

Yvette Gillespie

From: John Plescow
Sent: Friday, October 6, 2023 9:54 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: Friday, October 06, 2023 9:07 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: Thursday, October 5, 2023 7:18 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 192950

CUSTOMER INFORMATION

Name: Sheila J Mayhew
Telephone: 9548395976
Email: sheilamayhew@bellsouth.net
Address: 2828 ABNEY AVE ORLANDO FL 32833

BUSINESS INFORMATION

Business Account Name: Sheila J Mayhew
Account Number: 00041084
Address: 2828 ABNEY AVE ORLANDO FL 32833

COMPLAINT INFORMATION

Complaint: Other Complaints against Pluris Wedgefield, LLC

Details:

Recently, PLURIS Water, Wedgefield LLC notified its customers that they were requesting an interim rate increase. I am HIGHLY RECOMMENDING that the PSC DOES NOT allow this increase. PLURIS is requesting this after the company had told our commissioner that they would not request this increase because there is a project underway to acquire this property. They told the commissioner that as long as the project is moving forward, they would not request this. Phase III of the project was voted to move forward on September 12th, 2023 at the Mayor and Commissioners Meeting. Now they have gone back on their word. The reason they say they need the increase is because there is one appraisal that the county wants to do and it will take 12-13 months to do and PLURIS is stating that is too long of a time period. Well, why should we, the customers, be penalized for this by increasing our rates, when we have no control over how long this appraisal will take. In addition, PLURIS Water recently lost a major lawsuit and according to the lawsuit, they were not supposed to ask for a rate increase. The very next month after the lawsuit was settled, they sent a letter in our water bill stating that they would be asking for a rate increase within 90 days. We, in Wedgefield, currently pay one of, if not the highest water rates in the entire state. Many of us are on fixed incomes. Many of us buy bottled water(an added expense) and don't flush our toilets but once a day(health hazard) just so we can try and save our water usage to keep

our water bill down. Again, I am imploring the PSC to NOT APPROVE this increase. If needed, I can provide documentation of the above information.

Respectfully submitted,
Sheila J. Mayhew