

**Antonia Hover**

---

**From:** John Plescow  
**Sent:** Thursday, September 7, 2023 11:06 AM  
**To:** Consumer Correspondence; Diane Hood  
**Subject:** FW: To CLK Docket 20230083

Please, add to docket 20230083.

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

From: Diane Hood <DHOOD@PSC.STATE.FL.US> On Behalf Of Consumer Contact  
Sent: Thursday, September 07, 2023 9:32 AM  
To: John Plescow <JPlescow@PSC.STATE.FL.US>  
Subject: To CLK Docket 20230083

By DHood

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
Sent: Wednesday, September 6, 2023 5:46 PM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Improper Billing TRACKING NUMBER: 192353

**CUSTOMER INFORMATION**

Name: Nichole Krause  
Telephone: 4075565253  
Email: Nicholek.ucf@gmail.com  
Address: 2339 Alabaster Ave Orlando FL 32833

**BUSINESS INFORMATION**

Business Account Name: Nichole Krause  
Account Number: 00031980  
Address: 2339 Alabaster Ave Orlando FL 32833

Water County Selected: Orange

**COMPLAINT INFORMATION**

Complaint: Improper Billing against Pluris Wedgefield, LLC

Details:

The complaints against this water company are not new news. Everyone in this community has had issues with the rates. At this point, I don't care about if it's safe. They are not affordable. Period. The company has recently undergone a legal action in which they had to pay out a settlement to the residents (past and present) it seems in an effort to recover some of their money, they have sent out another increase notice that they're going to propose to you for a 46% increase on water and 108% increase on wastewater. It's hard enough to afford an essential service for survival as it is with their rates. The fact they intend to increase at a percentage that high is inhumane. How can we afford to live like that? I know I can't and I have no other options. Please take a look at their rates compared to others in our county and do not approve their request for this rate hike. They warned they will begin charging us an interim percentage increase until they "get their approval". At least consider a reasonable increase, this is entirely too much.