

Yvette Gillespie

From: Yvette Gillespie on behalf of Records Clerk
Sent: Monday, March 18, 2024 10:49 AM
To: 'Fred West'
Cc: Consumer Contact
Subject: RE: Docket#20230083-WS. Pluris water rate increase

Good morning Mr. Fred West,

We will be placing your comments below in consumer correspondence in Docket No. 20230083, and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Yvette Gillespie

Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399
ygillesp@psc.state.fl.us
Phone: (850) 413-6195

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 email message may be subject to public disclosure.

From: Fred West <wfwesthome@outlook.com>
Sent: Saturday, March 16, 2024 10:27 AM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket#20230083-WS. Pluris water rate increase

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Attached is complaint for Pluris water bill increase.

Fred West

Yvette Gillespie

From: Fred West <fwesthome@outlook.com>
Sent: Saturday, March 16, 2024 10:27 AM
To: Records Clerk
Subject: Docket#20230083-WS. Pluris water rate increase
Attachments: Pluris rate increase complaint.docx

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Attached is complaint for Pluris water bill increase.

Fred West

clerk@psc.state.fl.us

March 14, 2024

From: WILLIAM WEST

Re: PLURIS

My name is William West and my wife, Connie West live at 2266 Baker Ave, Wedgefield, FL 32833. We have been residents in the WEDGEFIELD (city area) for 10 years and a customer of Pluris.

When I first moved here the neighbors told me how bad the water situation was but I thought they were exaggerating. Unfortunately, they weren't. Over the years Pluris has gotten away with supplying water that's non-drinkable, hardly usable for cooking or cleaning. This does not include the deterioration of any equipment the water runs through. The law suit that was settled last year is proof of the inferior product they produce. At this point I cannot see how Pluris should be given a rate increase. The expense of this problem has been adding up over the years. I have to ship in my own water that is filtered reverse osmosis for dogs and human consumption. To give an increase at this time would be unconscionable. For my wife and I living in the house, the average water bill is already \$130-\$150 per month. Giving an increase would of course make this number even higher. I believe we are already paying the highest water bills on average not only in Orange County but the state as well.

In recent years the county came out due to the complaints from the community and tested all water levels throughout their water system and we have seen minor improvement but the water is still undrinkable and has an odor.

I do think that the county or state should buy out the Pluris Plant and have OCU take it over. OCU has already proven to us that if it took over the plant the monthly bills would drop to an average of around \$80.00 per month. I recommend that if the county or state buys the plant that they keep the rates at the current level and take the difference of the additional revenue between the new average and the existing average to pay the county or state back for the funds that was used to purchase the plant.

WILLIAM WEST