  
To: Ruth McHargue  
Subject: Protest to docket 120152

Protest for Pluris Wedgefield docket 120152. It has been entered into CATS.

## Eric Fryson

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, October 08, 2012 11:18 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32503

### CUSTOMER INFORMATION

Name: Deborah Linn  
Telephone: 269-720-7640  
Email: dlinn@ymail.com  
Address: 2612 Abbey Avenue Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Deborah Linn  
Account Number: 01-00010520-00-5  
Address: 2612 Abbey Avenue Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

#### Details:

In regards to Docket Number 120152-WS: Recently we have had several water outages due to water main breaks, maintenance at plant at 3:30 on a Wednesday afternoon and faulty wiring along with non working backup system. Boil water notices were not posted in a timely manner to safeguard residents health; ten hours between when boil water notice was deemed necessary and when notices were put on doors on our street alone is not acceptable. Some residents said they never received any notice. When Pluris was asked to post signs at entrances to the neighborhood in regards to boil water and rescinding the boil water notice they did so, but the signs were unreadable and childish at best. We do not have any way to be sure that our water is safe as Pluris does not publish results of testing after outages. During all these services outages and problems we received an interim rate increase on Docket Number 120152-WS which started October 01, 2012. We OPPOSE any rate increase Pluris is applying for as their service endangers peoples lives and their customer relations are nonexistent. We already pay three times what other customers in central Florida pay for water and sewer utilities. How can they justify a rate increase, but better yet, how can you in good conscience grant a rate increase for Pluris?

**Eric Fryson**

**From:** Ruth McHargue  
**Sent:** Monday, October 08, 2012 12:24 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: Protest to docket 120152-WS

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

**Attachments:** E-Form Other Complaint TRACKING NUMBER: 32482; E-Form Other Complaint TRACKING NUMBER: 32485; E-Form Other Complaint TRACKING NUMBER: 32488; E-Form Other Complaint TRACKING NUMBER: 32490; E-Form Other Complaint TRACKING NUMBER: 32492; E-Form Other Complaint TRACKING NUMBER: 32494; E-Form Other Complaint TRACKING NUMBER: 32495; E-Form Other Complaint TRACKING NUMBER: 32497

---

**From:** Angie Calhoun  
**Sent:** Monday, October 08, 2012 10:58 AM  
**To:** Ruth McHargue  
**Subject:** Protest to docket 120152-WS

Protest for docket 120152-WS Pluris Wedgefield. All protests have been entered into CATS.

Angie

## Eric Fryson

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, October 06, 2012 10:21 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32482

### CUSTOMER INFORMATION

Name: Noel Calderon  
Telephone: 4075689445  
Email: name.me1995@yahoo.com  
Address: 2637 Babbitt Avenue Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Noel Calderon  
Account Number: 01-00002120-00-2  
Address: 2637 Babbitt Avenue Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

#### Details:

Docket number 120152 concerning water proposal. The water continues to smell bad and taste bad, need to boil the water for everything, including brushing teeth, washing clothes in general for everything the water is needed, received notice of price increase proposal and we feel that paying more for something that is unsafe to use and definitely unhealthy concerns us a lot. We know the water is unsafe because we have conducted our own water test with private company. Please reconsider this proposal deeply before making any decisions. As the health of all Wedegefield residents lays solely in your hands. Thanking you in advance I remain.

PSC was contacted previously



## Eric Fryson

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, October 06, 2012 1:18 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32485

### CUSTOMER INFORMATION

Name: Scott Leta  
Telephone:  
Email:  
Address: 20802 Marlin Street Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Scott Leta  
Account Number: 01-000-14670-00-3  
Address: 20802 Marlin Street Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.  
Details:  
Docket Number: 120152: Dirty, unsafe drinking water. Poor Service. Audacity to increase rates.

## Eric Fryson

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Saturday, October 06, 2012 10:59 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32488

### CUSTOMER INFORMATION

Name: Rusty Collins  
Telephone: 407-442-6030  
Email: rustychristine@earthlink.net  
Address: 2227 Albion Avenue Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Rusty Collins  
Account Number: 01-00018030-00-5  
Address: 2227 Albion Avenue Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.  
Details:  
RE: Docket # 120152

The purpose of my complaint is due to poor service and rate increase on behalf of Pluris Wedgefield, Inc. It is unacceptable to have to live with filthy; overpriced water. My family and I are faced with the expense of another price increase; sick pets & children and forced to have to buy bottled water due to the poor quality and lack of upkeep on the part of Pluris Wedgefield, Inc. It is also unacceptable not to be notified when there is a line/equipment breakage and boil water alerts/removals "IMMEDIATELY". Not only does Pluris Wedgefield, Inc. supply poor quality water, they also lack poor quality customer service. It is time for Pluris Wedgefield, Inc. to be held accountable. Their water is far from being pure, so why overcharge like it is. I pay monthly water bills of \$130.00 and cant even drink the water and it makes my entire family sick. This has gone on long enough, I can not afford anymore price increases. Its time for price reduction and for Pluris Wedgefield, Inc. to provide good quality water. For the health of my family and I, I plead to be heard for a better change in the quality of water; cost and service provided by Pluris Wedgefield, Inc.  
Respectfully, Rusty Collins

## Eric Fryson

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, October 07, 2012 1:26 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32490

### CUSTOMER INFORMATION

Name: David Fonseca  
Telephone: 407-461-4315  
Email: defonseca@earthlink.net  
Address: 2607 Babbitt Ave. Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: David Fonseca  
Account Number: 0100005780009  
Address: 2607 Babbitt Ave. Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

#### Details:

After living in Seminole County for over 6 years, my wife and I moved in February of 2012 to Wedgefield in Orange County to be closer to work at Waterford Mall. However, we never expected to have to pay almost twice as much for water and sewage as we did previously, nor did we expect the foul odors, terrible taste and water containing so many minerals that it is a constant battle to keep our tubs, showers, sinks and toilets clean. We now have installed a water softener and water filters on all our faucets, but still have to bring home gallons of water in plastic jugs from Wal-Mart every week to get acceptable drinking water we can drink and cook with. Now that Pluris is asking for a huge increase in its already high rates. I find this insulting as they have already effectively increased my rates by requiring me to purify my own water out of my pocket while they provide some of the highest priced, lowest quality products in the area. They should not be allowed to receive any increase until they can deliver acceptable water to its customers, not just pass the minimum regulatory tests. They should also be required to create a much better and more efficient system for announcing outages or problems (like the recent water main breaks, and the bacteria and fecal matter contamination) than they are currently using (door knob hangers!!) I am referring to Docket # 120152.

## Eric Fryson

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, October 07, 2012 9:03 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32492

### CUSTOMER INFORMATION

Name: Carol Shaw  
Telephone:  
Email: carolshaw.shaw@gmail.com  
Address: 2725 Abney Ave Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Richard Shaw  
Account Number: 01-00004780-00-0  
Address: 2725 Abney Ave Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

Referencing docket # 120152: Complaint regarding the new "Proposed" rate hike being requested. Our water and sewer rates are already to high.

The quality of the water is also suspect. With the recent water main break the only way we were notified was by a door hanger on the front door. This was discovered the day after the break. Not an effective way of getting the information to us.

## Eric Fryson

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, October 07, 2012 5:42 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32494

### CUSTOMER INFORMATION

Name: Dale Fritts  
Telephone:  
Email:  
Address: 2370 Baker Ave Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Dale Fritts  
Account Number: 01-00004980-00-4  
Address: 2370 Baker Ave Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

#### Details:

I have lived in Wedgefield since 1992. My wife at the time was getting bad headaches and we couldnt figure out why. One Saturday I was working outside and drank a alot of tap water, I ended up with a bad headache and I dont ususlly get headaches. We stopped drining the tap water and we had no more headaches. We have been drinking bottled water ever sinse. The quality of water is terrible and cost is even worse. We pay about double what other areas pay (the cheapest bills are between \$185.00 and 200.00); when we water our lawn twice a week, our bills are \$265.00 or more. I would be happy to pay a few thousand dollars to have a water line brought in from Orlando or elsewhere where the water was healthy and cheaper. Another issue is that they want us to pay over a \$1,000.00 to have a second meter put in for the irrigation system saying that the water main is on the other side of the street and it would take a lot of work/cost to bring another line over. Well that is nothing but a bunch of lies; they(Pluris) just likes being paid to treat water they are not treating. I was a licensed builder in Michigan and all that is needed is to put a "T" in the present line and add the meter. The company is a bunch of crooks. We are at there mercy and they are taking advantage of it.

## Eric Fryson

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Sunday, October 07, 2012 7:59 PM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32495

### CUSTOMER INFORMATION

Name: Denise Clunis  
Telephone:  
Email:  
Address: 20296 Nettleton St Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Denise Clunis  
Account Number:  
Address: 20296 Nettleton St Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

#### Details:

I would like to submit a complaint about the water service from Pluris. Currently my water is undrinkable and contains high amounts of sulphure which can be smelt when I wash my clothes. Recent water outages also resulted in my water heater tank being damaged and having to be replaced. Now I am being informed that Pluris would lake to raise their already high rates for water that currently I can only use to take a shower with. I am already spending more money to buy drinking water and purifiers. I am opposed to the rate hike as outlined in Docket # 120152.

## Eric Fryson

---

**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Monday, October 08, 2012 9:30 AM  
**Cc:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 32497

### CUSTOMER INFORMATION

Name: Marlene Tyndall  
Telephone: 407 760-9385  
Email: mtyndall@rand.com  
Address: 2304 Bagdad Avenue Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Marlene Tyndall  
Account Number:  
Address: 2304 Bagdad Avenue Orlando Florida 32833

Water County Selected: ORANGE

### COMPLAINT INFORMATION

Complaint: Other Complaint against

Details:

I have lived at Wedgefield for 23 years and in all that time we have had terrible water. There is so much sediment that anything dark when washed eventually turns color. We have been plagued lately with water outages and boil water alerts. Now they want to raise the rates. I have never been able to drink the water from the faucet always have to buy drinking water. I think that if and when they get it right I would have no problem with the raise but for now they should be giving us rebates!!!!

Adam J Nehr III  
20448 Majestic Street  
Orlando Florida 32833

RECEIVED-FPSC

OCT -4 AM 8:29

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

COMMISSION  
CLERK

RE: Docket No. 120152-WS

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>0650312</u>		
DISTRIBUTION: _____		

Dear Sir / Madam,

I am a resident of Wedgefield and a customer of Pluris water systems. I have taken note of the proposed rate increase by Pluris and have written this document to vehemently object to ANY increase in the compensation this company receives.

If it was possible I would not do business with this company for a host of reasons. They have me held hostage and failed in their duties repeatedly because they are aware that I have no options as to the water supplier for my house. Thus I am at your mercy, since you are the only entity that can control this situation.

The quality of the water in Wedgefield is poor at best. There is frequently an odor, the clarity is occluded and my tub when filled looks either like pond water or has a decidedly bluish cast (this condition varies). I understand that some of the color issues are related to sulfating bacteria which is not regulated by you and therefore not something Pluris concerns themselves with, but nevertheless it is still in my water and it is still a problem that Pluris ignores despite repeated notifications from me.

The cost of their non-service is already egregiously high. Currently, I pay more than any of my friends that live in adjoining communities that have municipal water and sewer. They rarely have service interruptions and enjoy clear potable water that they can have confidence in as pertains to safety of consumption.

In Wedgefield, we suffer high prices, poor quality water, arrogant and non-responsive service, and frequent interruptions in service. Water hammering is nearly a weekly occurrence and boil water alerts are frequent. In addition the notices come late which apparently is tied to understaffing of the service crew. This leaves us vulnerable to consuming unfit water at any time leaving a trip to the faucet a game of intestinal roulette!

This company should NOT be allowed to manage a municipal water system. They obviously put profit ahead of service and know that we are at their mercy due to lack of competitors. Personally, I would gladly pay the up front cost for my share of a connection to the Orange county system and remove Pluris from my life forever.



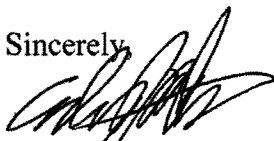
Obviously the economy of scale Pluris calculated for our little system is not a functional algorithm, they either have too little revenue from our limited client base or are too greedy, either way their product quality and service are inadequate and should come under harsh scrutiny from your commission. If they misjudged the revenue then we need your help to inspire Orange County to come to the rescue of both Pluris and Wedgefield. If they are just being greedy then we need your help to stop their rapacious behavior. Either way we need your help; first to stop the increases and hold them to a reasonable price for their inadequate service and secondly to help us find a permanent solution.

Rates cannot keep going up at the rates Pluris demands or even at a fraction thereof. Real estate values will suffer, the current unoccupied houses in our community will not sell and Pluris will have progressively fewer customers as the situation evolves. The 2008 housing crash might be at the root cause of this problem but that was the risk Pluris took and should NOT become our problem.

The commission has the responsibility to regulate and control exploitation of captive communities by the monopoly holding supplier in residence. If our service and product quality was acceptable to us the residents then a case could be made that Pluris is doing its job and deserves a raise. Sadly their service and product are so inadequate that we are paying the highest price I know of in the region for the poorest service and product I know of in the same area.

The commission was created specifically to prevent the situation the residents of Wedgefield are currently suffering. I implore you to act in our best interest and deny the increase and simultaneously hold Pluris to higher standards while also notifying us, the beleaguered residents of Wedgefield of the process we can start that would result in the replacement of Pluris with a more skilled, responsive and capable water supplier.

Sincerely,



Adam Behr

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

RECEIVED-FPSC  
12 OCT - 3 PM 4:15  
COMMISSION  
CLERK

# Public Service Commission

October 3, 2012

Ms. Cindy Brewington  
Wedgfield Country Club  
20550 Maxim Parkway  
Orlando, FL 32833

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgfield, Inc.**

Dear Ms. Brewington:

This letter is confirming our reservation of the Wedgfield Country Club for Wednesday, December 5, 2012, from 4:30 p.m. to 10:00 p.m. We are planning to hold a general customer meeting beginning at 6:00 p.m. We may finish the general customer meeting before 10:00 p.m. depending on the number of attendees and the number of comments received. We are also confirming that there are no charges incurred to use these facilities. As per our conversation, please refrain from serving alcohol at this meeting.

Please see the attached exhibit indicating the requirements for the customer meeting area. If you have any questions, please contact Ana VanEsselstine at (850) 413-6435. Thank You.

Sincerely,

A handwritten signature in cursive script that reads "Ana VanEsselstine".

Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Auditing & Performance Analysis (Daniel, Hill-Slaughter)  
Division of Economics (Hudson, Kummer, Thompson)  
Division of Engineering (Ballinger, McRoy)  
Office of the General Counsel (Lawson, Crawford)  
Office of Commission Clerk (Docket No. 120152-WS)

Administrative Parties  ConsumerDOCUMENT NO. DL0303-12

DISTRIBUTION: \_\_\_\_\_

**Catherine Potts**

---

**From:** Hong Wang  
**Sent:** Wednesday, October 03, 2012 10:36 AM  
**To:** Catherine Potts  
**Cc:** Ann Cole; Eric Fryson; Matilda Sanders  
**Subject:** FW: To CLK Docket 120152  
**Attachments:** Docket # 120152-WS; Re: Pluris Wedgefield  
Cathi, would you please process this?

Thanks!

---

**From:** Ruth McHargue  
**Sent:** Wednesday, October 03, 2012 10:27 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

---

**From:** Diane Hood  
**Sent:** Wednesday, October 03, 2012 9:01 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 120152

Copy on file, see 1083776C. File for outage issue, see 1083927W. DH

10/3/2012

**Catherine Potts**

---

**From:** Jay Rutenkroger [jayrutenkroger@gmail.com]

**Sent:** Tuesday, October 02, 2012 11:46 AM

**To:** Consumer Contact

**Subject:** Docket # 120152-WS

Good morning,

I would send written correspondence to 2540 Shumard Oak Blvd., but can not do so at this time due to health reasons.

Thankfully, I have assistance with this communication.

I called the 800# which provided me with this e-mail address.

I would just like to say that I am shocked that Pluris Wedgefield, Inc. is **not only being considered for but allowed yet another rate increase.**

These Pluris people have raised our rates more often than some people change their underpants. My bill is consistently over \$65 a month. I bet the frat houses over at UCF do not pay much more than that and maybe less.

For that kind of money, you would think that I have a swimming pool, hot tub, wash my car 3 times a day, and wash my hair 6 times a day.

I have none of the items mentioned above especially the money.

Not only are our rates outrageous, but the service is deplorable.

From 9/20 through 9/27. we were without water 3 times.

We had no heads up that we were without water or would be without water.

Wouldn't notification be nice?

Here you are all soaped up in the middle of a shower and poof, no water!

It seems like nearly every other bill there is notification that the water standards from testing results are below satisfactory again.

What is wrong with these people?

Was Wedgefield/Rocket City built on top of an old lead paint factory next door to a leaking nuclear reactor?

I have to buy Brita water pitcher filters constantly. Last time I checked with my doctor, water is essential for human survival.

I can not to afford to buy high dollar Perrier or water purification system.

I understand how tough the economy is, and that Pluris may be affected as well.

However, let's not raise the rates again for an inferior product while their CEO flies in his jet, rides in his limo, and buys yet another Armani suit while the rest of us are collecting aluminum cans so we can shower and stay alive hopefully without poisoning ourselves.

Sincerely,

Jay Rutenkroger

Concerned and Outraged Citizen and Tax Payer

**Catherine Potts**

---

**From:** Jay Rutenkroger [jayrutenkroger@gmail.com]  
**Sent:** Wednesday, October 03, 2012 8:34 AM  
**To:** Consumer Contact  
**Subject:** Re: Pluris Wedgefield

On Tue, Oct 2, 2012 at 1:44 PM, Consumer Contact <[Contact@psc.state.fl.us](mailto:Contact@psc.state.fl.us)> wrote:

10/02/2012

Dear Mr. Rutenkroger:

This email is in response to your recent inquiry to the Florida Public Service Commission (PSC) regarding Pluris Wedgefield.

It would be beneficial if you could provide the following information:

\* Your service address

**2515 Abney Avenue Orlando, FL 32833**

\* Your mailing address (if different from service address)

**same**

\* The account number with Pluris Wedgefield

**01-00013470-00-0**

**Thank you, Ms. Hood, and have a good day.**

You may send this information to me by reply e-mail or at the address and/or fax number listed below.

Sincerely,

10/3/2012

Diane Hood

Office of Consumer Assistance and Outreach

[contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Toll Free - [800-342-3552](tel:800-342-3552)

Toll Free Fax [800-511-0809](tel:800-511-0809)

2540 Shumard Oak Blvd.

Tallahassee, FL 32399

---

From: Jay Rutenkroger [<mailto:jayrutenkroger@gmail.com>]  
Sent: Tuesday, October 02, 2012 11:46 AM  
To: Consumer Contact  
Subject: Docket # 120152-WS

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10/3/2012

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I can not to afford to buy high dollar Perrier or water purification system.

I understand how tough the economy is, and that Pluris may be affected as well.

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Sincerely,

Jay Rutenkroger

Concerned and Outraged Citizen and Tax Payer

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

Public Service Commission

COMMISSION  
CLERK

12 OCT -2 PM 3:48

RECEIVED-FPSC

Ms. Laura Pattee  
2520 Albion Ave.  
Orlando, Florida 32833

October 2, 2012  
FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 06503-12  
DISTRIBUTION:

Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.

Dear Ms. Pattee:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation, plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service, and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department



Ms. Laura Pattee

Page 2

October 2, 2012

officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at the customer meeting to be held in your service area. You will be receiving a notice from Pluris that provides information about the customer meeting.

The purpose of the customer meeting is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions and make comments on other issues. Commission staff will be available to respond to customer comments and questions and provide assistance if necessary.

We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [avanesse@psc.state.fl.us](mailto:avanesse@psc.state.fl.us).

Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Auditing & Performance Analysis (Daniel, Hill-Slaughter)  
Division of Economics (Hudson, Kummer, Thompson)  
Division of Engineering (Ballinger, McRoy)  
Office of the General Counsel (Lawson, Crawford)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
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LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

Public Service Commission

RECEIVED-FPSC  
12 OCT -2 PM 3:10  
COMMISSION  
CLERK

Ms. Judy Whiteman  
2234 Ballard Ave.  
Orlando, FL 32833-3843

October 1, 2012  
FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 06503-12  
DISTRIBUTION:

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Whiteman:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

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Ms. Judy Whiteman

Page 2

October 1, 2012

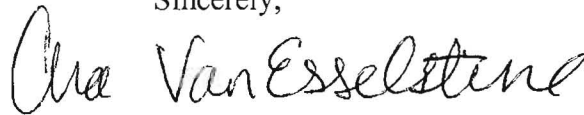
officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

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We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [avanesse@psc.state.fl.us](mailto:avanesse@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Ana VanEsselstine". The signature is written in a cursive, flowing style.

Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Auditing & Performance Analysis (Daniel, Hill-Slaughter)  
Division of Economics (Hudson, Kummer, Thompson)  
Division of Engineering (Ballinger, McRoy)  
Office of the General Counsel (Lawson, Crawford)  
Office of Commission Clerk (Docket No. 120152-WS)

RECEIVED-FPSC

Sept. 26, 2012

To: Office of Commission Clerk  
FL Public Service Commission

12 OCT -1 AM 9:11

COMMISSION  
CLERK

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	06503-12
DISTRIBUTION:	

Re: Docket No. 120152-WS

We have been Wedgefield residents since July 1997 and Pluris is our current water utility company. It is well known and well reported that the water for the Wedgefield development is and has been very very bad. A warning has been reported by the Orlando Sentinel on more than one occasion urging residents NOT to drink the water. This has had nothing to do with any "water main breakage" or any published "lab results" urging a "boil water alert". Unfortunately I cannot reference the direct Sentinel article nor the date but I am sure it can be researched. The article speculated as to the high number of cancer cases in Wedgefield residents, especially residents residing here for over 25 years.

Most recently on Sept. 13, 2012 I received a Pluris Wedgefield Utilities, Inc letter (PWS #3480149) stating "our water system violated a drinking water standard by having the presence of Coliform Bacteria\* in normal monthly Bacteriological sampling." The letter continues to assure residents this "incident is not an emergency" merely "a direct result of our contract laboratory mishandling" and our "right to know"; and that "Our drinking water is completely safe to consume."

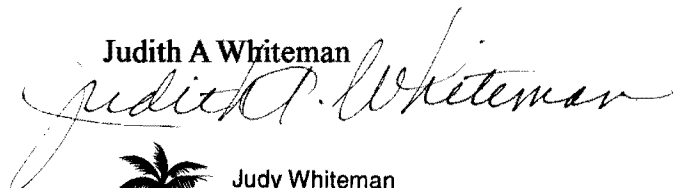

The letter continues "On August 7, 2012 we took a total of four distribution samples to test for the presence of coliform bacteria. Two of these samples tested positive for coliform bacteria and one of the two also tested positive for fecal. On August 8, 2012 we collected two more samples and they also tested positive for coliform bacteria. On August 13 and 14, 2012 we tested a total of 12 distribution samples and all were negative for total coliform. The standard is that no more than one (1) distribution sample per month may test positive."

These types of letters are not unusual to the Wedgefield residents. [I used to save them all but no longer have them. Needless to say *we do not drink the water nor do we make ice with it.*] The letter dated 9-13-2012 stated "**You do not need to boil your water or take other corrective actions**". However from approximately 9-16-2012 through 9-23-2012 we experienced several days of no water and/or little water pressure (as in a dribble from faucets); and saw many Pluris trucks in the area. Late on Sunday night 9-23-2012 a red flier was left on the doorknob alerting residents to **BOIL WATER**. No reverse phone/text alert, no doorbell rung, just a flier left on the doorknob.

Now today, 9-26-2012, enclosed in my water bill there is a NOTICE OF INTERIM RATE INCREASE letter dated 9-21-2012. The 'Commission Approved Interim Rate' increase for water service is just under \$9 and for wastewater service is just over \$5. This is also not the first time the water 'contamination' letter is closely followed by a rate increase request/notice!!!! The timing is **incredible** and **insulting**.

'Written comments regarding the Utility's service...' seemed welcomed by the Commission, hence my letter. I would like to know how low/poor quality of goods/services can be rewarded by more money, and what recourse does the Wedgefield resident have?

Judith A Whiteman

Judy Whiteman  
2234 Ballard Ave.  
Orlando FL 32833-3843

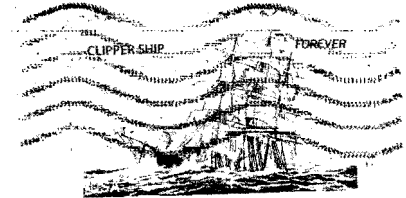
- **Fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes.**



Judy Whiteman  
2234 Ballard Ave.  
Orlando FL 32833-3843

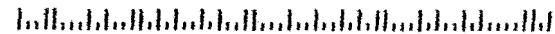
ORLANDO FL 328

29 SEP 2012 PM 7 L



Office of Commission Clerk  
Florida Public Services Comm.  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

32399085099



COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

Public Service Commission

September 28, 2012

RECEIVED-FPSC  
12 OCT - 1 AM 9:09  
COMMISSION  
CLERK

Mrs. Zunelle Bookhardt  
2359 Bagdad Avenue  
Orlando, Florida 32833-2814

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	<u>06503-12</u>
DISTRIBUTION:	_____

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mrs. Bookhardt:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation, plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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Mrs. Zunelle Bookhardt

Page 2

September 28, 2012

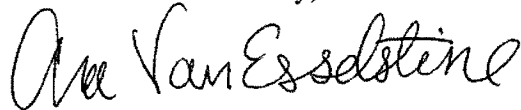
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Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Auditing & Performance Analysis (Daniel, Hill-Slaughter)  
Division of Economics (Hudson, Kummer, Thompson)  
Division of Engineering (Ballinger, McRoy)  
Office of the General Counsel (Lawson, Crawford)  
Office of Commission Clerk (Docket No. 120152-WS)



**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Monday, October 01, 2012 9:23 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

Customer correspondence

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

From: Consumer Contact  
Sent: Monday, October 01, 2012 8:49 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1083426C. See 1083422W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Friday, September 28, 2012 9:42 PM  
Cc: Consumer Contact  
Subject: E-Form Service Outage TRACKING NUMBER: 32415

CUSTOMER INFORMATION

Name: Laura Pattee  
Telephone: 3213857901  
Email: ljpattee@hotmail.com  
Address: 2520 Albion Ave. Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Laura Pattee  
Account Number: 0100012660002  
Address: 2520 Albion Ave. Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Service Outage against Pluris Wedgefield, Inc.

Details:

I have two concerns. The first concern is; The water has a noticeable odor and particles floating in it even when there have been no "burst pipes" or "cross contamination". So, my questions are; Is this water truly safe?

What procedures are in place to regulate the cleanliness and safety of the water?

Is there an outside agency responsible for conducting water tests?

How often are tests conducted?

During this last week of water is off, boil water, water is off, dont boil, boil water, water is off, dont boil - the water has truly been NASTY!

My second concern is in regards to the recent request for rate increases and the interim rate increase of 33%. Water service is cut off at odd times with no apparent reason or notification. Most recently I have had to purchase water from the grocery store for cooking, washing dishes, brushing teeth, etc. It seems to me that a rate increase would be in order if the service being provided was provided consistently and at a good or excellent level of service. And 33% - get real???

Why such a large increase? No one I know is making anywhere near 33% more today than they were 2 years ago.

What is the methodology for granting or denying a rate increase?

Is the rate compared to any of the other water and wastewater providers in the area?

Please help me to understand why Orlando Utilities has a base charge of 6.33 for water/14.81 for wastewater and the base charge Pluris will be charging me beginning next month is 32.34 for water/26.12 for wastewater.

Is water really that much more costly in Wedgefield than in Orlando?  
What can be done?

**Eric Fryson**

**From:** Ruth McHargue  
**Sent:** Thursday, September 27, 2012 3:43 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** docket 120152  
customer correspondence

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>0650312</u>		
DISTRIBUTION: _____		

**From:** Melissa [mailto:melisser0503@aol.com]  
**Sent:** Wednesday, September 26, 2012 4:43 PM  
**To:** Consumer Contact  
**Cc:** ramehochko@mindspring.com  
**Subject:** Complaint against Pluris Inc - services Wedgefield in Orlando FL

To whom it may concern,

I received the notice you sent regarding Pluris' request to increase rates here in my community. First of all, I think the rates are already ridiculous so to mention that the rates could potentially be increased is boggling to my mind.

Second, in the past week I will detail the events that have unfolded.

1. I receive my water bill for approximately \$90. This is the normal monthly amount. We are a family of five with no pool, no irrigation and "if its yellow, let it mellow" mindset. That said, we don't use a lot of water. This amount is unheard of for my friends who live only 10 miles away with a different service provider. Oh yes, they have a pool. The base charge for our wastewater and water service is already almost \$50 before we even turn on the faucet.

2. Along with that bill I received a notice that I am all too familiar with. There was some type of issue with the testing of bacteria in the water. I get these notices frequently from Pluris and they assure me that it will not cause health problems. Well, I have seen Erin Brockovich and I know how these things work. I have children and frankly I don't feel settled by their assurance. If it was a minor problem and not an issue, why even send a notice or include in it that there is no health concern?

3. MOST IMPORTANT, my water has been completely OUT three times in the past week. Now, that seems to me HIGHLY inconvenient when trying to shower, cook, brush teeth, flush the toilet and basically complete any daily task. It ends up smelling like a porta-potty in my house and I have having my sons pee OUTSIDE!!! I get boil water notices and have to spend EXTRA money over and above the inflated rate that Pluris charges me to use water in order to buy bottled water.

I highly recommend that the rate increase be denied. I would go so far as to say that Pluris should not be able to operate at all but that is not a likely outcome.

I hope my complaints have not fallen on deaf ears.

Thanks,  
Melissa Lasser  
Orlando, FL - unhappy Pluris Wedgefield customer

cc: Mr. Rich Mehochko - President of the Wedgefield HOA

**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Thursday, September 27, 2012 3:33 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

customer correspondence

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

From: Consumer Contact  
Sent: Thursday, September 27, 2012 2:40 PM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1083178C. See 1083177W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Thursday, September 27, 2012 1:40 PM  
Cc: Consumer Contact  
Subject: E-Form Service Outage TRACKING NUMBER: 32402

CUSTOMER INFORMATION

Name: Nathaniel Paul  
Telephone: 407-506-4885  
Email:  
Address: 20242 Macon Pkwy Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Nathaniel Paul  
Account Number: 01-00004840-00-5  
Address: 20242 Macon Pkwy Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Service Outage against Pluris Wedgefield, Inc.  
Details:

Since Pluris as taken over from Wedgfield Utilities they have raised the water/sewage rate and continued to have numerous positive test for containiments. This last month in my bill I received a letter stating that they had more than one positive test for cholrifom bactirum and fecal. They stated it was ok cause even know they had several positive test on different days they claimed it was due to cross cantamination by there hired labority. In the last 7 days since Thursday September the 20th the water as been shut off for a supposed water main break 4 out of the 7 days. We had no water all Thursday, all day Friday, all day Sunday, and all day Wednesday. We have been given three boil water notices as well as only on cancelation of the boil water notice. On several different occasions my bill as been inconsistant and for one period I was not billed for any usage at all for a period of 3 months. When I spoke to them about this they claimed that the meter was indeed being read even though it was the same on my bill for all three months. Pluris service as been very poor to say the least and the water quality is the worst I have ever seen. It stains tile, dishes and has more particles floating in it then pond water. The worst part is I am paying for a service that I can not drink and did not even have most of the week but I did recieve a notice of an increased rate. This is not right and myself and several people in my neighborhood have voiced their opioions about Pluris and the lack of quality service and water. Several meetings have been held at our neighborhood clubhouse and people are fed up. Something needs to be done to hold a company that does not even have any type of office in this county to the standard of other companies and make our water

- . \*

safe and contaminate free. Please help. Thanks

**Eric Fryson**

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**From:** Ruth McHargue  
**Sent:** Thursday, September 27, 2012 2:19 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

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

From: Consumer Contact  
Sent: Thursday, September 27, 2012 9:54 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1083049C. See 1083044W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Wednesday, September 26, 2012 5:11 PM  
Cc: Consumer Contact  
Subject: E-Form Service Outage TRACKING NUMBER: 32396

CUSTOMER INFORMATION

Name: Kimberly Walkley  
Telephone:  
Email:  
Address: 2215 Abney Ave Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Kimberly Walkley  
Account Number:  
Address: 2215 Abney Ave Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Service Outage against Pluris Wedgefield, Inc.

Details:

For the last three years we have NOT received a satisfactory report on the water quality. They have found many bacterias, said they fixed the problem and then the report comes out again with another bacteria they found. Within the last week our water has been shut off twice because of a water break. The first time it was shut off at 4am and we did not receive a boil water notice until 9pm that evening. It was then shut off again 2 days later. After coming home today there is a note on the door saying boil water is no longer needed but after calling Pluris Wedgefield regarding the extremely low water pressure, they say the water pumps have been shut off and there is no estimated time limit of when they will start working. On top of the horrible "repairs" the last couple of days, we get a notice in our mail saying the rates are increasing. It is absolutely ridiculous they are raising our rates after how horrible service has been. We have done our own research and we have seen many lawsuits filed against Pluris Wedgefield pertaining to people becoming really ill due to the water quality. Something needs to be done to get this company out of here!

**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Thursday, September 27, 2012 12:20 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

Customer correspondence

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

From: Consumer Contact  
Sent: Thursday, September 27, 2012 9:58 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1083051C. See 1083047W for billing issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Wednesday, September 26, 2012 5:55 PM  
Cc: Consumer Contact  
Subject: E-Form Improper Billing TRACKING NUMBER: 32397

CUSTOMER INFORMATION

Name: Christine Parker  
Telephone:  
Email: jckparker@bellsouth.net  
Address: 2341 Bagdad Avenue Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Christine Parker  
Account Number: 01-00002520-00-0  
Address: 2341 Bagdad Avenue Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Improper Billing against Pluris Wedgefield, Inc.  
Details:

We have been having inconsistent billing charges each month. We have checked for leaks and do not understand why the gallons used are so inconsistent. I wish I could attach a chart that I have done for the past year, if there is an email address, please let me know. For example these are the usage in gallons we have been charged for each month.

January 10,760  
February 6,420  
March 10,290  
April 19,950  
May 18,350  
June 5,750  
July 14,690  
August 8,750

We are a family of 3 and try to be aware of our consumption due to so many issues with water out here. We have been purchasing bottled water for the last 5 years due to the water being so bad. They have had many complaints in years past due to meter readings incorrectly read, bad meters, etc. Prior to Pluris, we never had problems prior with other companies and feel this is a constant headache with Pluris. We now have received a letter stating they want to raise our rates out here. On Sept. 20th we had a main water line break and out of water till the morning of Sept. 21st, then on Sunday, Sept. 23rd the line broke again and we were out of water for roughly 6 hours

and then today Sept. 26th, low water pressure and being told pumps are down and they are being worked on. Were also on a water boil alert as well. I just feel we should not have our rates increased until Pluris is further looked into and the main water line is fixed and our water is drinkable. I am also questioning the up and down of our usage. If someone could reply back to me I would love to send a graph of the years past of our usage & charges, makes no sense to me as to how it can be so inconsistent. Thank you for your time and look forward to some resolution with the service out here and to postpone any rate increases until its been further reviewed.



**Eric Fryson**

**From:** Ruth McHargue  
**Sent:** Thursday, September 27, 2012 2:37 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

**CONSUMER**

**From:** Consumer Contact  
**Sent:** Thursday, September 27, 2012 2:31 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 120152

Copy added to 1083084C. See 1083171W for outage issue. DH

**From:** Southern Soccer Lady [mailto:southernsoccerlady1@yahoo.com]  
**Sent:** Thursday, September 27, 2012 11:55 AM  
**To:** Consumer Contact  
**Subject:** Docket # 120152-WS Complaint

Dear Public Service Commission,

I just called in a complaint against the Pluris Wedgefield, Inc. (company **WS929**) proposed rate increase, **Docket # 120152-WS**. My reference number is **1083084C**. I would like to further clarify my complaint.

Pluris Wedgefield, Inc. does not deserve another rate increase. When they purchased the water and waste-water facility, they increased the water rates significantly to replace equipment and improve the water quality. That has not proven to be the case. Pluris Wedgefield did replace equipment and some of the water-quality numbers improved somewhat; however, the numbers were never significantly improved.

Currently, I have \$6,000 of filtration equipment on my water just to make it usable and to prevent ruination of my pipes and fixtures. The water still smells terrible if allowed to sit for a day or two. After being away from the house for a weekend, I must flush all water faucets and toilets to remove the smell. If I do not use the kitchen sprayer for even a day, the smell is terrible. Remember, it was to improve per Pluris Wedgefield with the new equipment.

Lately, the community has experienced loss of water. Last week, I was without water for two days during the week intermittently. On Saturday after the third "no-water" event, my neighbor came to tell me it was due to a water main break. Nothing was posted, announced, or warned. I had switched to bottled water as a precaution. Yesterday, Wednesday (26 September 2012), a full week since the first "no-water" event, a man delivered a Boil-Water-Alert! This type of **extremely late precaution notification** is unacceptable. The water main break was a week ago. The notice was an afterthought. There is also no guidance as to when the water will be safe--totally a "cover-their-a\_\_" move!

When a company or employee does not perform to standards, they should not be rewarded for sloppy or below-standard work. Employees are usually fired! This rate increase would be

DOCUMENT NUMBER-DATE  
**06503 SEP 27 2012**  
 FPSC-COMMISSION CLERK

9/27/2012

rewarding bad performance if the increase is granted by the Public Service Commission.

An aside note which was not reported during the phone conversation: I am a widow without a lawn irrigation system. My waste water in volume is usually more than my consumption. This is difficult to believe since I have a swimming pool, wash cars, water plants, etc. If anything, it should be equal amounts. This is another method of raping the consumer. A meter can be requested for the waste water but at a prohibitive cost!

In closing, as a consumer, I am **irate** at the request for an increase. The Commissioners should keep job performance and standards in mind when making their decision.

You may reach me at the following:

Mrs. Zunelle Renfroe Bookhardt  
2359 Bagdad Avenue  
Orlando, Florida 32833-2814

Phone: 407-568-7667  
E-mail: southernsoccerlady1@yahoo.com

Sincerely,  
Mrs. Zunelle R. Bookhardt

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

Public Service Commission

COMMISSION  
CLERK

12 OCT -2 PM 3:48

RECEIVED-FPSC

Ms. Laura Pattee  
2520 Albion Ave.  
Orlando, Florida 32833

October 2, 2012  
FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 06503-12  
DISTRIBUTION:

Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.

Dear Ms. Pattee:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation, plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service, and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department

Ms. Laura Pattee

Page 2

October 2, 2012

officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at the customer meeting to be held in your service area. You will be receiving a notice from Pluris that provides information about the customer meeting.

The purpose of the customer meeting is to give customers and other interested persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions and make comments on other issues. Commission staff will be available to respond to customer comments and questions and provide assistance if necessary.

We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [avanesse@psc.state.fl.us](mailto:avanesse@psc.state.fl.us).

Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Auditing & Performance Analysis (Daniel, Hill-Slaughter)  
Division of Economics (Hudson, Kummer, Thompson)  
Division of Engineering (Ballinger, McRoy)  
Office of the General Counsel (Lawson, Crawford)  
Office of Commission Clerk (Docket No. 120152-WS)

COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

Public Service Commission

RECEIVED-FPSC  
12 OCT -2 PM 3:10  
COMMISSION  
CLERK

Ms. Judy Whiteman  
2234 Ballard Ave.  
Orlando, FL 32833-3843

October 1, 2012  
FPSC, CLK CORRESPONDENCE  
 Administrative  Parties  Consumer  
DOCUMENT NO. 06503-12  
DISTRIBUTION:

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Ms. Whiteman:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation, plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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Ms. Judy Whiteman

Page 2

October 1, 2012

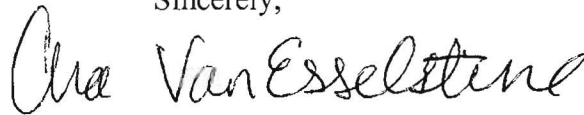
officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at the customer meeting to be held in your service area. You will be receiving a notice from Pluris that provides information about the customer meeting.

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We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [avanesse@psc.state.fl.us](mailto:avanesse@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink that reads "Ana VanEsselstine". The signature is written in a cursive style with a large initial "A".

Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Auditing & Performance Analysis (Daniel, Hill-Slaughter)  
Division of Economics (Hudson, Kummer, Thompson)  
Division of Engineering (Ballinger, McRoy)  
Office of the General Counsel (Lawson, Crawford)  
Office of Commission Clerk (Docket No. 120152-WS)

RECEIVED-FPSC

Sept. 26, 2012

To: Office of Commission Clerk  
FL Public Service Commission

12 OCT -1 AM 9:11

COMMISSION  
CLERK

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	06503-12
DISTRIBUTION:	

Re: Docket No. 120152-WS

We have been Wedgefield residents since July 1997 and Pluris is our current water utility company. It is well known and well reported that the water for the Wedgefield development is and has been very very bad. A warning has been reported by the Orlando Sentinel on more than one occasion urging residents NOT to drink the water. This has had nothing to do with any "water main breakage" or any published "lab results" urging a "boil water alert". Unfortunately I cannot reference the direct Sentinel article nor the date but I am sure it can be researched. The article speculated as to the high number of cancer cases in Wedgefield residents, especially residents residing here for over 25 years.

Most recently on Sept. 13, 2012 I received a Pluris Wedgefield Utilities, Inc letter (PWS #3480149) stating "our water system violated a drinking water standard by having the presence of Coliform Bacteria\* in normal monthly Bacteriological sampling." The letter continues to assure residents this "incident is not an emergency" merely "a direct result of our contract laboratory mishandling" and our "right to know"; and that "Our drinking water is completely safe to consume."

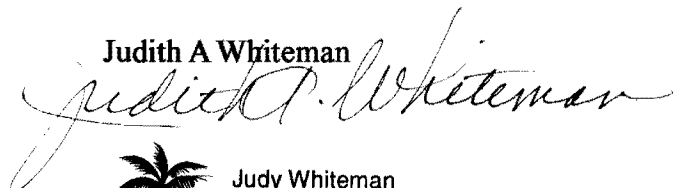

The letter continues "On August 7, 2012 we took a total of four distribution samples to test for the presence of coliform bacteria. Two of these samples tested positive for coliform bacteria and one of the two also tested positive for fecal. On August 8, 2012 we collected two more samples and they also tested positive for coliform bacteria. On August 13 and 14, 2012 we tested a total of 12 distribution samples and all were negative for total coliform. The standard is that no more than one (1) distribution sample per month may test positive."

These types of letters are not unusual to the Wedgefield residents. [I used to save them all but no longer have them. Needless to say *we do not drink the water nor do we make ice with it.*] The letter dated 9-13-2012 stated "**You do not need to boil your water or take other corrective actions**". However from approximately 9-16-2012 through 9-23-2012 we experienced several days of no water and/or little water pressure (as in a dribble from faucets); and saw many Pluris trucks in the area. Late on Sunday night 9-23-2012 a red flier was left on the doorknob alerting residents to **BOIL WATER**. No reverse phone/text alert, no doorbell rung, just a flier left on the doorknob.

Now today, 9-26-2012, enclosed in my water bill there is a NOTICE OF INTERIM RATE INCREASE letter dated 9-21-2012. The 'Commission Approved Interim Rate' increase for water service is just under \$9 and for wastewater service is just over \$5. This is also not the first time the water 'contamination' letter is closely followed by a rate increase request/notice!!!! The timing is **incredible** and **insulting**.

'Written comments regarding the Utility's service...' seemed welcomed by the Commission, hence my letter. I would like to know how low/poor quality of goods/services can be rewarded by more money, and what recourse does the Wedgefield resident have?

Judith A Whiteman

Judy Whiteman  
2234 Ballard Ave.  
Orlando FL 32833-3843

- **Fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes.**

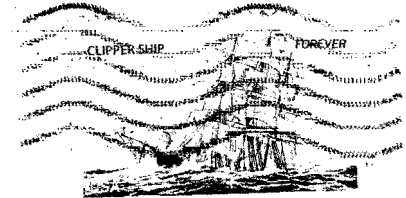




Judy Whiteman  
2234 Ballard Ave.  
Orlando FL 32833-3843

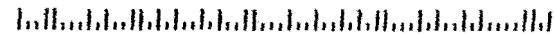
ORLANDO FL 328

29 SEP 2012 PM 7 L



Office of Commission Clerk  
Florida Public Services Comm.  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

32399085099



COMMISSIONERS:  
RONALD A. BRISÉ, CHAIRMAN  
LISA POLAK EDGAR  
ART GRAHAM  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



MARSHALL WILLIS, DIRECTOR  
DIVISION OF ACCOUNTING AND FINANCE  
(850) 413-6900

Public Service Commission

September 28, 2012

RECEIVED-FPSC  
12 OCT - 1 AM 9:09  
COMMISSION  
CLERK

Mrs. Zunelle Bookhardt  
2359 Bagdad Avenue  
Orlando, Florida 32833-2814

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	<u>06503-12</u>
DISTRIBUTION:	_____

**Re: Docket No. 120152-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.**

Dear Mrs. Bookhardt:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Pluris Wedgefield, Inc. (Pluris or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation, plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

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Mrs. Zunelle Bookhardt

Page 2

September 28, 2012

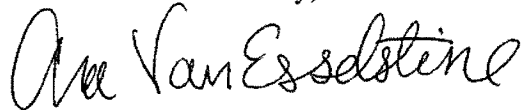
preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

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We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6435 or e-mail me at [avanesse@psc.state.fl.us](mailto:avanesse@psc.state.fl.us).

Sincerely,



Ana VanEsselstine  
Regulatory Analyst II

cc: Division of Accounting and Finance (Fletcher, Maurey)  
Division of Auditing & Performance Analysis (Daniel, Hill-Slaughter)  
Division of Economics (Hudson, Kummer, Thompson)  
Division of Engineering (Ballinger, McRoy)  
Office of the General Counsel (Lawson, Crawford)  
Office of Commission Clerk (Docket No. 120152-WS)

**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Monday, October 01, 2012 9:23 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

Customer correspondence

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

From: Consumer Contact  
Sent: Monday, October 01, 2012 8:49 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1083426C. See 1083422W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Friday, September 28, 2012 9:42 PM  
Cc: Consumer Contact  
Subject: E-Form Service Outage TRACKING NUMBER: 32415

CUSTOMER INFORMATION

Name: Laura Pattee  
Telephone: 3213857901  
Email: ljpattee@hotmail.com  
Address: 2520 Albion Ave. Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Laura Pattee  
Account Number: 0100012660002  
Address: 2520 Albion Ave. Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Service Outage against Pluris Wedgefield, Inc.

Details:

I have two concerns. The first concern is; The water has a noticeable odor and particles floating in it even when there have been no "burst pipes" or "cross contamination". So, my questions are; Is this water truly safe?

What procedures are in place to regulate the cleanliness and safety of the water?

Is there an outside agency responsible for conducting water tests?

How often are tests conducted?

During this last week of water is off, boil water, water is off, dont boil, boil water, water is off, dont boil - the water has truly been NASTY!

My second concern is in regards to the recent request for rate increases and the interim rate increase of 33%. Water service is cut off at odd times with no apparent reason or notification. Most recently I have had to purchase water from the grocery store for cooking, washing dishes, brushing teeth, etc. It seems to me that a rate increase would be in order if the service being provided was provided consistently and at a good or excellent level of service. And 33% - get real???

Why such a large increase? No one I know is making anywhere near 33% more today than they were 2 years ago.

What is the methodology for granting or denying a rate increase?

Is the rate compared to any of the other water and wastewater providers in the area?

Please help me to understand why Orlando Utilities has a base charge of 6.33 for water/14.81 for wastewater and the base charge Pluris will be charging me beginning next month is 32.34 for water/26.12 for wastewater.

Is water really that much more costly in Wedgefield than in Orlando?  
What can be done?

**Eric Fryson**

**From:** Ruth McHargue  
**Sent:** Thursday, September 27, 2012 3:43 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** docket 120152  
customer correspondence

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>0650312</u>		
DISTRIBUTION: _____		

**From:** Melissa [mailto:melisser0503@aol.com]  
**Sent:** Wednesday, September 26, 2012 4:43 PM  
**To:** Consumer Contact  
**Cc:** ramehochko@mindspring.com  
**Subject:** Complaint against Pluris Inc - services Wedgefield in Orlando FL

To whom it may concern,

I received the notice you sent regarding Pluris' request to increase rates here in my community. First of all, I think the rates are already ridiculous so to mention that the rates could potentially be increased is boggling to my mind.

Second, in the past week I will detail the events that have unfolded.

1. I receive my water bill for approximately \$90. This is the normal monthly amount. We are a family of five with no pool, no irrigation and "if its yellow, let it mellow" mindset. That said, we don't use a lot of water. This amount is unheard of for my friends who live only 10 miles away with a different service provider. Oh yes, they have a pool. The base charge for our wastewater and water service is already almost \$50 before we even turn on the faucet.

2. Along with that bill I received a notice that I am all too familiar with. There was some type of issue with the testing of bacteria in the water. I get these notices frequently from Pluris and they assure me that it will not cause health problems. Well, I have seen Erin Brockovich and I know how these things work. I have children and frankly I don't feel settled by their assurance. If it was a minor problem and not an issue, why even send a notice or include in it that there is no health concern?

3. MOST IMPORTANT, my water has been completely OUT three times in the past week. Now, that seems to me HIGHLY inconvenient when trying to shower, cook, brush teeth, flush the toilet and basically complete any daily task. It ends up smelling like a porta-potty in my house and I have having my sons pee OUTSIDE!!! I get boil water notices and have to spend EXTRA money over and above the inflated rate that Pluris charges me to use water in order to buy bottled water.

I highly recommend that the rate increase be denied. I would go so far as to say that Pluris should not be able to operate at all but that is not a likely outcome.

I hope my complaints have not fallen on deaf ears.

Thanks,  
Melissa Lasser  
Orlando, FL - unhappy Pluris Wedgefield customer

cc: Mr. Rich Mehochko - President of the Wedgefield HOA

**Eric Fryson**

---

**From:** Ruth McHargue  
**Sent:** Thursday, September 27, 2012 3:33 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>
DISTRIBUTION: _____

customer correspondence

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

From: Consumer Contact  
Sent: Thursday, September 27, 2012 2:40 PM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1083178C. See 1083177W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Thursday, September 27, 2012 1:40 PM  
Cc: Consumer Contact  
Subject: E-Form Service Outage TRACKING NUMBER: 32402

CUSTOMER INFORMATION

Name: Nathaniel Paul  
Telephone: 407-506-4885  
Email:  
Address: 20242 Macon Pkwy Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Nathaniel Paul  
Account Number: 01-00004840-00-5  
Address: 20242 Macon Pkwy Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Service Outage against Pluris Wedgefield, Inc.  
Details:

Since Pluris as taken over from Wedgfield Utilities they have raised the water/sewage rate and continued to have numerous positive test for containiments. This last month in my bill I received a letter stating that they had more than one positive test for cholrifom bactirum and fecal. They stated it was ok cause even know they had several positive test on different days they claimed it was due to cross cantamination by there hired labority. In the last 7 days since Thursday September the 20th the water as been shut off for a supposed water main break 4 out of the 7 days. We had no water all Thursday, all day Friday, all day Sunday, and all day Wednesday. We have been given three boil water notices as well as only on cancelation of the boil water notice. On several different occasions my bill as been inconsistant and for one period I was not billed for any usage at all for a period of 3 months. When I spoke to them about this they claimed that the meter was indeed being read even though it was the same on my bill for all three months. Pluris service as been very poor to say the least and the water quality is the worst I have ever seen. It stains tile, dishes and has more particles floating in it then pond water. The worst part is I am paying for a service that I can not drink and did not even have most of the week but I did recieve a notice of an increased rate. This is not right and myself and several people in my neighborhood have voiced their opioions about Pluris and the lack of quality service and water. Several meetings have been held at our neighborhood clubhouse and people are fed up. Something needs to be done to hold a company that does not even have any type of office in this county to the standard of other companies and make our water

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safe and contaminate free. Please help. Thanks



**Eric Fryson**

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**From:** Ruth McHargue  
**Sent:** Thursday, September 27, 2012 2:19 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

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

From: Consumer Contact  
Sent: Thursday, September 27, 2012 9:54 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1083049C. See 1083044W for outage issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Wednesday, September 26, 2012 5:11 PM  
Cc: Consumer Contact  
Subject: E-Form Service Outage TRACKING NUMBER: 32396

CUSTOMER INFORMATION

Name: Kimberly Walkley  
Telephone:  
Email:  
Address: 2215 Abney Ave Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Kimberly Walkley  
Account Number:  
Address: 2215 Abney Ave Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Service Outage against Pluris Wedgefield, Inc.  
Details:

For the last three years we have NOT received a satisfactory report on the water quality. They have found many bacterias, said they fixed the problem and then the report comes out again with another bacteria they found. Within the last week our water has been shut off twice because of a water break. The first time it was shut off at 4am and we did not receive a boil water notice until 9pm that evening. It was then shut off again 2 days later. After coming home today there is a note on the door saying boil water is no longer needed but after calling Pluris Wedgefield regarding the extremely low water pressure, they say the water pumps have been shut off and there is no estimated time limit of when they will start working. On top of the horrible "repairs" the last couple of days, we get a notice in our mail saying the rates are increasing. It is absolutely ridiculous they are raising our rates after how horrible service has been. We have done our own research and we have seen many lawsuits filed against Pluris Wedgefield pertaining to people becoming really ill due to the water quality. Something needs to be done to get this company out of here!

**Eric Fryson**

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**From:** Ruth McHargue  
**Sent:** Thursday, September 27, 2012 12:20 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>06503-12</u>		
DISTRIBUTION: _____		

Customer correspondence

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

From: Consumer Contact  
Sent: Thursday, September 27, 2012 9:58 AM  
To: Ruth McHargue  
Subject: To CLK Docket 120152

Copy on file, see 1083051C. See 1083047W for billing issue. DH

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

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]  
Sent: Wednesday, September 26, 2012 5:55 PM  
Cc: Consumer Contact  
Subject: E-Form Improper Billing TRACKING NUMBER: 32397

CUSTOMER INFORMATION

Name: Christine Parker  
Telephone:  
Email: jckparker@bellsouth.net  
Address: 2341 Bagdad Avenue Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Christine Parker  
Account Number: 01-00002520-00-0  
Address: 2341 Bagdad Avenue Orlando Florida 32833

Water County Selected: ORANGE

COMPLAINT INFORMATION

Complaint: Improper Billing against Pluris Wedgefield, Inc.  
Details:

We have been having inconsistent billing charges each month. We have checked for leaks and do not understand why the gallons used are so inconsistent. I wish I could attach a chart that I have done for the past year, if there is an email address, please let me know. For example these are the usage in gallons we have been charged for each month.

January 10,760  
February 6,420  
March 10,290  
April 19,950  
May 18,350  
June 5,750  
July 14,690  
August 8,750

We are a family of 3 and try to be aware of our consumption due to so many issues with water out here. We have been purchasing bottled water for the last 5 years due to the water being so bad. They have had many complaints in years past due to meter readings incorrectly read, bad meters, etc. Prior to Pluris, we never had problems prior with other companies and feel this is a constant headache with Pluris. We now have received a letter stating they want to raise our rates out here. On Sept. 20th we had a main water line break and out of water till the morning of Sept. 21st, then on Sunday, Sept. 23rd the line broke again and we were out of water for roughly 6 hours

and then today Sept. 26th, low water pressure and being told pumps are down and they are being worked on. Were also on a water boil alert as well. I just feel we should not have our rates increased until Pluris is further looked into and the main water line is fixed and our water is drinkable. I am also questioning the up and down of our usage. If someone could reply back to me I would love to send a graph of the years past of our usage & charges, makes no sense to me as to how it can be so inconsistent. Thank you for your time and look forward to some resolution with the service out here and to postpone any rate increases until its been further reviewed.

**Eric Fryson**

**From:** Ruth McHargue  
**Sent:** Thursday, September 27, 2012 2:37 PM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 120152

**CONSUMER**

**From:** Consumer Contact  
**Sent:** Thursday, September 27, 2012 2:31 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 120152

Copy added to 1083084C. See 1083171W for outage issue. DH

**From:** Southern Soccer Lady [mailto:southernsoccerlady1@yahoo.com]  
**Sent:** Thursday, September 27, 2012 11:55 AM  
**To:** Consumer Contact  
**Subject:** Docket # 120152-WS Complaint

Dear Public Service Commission,

I just called in a complaint against the Pluris Wedgefield, Inc. (company **WS929**) proposed rate increase, **Docket # 120152-WS**. My reference number is **1083084C**. I would like to further clarify my complaint.

Pluris Wedgefield, Inc. does not deserve another rate increase. When they purchased the water and waste-water facility, they increased the water rates significantly to replace equipment and improve the water quality. That has not proven to be the case. Pluris Wedgefield did replace equipment and some of the water-quality numbers improved somewhat; however, the numbers were never significantly improved.

Currently, I have \$6,000 of filtration equipment on my water just to make it usable and to prevent ruination of my pipes and fixtures. The water still smells terrible if allowed to sit for a day or two. After being away from the house for a weekend, I must flush all water faucets and toilets to remove the smell. If I do not use the kitchen sprayer for even a day, the smell is terrible. Remember, it was to improve per Pluris Wedgefield with the new equipment.

Lately, the community has experienced loss of water. Last week, I was without water for two days during the week intermittently. On Saturday after the third "no-water" event, my neighbor came to tell me it was due to a water main break. Nothing was posted, announced, or warned. I had switched to bottled water as a precaution. Yesterday, Wednesday (26 September 2012), a full week since the first "no-water" event, a man delivered a Boil-Water-Alert! This type of **extremely late precaution notification** is unacceptable. The water main break was a week ago. The notice was an afterthought. There is also no guidance as to when the water will be safe--totally a "cover-their-a\_\_" move!

When a company or employee does not perform to standards, they should not be rewarded for sloppy or below-standard work. Employees are usually fired! This rate increase would be

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**06503 SEP 27 2012**  
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9/27/2012

rewarding bad performance if the increase is granted by the Public Service Commission.

An aside note which was not reported during the phone conversation: I am a widow without a lawn irrigation system. My waste water in volume is usually more than my consumption. This is difficult to believe since I have a swimming pool, wash cars, water plants, etc. If anything, it should be equal amounts. This is another method of raping the consumer. A meter can be requested for the waste water but at a prohibitive cost!

In closing, as a consumer, I am **irate** at the request for an increase. The Commissioners should keep job performance and standards in mind when making their decision.

You may reach me at the following:

Mrs. Zunelle Renfroe Bookhardt  
2359 Bagdad Avenue  
Orlando, Florida 32833-2814

Phone: 407-568-7667  
E-mail: southernsoccerlady1@yahoo.com

Sincerely,  
Mrs. Zunelle R. Bookhardt