

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-

DATE: January 29, 2024

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Phillip O. Ellis, Public Utilities Supervisor, Division of Engineering *PE LK*

RE: Docket No. 20230083-WS - Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, LLC.

Please place the attached documents from customers of Pluris Wedgefield, which were given to staff, at the customer meeting held on January 24, 2024, in the docket file.

PE/da

Attachments



Dear Wedgefield Customer,

Pluris Wedgefield, LLC is providing an update to you with information regarding the Pluris Wedgefield, LLC rate case to be filed with the Florida Public Services Commission ("PSC") in September, and information on a Board of County Commissioners' meeting scheduled for **September 12th**.

The accompanying PDF is part of a comprehensive filing to the PSC and provides requested rates as part of the PSC rate case application. Please note that although Pluris may not get 100% of the increase requested, Pluris will get a substantial increase in light of the fact that Pluris has not filed a general rate case in over 10 years.

In accordance with PSC rules, Pluris may begin charging interim rates 60 days after filing the rate case application, and the final rates implemented at the end of the rate case.

The following percentages reflect increases above the current respective water and wastewater rates.

<u>Water</u>	<u>Wastewater</u>
Interim – 44%	Interim – 42%
Final – 46%	Final – 108%

As you may be aware, Pluris has been in discussions with Orange County for the past three years regarding a potential acquisition by the County. The Board of County Commissioners are holding a Board meeting on **September 12th** to discuss the potential acquisition. Although Pluris will be filing its rate case application in September in accordance with the PSC schedule, Pluris will consider holding off implementing the interim rates should the Board of County Commissioners decide to move forward with the acquisition.

Customers are encouraged to attend the Board of County Commissioners meeting on **September 12th**. Customers can provide comment during the Public Comment period beginning at **9:00 AM**. The meeting will be held at the following location:

**County Administration Center
Commission Chambers, First Floor
201 S. Rosalind Avenue
Orlando, Florida 32801**

Customers who cannot make the meeting, can reach the Board of County Commissioners directly. Commissioner contact information is presented in the following.

Mayor Jerry L. Demings
Telephone: (407) 836-7370
Email: mayor@ocfl.net

Commissioner Emily Bonilla (Wedgefield Commissioner)
Telephone: (407) 836-7350
Email: District5@ocfl.net

Commissioner Christine Moore
Telephone: (407) 836-7350
Email: District2@ocfl.net

Commissioner Mayra Uribe
Telephone: (407) 836-5140
Email: District3@ocfl.net

Commissioner Maribel Gomez Cordero
Telephone: (407) 836-7350
Email: District4@ocfl.net

Commissioner Michael Scott
Telephone: (407) 836-5860
Email: District6@ocfl.net

Commissioner Nicole H. Wilson
Telephone: (407) 836-7312
Email: district1@ocfl.net



Pluris Wedgefield, LLC
1095 NC Hwy 210
Sneads Ferry, NC 28460



T2 P1-350 *****AUTO**5-DIGIT 32826
VINCENT HIERHOLZER
20406 NETHERLAND ST
ORLANDO FL 32833-4034

Pluris Wedgefield, LLC
 Docket No.: 20230083-WS
 Test Year Ended: 12/31/2022
 Water [] or Sewer [X]

Schedule: E-1
 Page 2 of 2
 Preparer: Dan Winters

Explanation: Provide a schedule of present and proposed rates. State residential sewer cap, if one exists.

Line No	(1) Class/Meter Size	(2) Monthly Present Rates	(3) Monthly Interim Rates	(4) Monthly Proposed Rates
1	Residential			
2	All Meter Sizes	31.21	44.32	64.92
3	Full 3/4"	31.21	44.32	97.38
4	1"	31.21	44.32	162.30
5	1 1/2"	31.21	44.32	324.60
6	2"	31.21	44.32	519.36
7	3"	0.00	0.00	973.80
8	4"	0.00	0.00	1,623.00
9	6"	0.00	0.00	3,246.00
10	Gallonge Charge (Maximum of 8,000 gallons)			
11	(per 1000 gallons)	4.57	6.49	9.51
12	General Service			
13	5/8" x 3/4"	31.21	44.32	64.92
14	Full 3/4"	46.81	66.47	97.38
15	1"	78.01	110.77	162.30
16	1 1/2"	156.03	221.56	324.60
17	2"	249.64	354.49	519.36
18	3"	499.29	708.99	973.80
19	4"	780.14	1,107.80	1,623.00
20	6"	1,560.28	2,215.60	3,246.00
	8"	2,808.69	3,988.34	5,842.80
21	Gallonge Charge			
22	(per 1000 gallons)	5.46	7.75	11.36

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Line No	(1) Class/Meter Size	(2) Monthly Present Rates	(3) Monthly Interim Rates	(4) Monthly Proposed Rates
1	Residential			
2	5/8" x 3/4"	28.10	40.46	40.89
3	Full 3/4"	42.16	60.71	61.34
4	1"	70.26	101.17	102.23
5	1 1/2"	140.52	202.35	204.45
6	2"	224.84	323.77	327.12
7	3"	449.68	647.54	654.24
8	4"	702.62	1,011.77	1,022.25
9	6"	1,405.25	2,023.56	2,044.50
10	Gallonge Charge			
11	0 - 5,000 gal	8.86	12.76	12.89
12	5,001 - 10,000 gal	11.01	15.85	16.02
13	10,001+ gal	16.52	23.79	24.04
14	General Service			
15	5/8" x 3/4"	28.10	40.46	40.89
16	Full 3/4"	42.16	60.71	61.34
17	1"	70.26	101.17	102.23
18	1 1/2"	140.52	202.35	204.45
19	2"	224.84	323.77	327.12
20	3"	449.68	647.54	654.24
21	4"	702.62	1,011.77	1,022.25
22	6"	1,405.25	2,023.56	2,044.50
23	8"	2,528.88	3,641.59	3,680.10
24	Gallonge Charge			
25	(per 1000 gallons)	10.00	14.40	14.55
26	Irrigation Service			
27	5/8" x 3/4"	28.10	40.46	40.89
28	Full 3/4"	42.16	60.71	61.34
29	1"	70.26	101.17	102.23
30	1 1/2"	140.52	202.35	204.45
31	2"	224.84	323.77	327.12
32	3"	449.68	647.54	654.24
33	4"	702.62	1,011.77	1,022.25
34	6"	1,405.25	2,023.56	2,044.50
35	Gallonge Charge			
36	(per 1000 gallons)	10.00	14.40	14.55

Submitted by: Sheila Mayhew

Exhibits/resident
did not speak

COMPLAINT FILED WITH FL Public Service Commission on Saturday 7/15/23 and with FI Dept of Agg & Consumer Services on 7/17/23

Spoke to Chrissy 7/17/23 10am 800-435-7352

FI Public Svc Commission # 800-342-3552 given by Chrissy 7/17/23 from FI Dept of Agg & Consumer Services

I shut the water off at the house; wrote down the number on the meter came back several hours later the meter number was still the same BUT when I looked at the AquaHawk program I found random 1 gal usages (by hovering over the times) and an 8 gal and 2 gal usage.

Surprised, I had to check longer so I did it over a 3 day period and found an additional 25 gallons that I DID NOT use. Remember there was zero usage reading on the meter when I shut the water off at the house so I know for a fact the line between the house and meter is not leaking. I can only imagine what is happening during a monthly cycle. These gallons ALL add up. NOTE: I did this just to see if I had a leak and discovered Pluris system adding usage randomly that I did not use. I DO NOT have a purification system of any on my property nor do I use Pluris for irrigation as I draw water from the lake I live on. Also, my neighbor IS NOT STEALING my water as 1. This was performed while water to my house was shut off. and 2. My property is monitored by cameras and no one tampered with my system at ANY given time.

2 different days :

My water was shut off between 730am-300pm 10 gallons how ? Meter number stayed the same.

My water was shut off between 730am- 300pm 1 gallon shows. meter number stayed the same

I have documentations to back my findings upon request.

Christine & Rusty Collins

2227 Albion Avenue

Orlando, FL 32833

wassii@yahoo.com

4072429346

01/24/24

I would like it to be known I tracked our water usage for a week through Aquahawk and by turning off the main water valve to our house and writing down the meter number to see if the meter moved to be sure I did not have a leak. My findings were NO LEAKS but discovered charges for water usage at the time my water valve was shut off. Once I gathered all my evidence, I filed a complaint with Florida Public Service Commission AND Florida Department of Agriculture and Consumer Services. Pluris was then notified of my complaint. I was contacted by Mr. Kuck of Pluris and was first told I must have a leak and then our water usage on Aquahawk and with Pluris is based on an estimate usage. I requested Mr. Kuck of Pluris to send me their in-house usage tracking report and found that the same usage when my water was OFF, appeared on his report. I informed Mr. Kuck of my findings and his response sarcastically "What do you want me to do?" I said, "At this point I would accept under \$100 monthly bills as this current amount is killing us". He laughed and I said, "I didn't find humor in this". Surprisingly, the next 6 months after my complaint was filed my bill dropped around \$100. But here we are again after Decembers 2023 rate increase my bill is once again up and another increase in the works. We need a resolution!

Wedgefield Homeowner

Christine & Rusty Collins

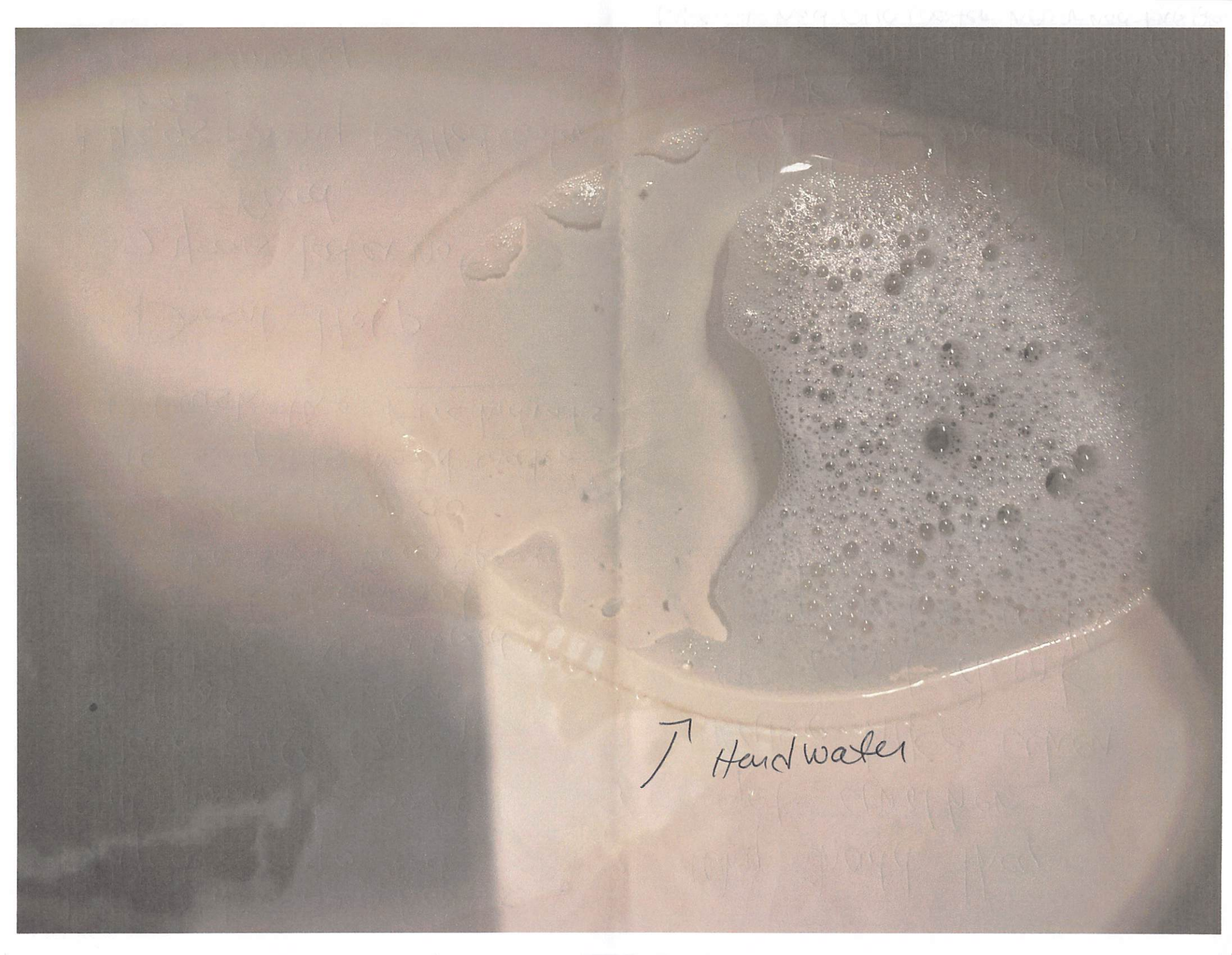
Submitted by: Sheila Mayhew

Exhibits/
resident did not
speak

To Pluris,

I don't understand why you find the need to increase our water bill. You charge the most in the country, it's not drinkable, and I thought you were not going to raise our bill over the lawsuit, that you lost! This price gouging has got to stop!

Denise Hendricks
2744 Village Pine Terr
Orlando, FL 32833
407-538-8020
Sent from my iPhone



↑ Hard water

I build a new house
9 years ago and
still have the same
Black stuff coming
out of faucets +
in toilets Never fixed
I called them out
in the first few years
and all they do
is say its hard water
+ flush the fire hydrants

2018
Buck
more
2019

Doesnt Help

7 years later not
fixed.

\$ 43.95 for my Bottled water
1698
\$60.93/monthly

Why should they
get another
raise hike when
I cant drink
my water with
this Black
stuff coming
out of my faucets
+ this is also
in my toilets
every month. How
about we get clean
water before any price
hikes Spent additional
costs for Bottled water Every month.
When I had our water never had this black
stuff

→
Every month
also in
my ih
Faucets

Svennnoter

