

**Charlie Smith**

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**From:** John Plescow  
**Sent:** Tuesday, July 9, 2024 4:05 PM  
**To:** Consumer Correspondence; Consina Griffin-Greaux  
**Subject:** FW: Notice to Customers - Price Index

Please, add to docket 20230083.

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**From:** Consina Griffin-Greaux <CGriffin@psc.state.fl.us> **On Behalf Of** Consumer Contact  
**Sent:** Tuesday, July 09, 2024 3:13 PM  
**To:** John Plescow <JPlescow@PSC.STATE.FL.US>  
**Subject:** FW: Notice to Customers - Price Index

20230083

John, Please forward to Clerk's office.

Consina

**From:** Mandy Paul <[mandy101793@yahoo.com](mailto:mandy101793@yahoo.com)>  
**Sent:** Tuesday, July 9, 2024 12:44 PM  
**To:** Consumer Contact <[Contact@PSC.STATE.FL.US](mailto:Contact@PSC.STATE.FL.US)>  
**Subject:** Fwd: Notice to Customers - Price Index

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

Please explain to me when this insanity is going to stop? Why do you continue I allow Pluris to increase our water rates? Do you have any idea what this does to residents finances? Every single time they ask for an increase you give it to them? WHY?????? I have lived in Wedgefield for 20+ years and every since the water has been controlled by Pluris they have NEVER been denied a rate increase. What is wrong with the PSC that you continually allow this to happen?

Sent from my iPhone

Begin forwarded message:

**From:** Customer Care <[customercare@plurisusa.com](mailto:customercare@plurisusa.com)>  
**Date:** July 9, 2024 at 8:43:54 AM EDT  
**To:** [mandy101793@yahoo.com](mailto:mandy101793@yahoo.com)  
**Subject:** Notice to Customers - Price Index  
**Reply-To:** [customercare@plurisusa.com](mailto:customercare@plurisusa.com)

**NOTICE TO CUSTOMERS**

Pursuant to Section 367.081(4)(a), Florida Statutes, water and wastewater utilities are permitted to adjust the rates and charges to its customers without those customers bearing the additional expense of a public hearing. These adjustments in rates would depend on increases or decreases in non-controllable expenses subject to inflationary pressures such as chemicals, and other general operation and maintenance costs.

On May 17, 2024, Pluris Wedgefield, LLC, filed its notice of intention with the Florida Public Service Commission to increase water and wastewater rates in Orange County pursuant to this Statute. The filing is subject to review by the Commission Staff for accuracy and completeness. Water rates will increase by approximately 1.69% and wastewater rates by 2.30%. These rates should be reflected for service rendered on or after July 16, 2024.