

Charlie Smith

From: John Plescow
Sent: Tuesday, July 9, 2024 4:02 PM
To: Consumer Correspondence; Consina Griffin-Greaux
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 196158

Please, add to docket 20230083.

-----Original Message-----

From: Consina Griffin-Greaux <CGriffin@psc.state.fl.us> On Behalf Of Consumer Contact
Sent: Tuesday, July 09, 2024 3:14 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: FW: E-Form Improper Billing TRACKING NUMBER: 196158

20230083 - Pluris

John,

Place forward to Clerk's office.

Thanks

Consina

-----Original Message-----

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Tuesday, July 9, 2024 1:29 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 196158

CUSTOMER INFORMATION

Name: Deborah Bourgeois
Telephone: 4073944134
Email: dlbourge@gmail.com
Address: 2738 Abalone Blvd Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Deborah Bourgeois Account Number: 00030658
Address: 2738 Abalone Blvd Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Improper Billing against Pluris Wedgefield, LLC
Details:

The Wedgefield Community has just had a water rate increase that is outrageous. For a water bill with 6057 Gallons of usage the bill was \$178.09 + Tax = \$188.65 What other water services company costs this much in Orange County?

The proposed rate increase from Pluris in July: "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."

Please assist our community for such high water services bill.

Thank you,

Deborah Bourgeois