

January 28, 2024

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

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2024 FEB - 1 AM 11:00
COMMISSION
CLERK

Dear Sirs and Ladies:

This message is in regard to Pluris Utilities, Docket 20230083 – WS

I attended a meeting on January 25, 2024 at Wedgefield Restaurant, Orlando, FL 32833 at which time your representatives heard issues from various customers of Pluris Utilities.

I did not request to speak but I did stay for the entire meeting time.

Afterward, I came home and gave some serious thought as to my own concerns which are as follows:

Quality of water, cost of water, future cost of water, future behavior of this utility in regard to quality standard (past behavior leads to lack of faith and trust). The system no doubt will need maintenance of significant cost and more rate increases,

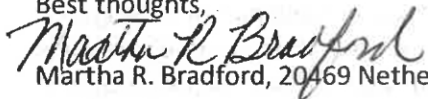
Pluris affects me:

When I brush my teeth, when I fill water container for my cat and dog, when I do a load of laundry, when I load my dish washer or hand wash dishes, when I water house plants, when I take a shower, when I flush my toilet, when I wash my car, when I pressure wash my driveway, when I clean jars and cans prior to placing in recycle bin, when I need to hydrate by drinking water, when I prepare food to cook my meals, when I take my medications. In addition to the cost for daily use, there is the additional cost of bottled water for guests who visit.

I moved here in October 2002 and I knew the water wasn't perfect but I had a well and septic tank in my previous home and I thought the sewage option was worth the tradeoff. Little did I know how the cost would continue to rise. At that time, we paid the minimum of \$50 regardless of water usage. My last bill was \$107.41. I used 2769 gallons of water. I am a widow and my cat and dog live here. I used extra water on Christmas Eve and Day preparing for my family meal. This latest bill covered Dec. 24 to Jan. 24. I try to be mindful of water resource because I think there will come a time when it is rationed due to diminished aquifer. I also must manage my financial resources. I understand the need for a company to make a profit or break even. I also understand and appreciate that bureaucracy exists in all areas of organizations/institutions, corporations, venture capitalism, government and at age 90 I have lived through a lot of cycles of policy, and unintended consequences.

I have told you nothing you have not already heard, but I needed to try to add my voice to the request to pay attention to what you approve. Pluris is ever hungry for more money from customers.

Best thoughts,



Martha R. Bradford, 20469 Netherland Street, Orlando, FL 32833, email:mrbradford79@gmail.com

 **Martha R. Bradford**
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