

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: December 10, 2012
TO: Ann Cole, Commission Clerk, Office of Commission Clerk
FROM: Ana VanEsselstine, Regulatory Analyst II, Division of Accounting & Finance *AV*
RE: Docket No. 120152-WS, Application for increase in water and wastewater rates in Orange County by Pluris Wedgefield, Inc.

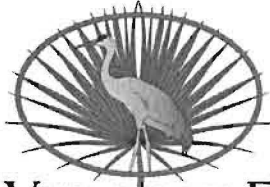
Attached are presentations and written statements gathered from the customer meeting held for Pluris Wedgefield, Inc. Please place the attached documents in the docket file.

Should you have any questions, regarding this matter, please contact me.

Attachments

FPSC, CLK - CORRESPONDENCE
 ___ Administrative Parties ___ Consumer
 DOCUMENT NO. 03633-12
 DISTRIBUTION: _____

RECEIVED-FPSC
 12 DEC 10 PM 12:07
 COMMISSION
 CLERK



WEDGEFIELD
HOMEOWNERS ASSOCIATION

WELCOME

**FLORIDA PUBLIC SERVICE COMMISSION
DOCKET # 120152 WS**

Town Hall Public Meeting
December 5, 2012

Subject

Rate Increase Request by Pluris Wedgefield

1

The history of a neighborhood plays a vital part in the identity of its residents. Wedgefield isn't just a place where people live, it's a community where families are raised, a place we call home.

- The Wedgefield Homeowners Association (WHOA) is the Master Association tasked with enforcing the original Deeded Restrictions and Codes & Covenants. The WHOA is the stabilizing factor in our community promoting the unity and common good of our families and by Protecting and Enhancing the value of our neighborhood..
 - Wedgefield will soon be celebrating it's 50th anniversary
 - Wedgefield comprises 6,800 acres, 81 miles of paved streets
 - Population of 7,850 residents, approximately 3,700 homes
 - 1,567 Pluris customers; residences and commercial properties

2

Petition for Better Water



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Petition for Better Water

1. Pluris to contact and use local media, TV and radio, to broadcast notices of water outages, boil water alerts, etc.
2. Immediately post signs at all entrances and exits alerting residents to any problems, e.g., water outages, boil alerts, etc.
3. Posting of signs at all entrances and exits alerting residents when the alerts are over, no more boiling, and water is safe for consumption.

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Petition continued

4. Publish a copy of the actual testing lab results on the Pluris website and make copies (electronically) available to the Wedgefield Homeowners Association for posting on our website.
5. Provide the Wedgefield Homeowners Association with a designated point-of-contact, name and phone number, in Pluris upper management which will allow proper communication.
6. Utilize a "Robo-Call" (Voice Broadcasting) system to contact and notify Pluris customers of events that effect customers.

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Petition continued

- A total of 850 customers have signed this petition as of December 4th, 2012 and request that Pluris begin to implement these requests immediately.
- Please note that a large number of the petition signers have also voiced their discontent with the rate increase, poor service, and poor water quality.

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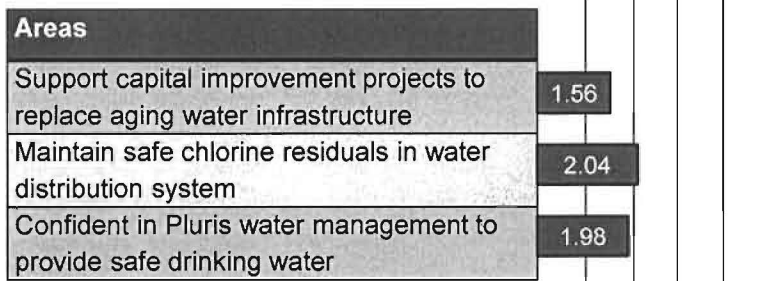
Pluris Customer Survey



7

Pluris Customer Survey

- Customers rated Pluris in the following areas below. Please note that 1 is the lowest rating and 5 is the highest rating.

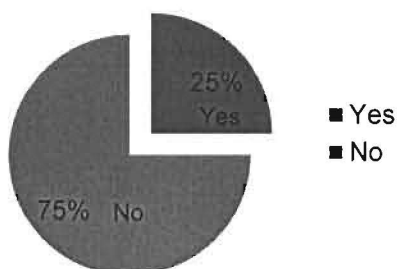


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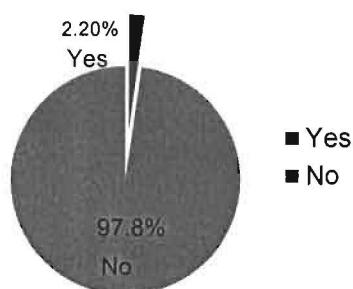
Survey continued

2. Customer's opinion about Pluris water quality.

Do you drink tap water daily?



Do you feel that the quality of water is getting better in Wedgefield?



Page 9

Survey continued

2. Customer's comments about Pluris water quality.

- 50 customers provided additional comments regarding the poor water quality or the high water rate.

"Even with all the times the rates have been raised, we still have periods of boiling water alarms. What was done with all the monies all these years?"

"Water quality keeps getting worst. Water stains on appliances will not come off. Water residues on granite countertops are permanent. Odors from faucets are strong. Can't believe I am paying for it at 5x other utility rates."

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Survey continued

2. Customer's comments about Pluris water quality.

"The water here in Wedgefield is the most horrible water I have ever had in my life. I have 2 children and I have Multiple Sclerosis and the 3 of us have been sick time and time again, which has since stopped due to us no longer drinking the water."

"I have never felt safe to drink the water in Wedgefield, I have complained several times that the chlorine is so strong it burns my eyes from the fumes coming from the faucet. I had someone come out and test and he said the chlorine was high but they can't control that. It has also ruined every faucet and counter that runs water from the hard water. It had brand new faucets rusting and turned green."

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Survey continued

3. Customers were asked to prioritize areas of Pluris that needs to improve.

Area to Improve	Priority by Customers 1 Highest – 5 Lowest
Water Quality (Safe to drink & healthy)	1
Water Billing Rate	2
Water Service and Reliability	3
Water Taste	4
Improve Current Infrastructure	5

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Survey continued

4. Customers were asked to rate their EXPERIENCE during the PAST 12 MONTHS with Pluris in the areas listed below with 1 the lowest rating and 5 the highest rating.



Areas Rated	Rating
Water Administration	2.25
Customer Service Call Center	2.16
Water Leak Repair Crew	2.35
Meter Readers	2.49
Meter Replacement Crew	2.47
Meter Leak Crew	1.99
Water Samplers	2.22
Hydrant Flushing Crew	1.74

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Survey continued

Customer Experience - Comments

"My water meter was recently replaced because it was broken and was not accurately tracking my usage. However, I was not informed of this. I didn't know until I received my bill, which was \$15 higher than usual and I called to ask about it. I wouldn't be upset if they had explained the meter issue to me!"

"They dug up our yard over a month ago for the meters and have not done anything about it. There is still a big hole in our yard with safety rope."

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Survey continued

Customer Experience - Comments

"Never answer phone and when they do are discourteous and rude. Pluris does not care about customer only greedy for money for extremely poor service. This is evident when they are devious enough to raise rates without even notifying customers in Wedgefield. It seems that is their history if you do the research."

"My next door neighbor had a leak on the street side of his meter and after it was repaired the sidewalk was not repaired. After several weeks, I had to call to ask if they were going to fix the sidewalk. The removed section was then just laid back down in place, which presents a possible hazard to someone walking on the sidewalk."

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Survey continued

5. Questions and Concerns by Customers to the Public Service Commission.

"Why is it when other utilities are lowering their rates, ours is going up? Why has regular upkeep not been done?"

"Why are customers being forced to pay for the Pluris equipment and facilities? It is their responsibility to invest in improving their service or get out of the business. If the rates were less, would the water quality be worst? Do customers have the option to replace Pluris with another utility company? Can customers elect to switch to wells or are we forced to use the poor quality system?"

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Survey continued

5. Questions and Concerns by Customers to the Public Service Commission.

“Meter reading. When we moved in 1 year ago, we immediately left the country for nearly the entire month. Upon return we discovered that we were billed for 10,000 gallons of water. There was NO ONE in our home and we found no leaks. We called; they were rude and said someone must be stealing our water. We do not have a pool and still use less water than the first two months we were billed. How often are we overbilled?”

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Survey continued

5. Questions and Concerns by Customers to the Public Service Commission.

“Why is the water price so high? Why all the trouble with the water lines? Why is co.(Pluris) not replacing ageing pipes before they break?”

“What are the plans to improve the safety and quality of the water? What staffing issues are they addressing so they have better local management of our system? What type of monitoring/adjustments do they plan to make on our accounts for the times we have been without water?”

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Survey continued

5. Questions and Concerns by Customers to the Public Service Commission.

“How can we be sure our water will improve and will be drinkable? I’m concern about health risk that we may be getting from this water, it’s awful. I use bottle water for drinking and cooking and giving to my dog, I’m very afraid of this crappy water.....”

“Biggest question is how can they raise our rates when we already pay so much money for our water? Also, how can they raise the rates without hearing from the community, we were not given notice to defend our rights in this situation. What is the profit of this company on our backs? This economy cannot support this kind of increase in our rates.”

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Our Current Situation



WEDGEFIELD
HOMEOWNERS ASSOCIATION

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Our Situation

Poor customer service,
Sub-standard water quality,
Extremely unreasonably high rates.

- Since the mid 60's, with the original developers water and wastewater plant, Wedgefield has been suffering with these problems.
- The original owner, after several name changes; Wedgefield Utilities, Utilities Inc., etc., sold the operation to Pluris in November 2009.
- Prior to the sale, Utilities Inc. subjected the customers to a 50% rate increase for the drinking water.

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The vast majority of customers are extremely dissatisfied with the company and report chronic water quality and customer service problems, yet these customers pay some of the highest water rates in the state.

- **Pluris has serious water quality problems**
 - When compared to other utilities Pluris water quality is borderline and testing indicates higher than normal negative elements present in the water
- **Pluris has serious customer service problems**
 - Failure to responsibly respond to customer inquiries and complaints and fails to use proper notification methods
- **Charges three times as much as comparable utilities**
 - Base rates are much higher and usage rates are extremely high and unreasonable.

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➤ ~~Yes, our residents are inconvenienced by the water outages and boil notices~~ **HOWEVER that is not what they are most disturbed and upset about. This series of events may have been the trigger that got the community unified toward a common goal to demand better service and quality drinking water.**

- Pluris knew when they purchased the utility that it was old and run down. That there were ongoing problems and issues. That the underground piping and components were, for the most part, 60 years old. They were aware of the water quality issues.
- But even knowing all these issues, they made the purchase. And now here we are, 3 years later, and nothing has changed. Knowing, in advance, about the problems why did Pluris do nothing to improve the water quality, provide better customer service and become proactive with the underground infrastructure?
- Pluris just sat back, collected the monthly payments, and did nothing more. It's sad when you think about it. If you don't invest back into your company it becomes run down and eventually fails!

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RECENT WFTV, Channel 9 & 35, REPORTS

"An Orange County neighborhood is having serious trouble with dirty water. Not only do the pipes break and studies have found bacteria in the water, but neighbors told WFTV their water company, Pluris, doesn't even bother to tell them when there's a problem."

WFTV's Kenneth Craig found out the company is planning a price hike.

Some people who live in Wedgefield said the water has even made them sick. "If you pay for it, you need to be able to drink the water," said resident Deborah Linn. Linn said she won't dare drink the water that's coming out of her pipes.



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Media Coverage

It's the same story for hundreds of other Wedgefield residents who feel the same way.

For years the community has battled rate hikes and water quality. Now the problem is with water utility Pluris and recently their anger turned to outrage when they had three water line breaks in just a week in a half. Many residents claim they never got boil water notices or got them late. Hundreds drank dirty water and some said it made them sick.

Neighborhood leaders have desperately reached out to the utility, but they said its efforts are a joke. A big part of the problem residents said is that the company isn't taking this seriously. Only after they complained, the company put up homemade signs just a few feet away.



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Media Awareness and Exposure

"It became even more concerning when water samples tested positive for Coliform bacteria and fecal matter. Further tests came back clean, but residents aren't satisfied. And they were just slapped with a 15 percent rate increase. "It was salt to the wounds," said Linn. Residents here have launched a petition demanding the water company clean up its act. WFTV spoke with officials at the water company who said they want to work with the residents."

Source:

<http://www.wftv.com/news/news/local/residents-angered-water-utility-pluris-over-rate-h/nSR4N/>

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Public Service Commission



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Public Service Commission Goals Statement

➤ GOALS FOR ECONOMIC REGULATION

1. To the extent possible, streamline regulatory requirements to provide an open, accessible and efficient regulatory process that is **fair and unbiased**.
2. Provide a regulatory process that results in **fair and reasonable rates** while offering rate base regulated utilities an opportunity to earn a **fair return** on their investments.
3. Encourage efficiency and innovation among regulated utilities.
4. Encourage and facilitate **responsible** use of resources and technology in the provision and consumption of utility services.

Source: <http://www.psc.state.fl.us/about/mission.aspx>

FL Statutes :<http://www.flsenate.gov/Laws/Statutes/2012/Chapter367>

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PSC GOALS FOR REGULATORY OVERSIGHT

- Identify and address regulatory barriers that impede the development of competitive telecommunications markets, as directed by law.
- **Provide appropriate regulatory oversight to protect consumers.**
- Ensure that all entities providing utility services to consumers comply with all appropriate requirements subject to the Commission's jurisdiction.

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GOALS FOR SERVICE REGULATION AND CONSUMER ASSISTANCE

1. Facilitate the provision of **safe utility services at levels of quality and reliability** that comply with established industry standards and practices.
2. Inform utility consumers regarding utility matters.
3. Expedite resolution of disputes between consumers and utilities.

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Our Issues



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MULTIPLE ISSUES

RATES

- OUC RATES FOR SIMILAR **BASE CHARGES** ARE 1/4th TO 1/5th **THE BASE CHARGE**
- In other words we (Pluris Customers) pay 4 to 5 times the base rate of our OUC neighbors! (One of the highest Base Rates in the State of Florida!)

WATER USAGE RATES FOR PLURIS ARE MORE THAN THE OUC RATE!

- Another case of extreme overcharging for the same services provided by OUC only a few miles west of Wedgefield.

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MULTIPLE ISSUES

(Cont.)

THERE IS AN ASSUMPTION (by PSC) THAT ALL WATER THAT FLOWS IN, FLOWS OUT AS SEWAGE.

YET PUBLISHED PSC REPORTS
by PSC Expert INDICATE ~ 80% RATE.

(PSC FUNDED REPORT BY John B. Whitcomb, PhD.

Prepared for and funded by:

Southwest Florida Water Management District

St. Johns River Water Management District

South Florida Water Management District

Northwest Florida Water Management District

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QUALITY OF WATER

- WATER SOMETIMES “STINKS” OF ROTTEN EGGS (HYDROGEN SULFIDE GAS DISSOLVED) THIS MEASUREMENT IS NOT REPORTED!
- MANY CUSTOMERS FORCED TO HAVE SECONDARY WATER SOFTENING – WHY?
- WATER IS “HARD” – A HAYDAY FOR WATER SOFTENING SUPPLIERS!
 - *Additional Cost for Customers of Pluris Wedgefield*
- WATER HAS HIGH PH LEVEL (ABOVE 7.6) 7.0 IS NORMAL
 - MANY HOMES HAVE HAD TO BE REPIPED DUE TO CORROSION BY HIGH PH (BASIC) AT THE HOMEOWNERS EXPENSE EVEN THOUGH THE SITUATION CAN BE CONTROLLED BY THE WATER UTILITY.

Source: <http://ga.water.usgs.gov/edu/ph.html>

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QUALITY OF WATER (Cont.)

- pH AND WATER QUALITY
 - **“EXCESSIVELY HIGH AND LOW pHs CAN BE DETRIMENTAL FOR THE USE OF WATER. HIGH PH CAUSES A BITTER TASTE, WATER PIPES AND WATER-USING APPLIANCES BECOME ENCRUSTED WITH DEPOSITS, AND IT DEPRESSES THE EFFECTIVENESS OF THE DISINFECTION OF CHLORINE, THEREBY CAUSING THE NEED FOR ADDITIONAL CHLORINE WHEN PH IS HIGH. LOW-pH WATER WILL CORRODE OR DISSOLVE METALS AND OTHER SUBSTANCES”**
- In Pluris's own latest mailing of its 2011 Water Quality Report to its customers, Pluris states that the EPA requires Testing of over 80 drinking water contaminants! Yet only 10 measurements are included in its report!

Source: <http://ga.water.usgs.gov/edu/ph.html>

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QUALITY OF WATER (Cont.)

- SODIUM AND WATER QUALITY - HEALTH RISKS
 - ✓ Extremely high levels of sodium in the water are detrimental to the health.....
 - ✓ Can cause serious adverse effects, including death. According to the University of Maryland Medical Center, excess sodium is a major risk factor for hypertension, which greatly increases the risk of heart attack and stroke.
 - ✓ Individuals with heart problems or high blood pressure are in a high risk category because of this. Ingestion through drinking, even absorption while taking a shower can be dangerous.

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QUALITY OF WATER (Cont.)

- **NO PUBLISHED PLAN TO RESOLVE OUTSTANDING ISSUES TIED TO MEASURABLE IMPROVEMENT IN ANY OF THE ABOVE**
 - ✓ *WHY IS PLURIS NOT FORCED TO COMPLY IN ORDER TO SECURE A RATE INCREASE, WHY IS THAT MISSING?*
- **Pluris' Report states :** "*Haloaceticacids five (HAA5): Some people who drink water containing haloaceticacids in excess of the MCL (Maximum Contaminant Level) over many years may have an increased risk of getting cancer.*"
- **Pluris' Report Further states-** "*TTHMs (Total Trihalomethanes)*
Some people who drink water containing trihalomethanes in excess of the MCL (Maximum Contaminant Level) over many years may experience problems with their liver, kidneys, or central nervous systems, and may have an increased risk of getting cancer."

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QUALITY OF WATER (Cont.)

Stage 1 Disinfectants and Disinfection By-Products

For bromate, chloramines, or chlorine, the level detected is the the highest running annual average (RAA), computed quarterly, of monthly averages of all samples collected. For haloacetic acids or TTHM, the level detected is the highest RAA, computed quarterly, of quarterly averages of all samples collected if the system is monitoring quarterly or is the average of all samples taken during the year if the system monitors less frequently than quarterly. Range of Results is the range of individual sample results (lowest to highest) for all monitoring locations, including Initial Distribution System Evaluation (IDSE) results as well as Stage 1 compliance results.

Disinfectant or Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL or MRDL Violation Y/N	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Chlorine (ppm)	1/1/11-12/31/11	N	1.75	0.7-4.0	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes
Haloacetic Acids (five) (HAA5) (ppb)	9/15/11	N	38.2	38.2	N/A	MCL=60	By-product of drinking water disinfection
TTHM [Total trihalomethanes] (ppb)	9/15/11	N	55.2	55.2	N/A	MCL=80	By-product of drinking water disinfection

✓ Note the red circled items, more than half the allowable level.

Pluris 2011 Water Quality Report
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QUALITY OF WATER (Cont.)

Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Inorganic Contaminants							
Nitrate (as Nitrogen) (ppm)	5/11	N	0.183	N/A	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Sodium (ppm)	5/11	N	73.7	N/A	N/A	160	Salt water intrusion, leaching from soil
Barium (ppm)	5/11	N	0.0165	N/A	2	2	Discharge of drilling waste; discharge from metal refineries; erosion of natural deposits
Chromium (ppb)	5/11	N	11.1	N/A	100	100	Discharge from steel and pulp mills; erosion of natural deposits
Fluoride (ppm)	5/11	N	0.434	N/A	4	4.0	Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promotes strong teeth when at optimum levels between 0.7 and 1.3 ppm

- ✓ Note the red circled item, almost half the allowable level
- ✓ Note the green circled item, Fluoride. Important element but why is it so low, at half the optimum level? Because it costs money!

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NO PUBLIC DISCLOSURE AND STATEMENT OF NEED

- **EXTREMELY SHORT NOTICE** OF INTENT TO RAISE OR APPLY FOR A RATE INCREASE LIMITS THE EFFECTIVE PUBLIC COMMENT TO ALMOST NOTHING!
- MOST RECENT PSC PUBLISHED FINANCIAL STATEMENTS ON PLURIS (ON PSC WEBSITE) SHOW **NO EMPLOYEES PAID A SALARY?**
 - ✓ Because Pluris has no employees, all the work is sub-contracted out to another company headquartered out of state.
- NO REPORTED EXPENSE FOR EMPLOYEES HAS THE EFFECT OF RAISING NET INCOME! EFFECTIVE ON BALANCE SHEETS, BUT NOT WHEN THIS IS USED TO CALCULATE RATE INCREASE REQUESTS (PSC WEBSITE).

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PLURIS WEDGEFIELD IS AN INVESTOR OWNED COMPANY

- Pluris is owned by an investor group whose stated goal is **"Fair Rate of Return"**
- As an investor owned company, mismanaged publicly owned companies suffer loss of revenue (profits). This is passed down to the investors in the form of reduced dividend payments.
- All of the previously experienced outages clearly identified poor management planning and execution of the mandate to provide **"safe utility services at levels of quality and reliability that comply with established industry standards and practices."**

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UTILITY GRADE OF SERVICE

- **BELOW PAR WITH MULTIPLE RECENT OUTAGES**
 - FOUR RECENT OUTAGES HANDLED POORLY
 - ✓ ONE A CLEAR RESULT OF POOR QUALITY REPAIR
 - ✓ ONE AN ISSUE OF ONLY HAVING A SINGLE POINT OF FAILURE (AND IT FAILED!)
 - ✓ CUSTOMER NOTIFICATION HANDLED SLOWLY AND POORLY
 - ✓ NOT IN THE BEST INTEREST OF THE CUSTOMER!
- **NO LOCAL MAINTENANCE CREWS ON SITE**
 - ✓ CAUSES EXTENDED TIME TO REPAIR
 - ✓ INCREASES COSTS TO CONSUMERS
 - ✓ LOWERS PERCEIVED COMMITMENT TO DELIVER QUALITY SERVICE.

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UTILITY GRADE OF SERVICE (Cont.)

- **NO AGREEMENTS FOR PRIORITY RETURN TO SERVICE**
 - ✓ NO KNOWN OR PUBLISHED SERVICE LEVEL AGREEMENTS TO PROVIDE PRIORITY RETURN TO SERVICE OR QUICK RESPONSE.
- **SINGLE MAIN DESIGN**
 - ✓ THE CURRENT DESIGN IS OVER 10 YEARS OLD AND IS OUTDATED AND FULL OF POTENTIAL PITFALLS
 - ✓ PLURIS EXPLAINS A 10 YEAR PLAN TO REPLACE AGING SYSTEM COMPONENTS.
 - ✓ THIS WILL RESULT IN A 10 YEAR PERIOD UNTIL SERVICE IS RETURNED TO RELIABLE , NO PLAN TO INCREASE QUALITY OF THE WATER OR QUALITY OF CUSTOMER SERVICE HAS BEEN FORMULATED OR PRODUCED.

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UTILITY GRADE OF SERVICE (Cont.)

- **NO BACKUP PLAN OR CAPABILITY FOR SECONDARY SUPPLY FEED**
 - ✓ SINGLE POWER SOURCE BACKED UP BY SINGLE GENERATOR
 - ✓ SINGLE MAIN FEED WITH LIMITED ABILITY TO BYPASS A FAILED SUPPLY LINE THEREBY LIMITING THE OUTAGE TO THE MINIMUM NUMBER OF AFFECTED CUSTOMERS.
 - ✓ NO SHORT-TERM PLAN TO RESOLVE IMMEDIATE ISSUES

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UNREPORTED WATER QUALITY

- EVERY CUSTOMER THAT OWNS A POOL IS FAMILIAR WITH THE BASICS OF ACID/BASE BALANCE CALLED Ph.
- NORMAL IS 7.0 (PER DISTILLED WATER)
- NOT REPORTED IN THE WATER QUALITY REPORT.
- TYPICAL MEASURED RESULTS AVERAGE A Ph of 7.8, THIS CAUSES ACCELERATED DETERIORATION OF METALLIC COMPONENTS IN CONTACT WITH THE WATER SUPPLY (FAUCETS, SHOWER HEADS, VALVES, ETC).

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UNREPORTED WATER QUALITY (Cont.)

- ANOTHER MEASURE OF WATER QUALITY IS "WATER HARDNESS" OR THE MEASURE DISSOLVED SUBSTANCES. THIS QUANTITY IS RATHER HIGH AS EVIDENCED BY THE NUMBER OF CUSTOMERS THAT HAVE INSTALLED WATER SOFTENERS (AT THEIR OWN COST).
- THIS ADDITIONAL COST IS TOTALLY AT THE CUSTOMERS' EXPENSE AND IS IN ADDITION TO THE ALREADY HIGH BASIC COST OF PLURIS' WATER.

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NO EFFECTIVE METHOD TO INFORM CUSTOMER BASE OF OUTAGES OR PROBLEMS

- **NEWLY IMPLEMENTED VOICE BROADCASTING/ROBO-CALL**
 - ✓ ONLY ABOUT 30% OF CUSTOMERS HAVE RESPONDED.
 - Pluris refused to give the WHOA their customer address database to assist with encouraging timely response
- **CALL CENTER NOT MANNED BY PLURIS EMPLOYEES**
 - ✓ No direct contact or supervision by Pluris
- **DISCOURTEOUS SERVICE**
 - ✓ Lack of direct contact causes slow and inaccurate information to spread
 - ✓ Call center operators have no direct responsibility to provide timely and accurate information, so they are not held responsible for their actions.

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NO EFFECTIVE METHOD TO INFORM CUSTOMER BASE OF OUTAGE OR PROBLEMS (Cont.)

❖ **VOICE BROADCASTING "ROBO-CALL"**

Date and Time (EST)	Live Answer	Answering Machines	Busy	No Answer	Carrier Error	All Circuits Busy	Totals	Percentage of Total Active Accounts
11.20.12 12:07 PM	42% 628	52% 660	<1% 2	5% 68	1% 13		1,262	81%
11.20.12 4:40 PM	40% 628	44% 661	<1% 1	15% 228	1% 13	<1% 4	1,426	92%
11.20.12 9:37 PM	33% 670	44% 668	<1% 3	17% 245	1% 8		1,484	96%
11.21.12 12:38 PM	38% 683	48% 664	<1% 2	14% 216	1% 14		1,499	97%
11.23.12 11:11 AM	39% 690	45% 672	<1% 3	15% 218	1% 13	<1% 1	1,497	96%

- ✓ A Nov 8th Email from Pluris reported that only 392 residents had mailed back their phone information. This chart from a Pluris Email/letter, dated Nov 28th indicates that on Nov 21, 13 days later that they called 1,499 phone numbers. We would like to see the proof, as of todays date, that Pluris has this quantity.

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**NO EFFECTIVE METHOD TO INFORM CUSTOMER
BASE OF OUTAGE OR PROBLEMS (Cont.)**

- **INACCURATE INFORMATION OR NO INFORMATION**
 - THERE IS NO CURRENT PLAN TO CORRECT THE SITUATION OTHER THAN A VERBAL COMMITMENT (HAS NOT BEEN MET).
 - PUT SOME "TEETH" INTO A FAILURE TO RESPOND!
 - WITHOLD THE RATE INCREASE UNTIL IT CAN BE PROVEN TO BE RESOLVED. DEVELOP A MEASUREMENT SYSTEM!
- **NO UNIFORM METHOD TO INFORM CUSTOMER BASE**
 - PLURIS SHOULD HAVE HOME PHONE NUMBER OF EVERY CUSTOMER
 - THEY ARE VERY QUICK TO CALL WHEN A BILL IS OVERDUE, BUT FAIL TO USE THE SAME PROCESS WHEN A SERVICE PROBLEM OCCURS. (Until recently)

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**NO EFFECTIVE METHOD TO INFORM CUSTOMER
BASE OF OUTAGE OR PROBLEMS (Cont.)**

- **PUBLIC SERVICE ANNOUNCEMENTS**
 - WHY THE RELUNCTANCE TO UTILIZE IT?
- **PLURIS COULD HAVE AN EMAIL ADDRESS FOR EACH CUSTOMER**
 - EMAIL IS THE CURRENT MOST EFFICIENT AND LOW COST METHOD. TOTALLY OVERLOOKED.

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OLDER DELIVERY PLANT

- **NEEDS CONSTANT MAINTENANCE**
 - CURRENT 10 YEAR PLAN MAY NEVER OCCUR UNLESS A PENALTY SYSTEM FOR NON-COMPLIANCE IS PUT IN PLACE
- **NO PLAN DIVULGED TO CUSTOMER BASE FOR IMPROVEMENT**
 - THE SO CALLED 10 YEAR PLAN HAS NOT BEEN DISCUSSED WITH THE CUSTOMER BASE NOR IS IT OPEN FOR COMMENT.
 - NO SHORT TERM PLAN IS EVEN MENTIONED!
- **NO FULLY REDUNDANT POWER SOURCE (SINGLE POWER FEED)**
- **SINGLE DIESEL POWER PLANT FOR BACKUP**
HAS ANYONE HEARD OF UPS/BATTERY BACKUP?

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OLDER DELIVERY PLANT (Cont.)

- **RECENTLY FAILED DURING ONE OF THE LAST OUTAGES**
 - A SIMPLE FUEL VALVE CAUSED THE CASCADE EFFECT OF PUTTING THE ENTIRE SYSTEM OFF-LINE
- **NO ON-SITE MECHANIC AVAILABLE**
 - NO "ON-CALL" SYSTEM OR AGREEMENT CAUSES EXTENDED OUTAGES WHEN ONE OCCURS
- **LONG DELAYS OF INFORMING CUSTOMER BASE**
 - CURRENT PLAN IS TOTALLY INEFFECTIVE AND SLOW TO RESPOND (IF AT ALL)
- **NO REAL PLAN FOR RESOLUTION**
 - OR AT LEAST AN EFFECTIVE ONE HAS NOT BEEN PROVIDED TO THE CUSTOMER BASE

52

OLDER DELIVERY PLANT (Cont.)

**PLURIS FAILS TO MAINTAIN GRANTED
“RIGHTS OF WAY” TO PROTECT ITS SYSTEM
BUT PASSES THESE COSTS ALREADY
ACCOUNTED FOR IN THE “BASE CHARGE” ON
TO CUSTOMERS.**

Pluris has exclusive rights of way to protect the system or perform routine maintenance, yet there is no evidence that they even have a preventative maintenance plan in place!

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NO ALTERNATE CHOICE OF PROVIDERS

➤ WILL ULTIMATELY AFFECT PROPERTY VALUES IN A NEGATIVE FASHION


- THE SIMPLE MENTION THAT PLURIS IS THE WATER UTILITY PROVIDER RESULTS IN A NEGATIVE REACTION TO ANY POTENTIAL BUYER.
- A BUYER EQUATES THE SITUATION TO THE SEMINOLE COUNTY SITUATION EVEN THOUGH THEY ARE DIFFERENT.
- **LOWERS PROPERTY VALUES AS A RESULT.**

Being a “local” utility, the customer base within Wedgefield has no choice of providers which would serve to increase competition and hopefully hold rates to a minimum.

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RATE COMPARISONS

METRO ORLANDO




Water & Wastewater Utility Rates in Metro Orlando

Utility	Residential Service				Wastewater			
	Water		Bill Comparison		Base Rate	Gallons per M	Maximum Gallons	Maximum Charge
	Base Rate	Gallons per M	5 M	10 M				
Orange County								
Aqua Utilities Florida, Inc. - Tangerine	\$20.02	\$3.59	\$37.97	\$71.42				
East Central Florida Services, Inc.	\$15.94	\$1.77	\$24.79	\$33.64				
Oak Springs, LLC	\$8.20	\$2.26	\$19.50	\$30.80				
Pluris Wedgfield, Inc.	\$23.39	\$4.04	\$43.59	\$68.84	\$21.07	\$3.82	10M	\$59.27
Utilities, Inc. of Florida	\$8.03	\$3.27	\$24.38	\$43.23				
Seminole County								
Aqua Utilities Florida, Inc. - Chuluota	\$11.17	\$4.24	\$32.37	\$53.57	\$23.78	\$8.66	6M	\$75.74
Florida Central Commerce Park - Harmony Homes	\$18.52	\$6.20	\$49.52	\$96.02	\$77.92	\$7.84	6M	\$124.96
CWS Communities, LP d/b/a Palm V	\$10.51	\$2.53	\$23.16	\$35.81	\$24.13	\$9.25	6M	\$79.63
Sanlando Utilities Corporation	\$4.41	\$0.75	\$8.16	\$12.07	\$12.37	\$1.63	10M	\$28.67
Utilities, Inc. of Florida	\$7.23	\$2.77	\$21.08	\$40.87	\$12.48	\$6.97	10M	\$82.18
Utilities, Inc. of Longwood					\$42.27			\$42.27
Lake County								
Aqua Utilities Florida, Inc. - Carlton Village	\$18.52	\$6.20	\$49.52	\$96.02				

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RATE COMPARISONS

ORLANDO UTILITIES



The Reliable One™

MONTHLY RATE FOR CUSTOMERS OUTSIDE CITY LIMITS

<p>SERVICE CHARGE (includes no consumption)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Meter Size</th> <th>Regular Service Amount</th> <th>Single Family Irrigation Service Amount</th> </tr> </thead> <tbody> <tr><td>5/8"</td><td>\$ 8.63</td><td>\$ 6.33</td></tr> <tr><td>1"</td><td>\$ 12.08</td><td>\$ 9.78</td></tr> <tr><td>1 1/4"</td><td>\$ 17.83</td><td>\$ 15.53</td></tr> <tr><td>2"</td><td>\$ 25.01</td><td>\$ 22.71</td></tr> <tr><td>3"</td><td>\$ 46.58</td><td>\$ 44.28</td></tr> <tr><td>4"</td><td>\$ 78.20</td><td>\$ 75.90</td></tr> <tr><td>6"</td><td>\$ 164.45</td><td>\$ 162.15</td></tr> <tr><td>8"</td><td>\$ 279.45</td><td>\$ 277.15</td></tr> <tr><td>Larger Sizes</td><td>\$ 437.58</td><td>\$ 435.28</td></tr> </tbody> </table>	Meter Size	Regular Service Amount	Single Family Irrigation Service Amount	5/8"	\$ 8.63	\$ 6.33	1"	\$ 12.08	\$ 9.78	1 1/4"	\$ 17.83	\$ 15.53	2"	\$ 25.01	\$ 22.71	3"	\$ 46.58	\$ 44.28	4"	\$ 78.20	\$ 75.90	6"	\$ 164.45	\$ 162.15	8"	\$ 279.45	\$ 277.15	Larger Sizes	\$ 437.58	\$ 435.28	<p>DUAL RANGE METERS</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Meter Size</th> <th>Regular Service Amount</th> </tr> </thead> <tbody> <tr><td>4" x 1 1/4"</td><td>\$ 96.03</td></tr> <tr><td>4" x 2"</td><td>\$ 103.21</td></tr> <tr><td>6" x 2"</td><td>\$ 189.46</td></tr> <tr><td>8" x 2"</td><td>\$ 304.46</td></tr> <tr><td>10" x 2"</td><td>\$ 462.59</td></tr> </tbody> </table> <p style="text-align: center;">SUBMETERED</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Meter Size</th> <th>Regular Service Amount</th> </tr> </thead> <tbody> <tr><td>All sizes</td><td>\$ 5.98</td></tr> </tbody> </table>	Meter Size	Regular Service Amount	4" x 1 1/4"	\$ 96.03	4" x 2"	\$ 103.21	6" x 2"	\$ 189.46	8" x 2"	\$ 304.46	10" x 2"	\$ 462.59	Meter Size	Regular Service Amount	All sizes	\$ 5.98
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VOLUME CHARGE (per 1,000 gallons)

ALL RESIDENTIAL SINGLE FAMILY AND ALL OTHER 5/8" METERS

<p>POTABLE WATER</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>First 3,000 gallons consumed</td><td>\$ 0.729</td></tr> <tr><td>Next 4,000 gallons consumed</td><td>1.239</td></tr> <tr><td>Next 12,000 gallons consumed</td><td>1.827</td></tr> <tr><td>Next 11,000 gallons consumed</td><td>3.257</td></tr> <tr><td>All consumption over 30,000 gallons</td><td>6.095</td></tr> </tbody> </table>	First 3,000 gallons consumed	\$ 0.729	Next 4,000 gallons consumed	1.239	Next 12,000 gallons consumed	1.827	Next 11,000 gallons consumed	3.257	All consumption over 30,000 gallons	6.095	<p>IRRIGATION WATER</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tbody> <tr><td>First 19,000 gallons consumed</td><td>\$ 1.827</td></tr> <tr><td>Next 11,000 gallons consumed</td><td>3.257</td></tr> <tr><td>All consumption over 30,000 gallons</td><td>6.095</td></tr> </tbody> </table>	First 19,000 gallons consumed	\$ 1.827	Next 11,000 gallons consumed	3.257	All consumption over 30,000 gallons	6.095
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All consumption over 30,000 gallons	6.095																

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MONTHLY UTILITY CHARGES FOR RESIDENTIAL ACCOUNTS*

OVIEDO

WATER

Monthly Base Charge \$10.02

0-3,000 gallons \$0.83 per 1,000 gallons

3,001-10,000 gallons \$1.85 per 1,000 gallons

10,001-15,000 gallons \$3.48 per 1,000 gallons

15,001-30,000 gallons \$4.96 per 1,000 gallons

Over 30,000 gallons \$5.82 per 1,000 gallons

SEWER

Monthly Base Charge \$19.60/ERU


\$3.93/1,000 gallons

Take note of the Oviedo Rate **BASE CHARGE.**

Source: <http://www.cityofoviedo.net/node/888>

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RATE COMPARISONS

 **Potable Water Rates**

ST. CLOUD

Potable Water Rates - Resolution No. 2007-233R
Monthly Base Charge - All Service Types

Meter Size	Effective 01/01/08	
	Inside City	Outside City
0.75 inches	\$10.59	\$13.24
1 inch	\$17.69	\$22.11
1 to 1.5 inches	\$35.26	\$44.08
2 inches	\$56.44	\$70.56

Source: <http://www.stcloud.org/index.aspx?NID=838>

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RATE COMPARISONS

Tariff Schedules

JACKSONVILLE

Southeast Rates

Based on a residential account with a 5/8" meter and 8 ccf or 6 kgal of consumption.

Location	WATER	SEWER	TOTAL
Atlanta, GA	42.64	108.08	\$ 150.72
Birmingham, AL	36.15	59.34	\$ 95.49
Citrus County, FL	19.34	70.40	\$ 89.74
Brevard County, FL	28.07	58.25	\$ 86.32
Collier County, FL	33.37	49.68	\$ 83.05
Melbourne, FL	32.33	48.20	\$ 80.53
Lee County, FL	29.05	47.00	\$ 76.05
West Palm Beach, FL	37.48	36.64	\$ 74.12
Hillsborough County, FL	34.76	38.48	\$ 73.19
Charleston, SC	18.29	53.93	\$ 72.22
JEA - Jacksonville, FL	20.40	45.96	\$ 66.36
St. Petersburg, FL	30.54	35.47	\$ 66.01
St. Johns County, FL	30.84	33.09	\$ 63.93
Tallahassee, FL	14.60	47.30	\$ 61.90
Gainesville, FL	20.95	40.40	\$ 61.35
Seminole County, FL	17.28	43.04	\$ 60.32

(Provided by JEA, January 20, 2012)

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RATE COMPARISONS

Water/Wastewater Monthly Bill Comparisons

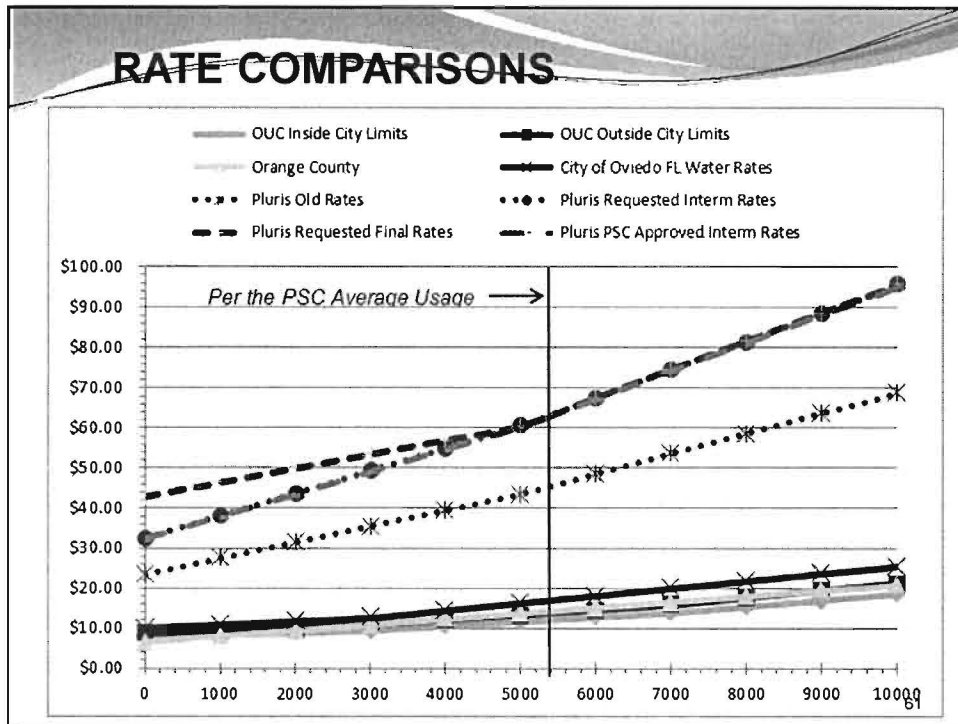
Residential Service

December 31, 2011

Utility	Water				Wastewater				
	Min. Gal.	Base Rate	Gallage Rate Per M	Bill Comparisons		Base Rate	Gallage Rate Per M	Maximum Gallage	Maximum Charge
				5M	10M				
Orange County									
Apwa Utilities Florida, Inc. (formerly Florida Water Services Corp.)									
Tampa Bay (0-3M = \$3.89, 3-10M = \$6.76, >10M = \$10.64)		\$20.00	\$3.59	\$37.97	\$71.42				
East Central Florida Services, Inc.		\$16.94	\$1.77	\$24.79	\$33.64				
Oak Springs, LLC		\$8.26	\$2.26	\$19.49	\$30.80				
Florida Waterfield, Inc. (0-3M = \$4.04, 3-10M = \$6.05, >10M = \$8.09)		\$22.38	\$4.31	\$43.39	\$68.31	\$11.07	\$3.82	10M	\$29.25
Utilities, Inc. of Florida (0-3M = \$2.27, 3-6M = \$3.66, 6-10M = \$4.33, >10M = \$6.18)		\$8.03	\$3.27	\$24.33	\$43.23				

Source: <http://www.psc.state.fl.us/publications/pdf/general/comparativerate.aspx>

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- ### PLURIS' PRIORITIES
- Maintain a high quality of service and earn a fair rate of return.
 - Only one subdivision is served.
 - We (Pluris) expect a growth rate of 2-3% in ERG's
 - **This rate increase is not in line with Pluris' stated expected growth rate!**
 - Pluris' base charges and rates are already one of the highest in Florida.
- 62

RATE INCREASE?

	<u>Water</u>	<u>Wastewater</u>
1 Total Test Year Revenues	\$987,755	\$732,003
2 Less: Miscellaneous Revenues	<u>40,032</u>	<u>0</u>
3 Test Year Revenues from Service Rates	\$947,723	\$732,003
4 Revenue Increase	<u>\$362,443</u>	<u>\$175,476</u>
5 % Service Rate Increase (Line 4/Line 3)	<u>38.24%</u>	<u>23.97%</u>

38.24% water rate increase and a **23.97%** Wastewater Rate. Not fair!

Source: <http://www.psc.state.fl.us/agendas/archive/120918cc/12091809.html>

63

UNKNOWN FACTORS???

- **How is it possible to make a fair evaluation when so many factors are missing and not provided.**
- ❖ **Who is Pluris?**
 - ✓ We would like to see a copy of the organizational chart for Pluris Holdings, LLC and all of its subsidiaries, including a description of the type of business entity for each subsidiary
 - ✓ A list of all employees whose time is allocated to Pluris Wedgefield through Pluris Holdings, LLC, their title and job description, the annual salary charged and the employee benefits provided for each employee.

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UNKNOWN FACTORS???**(Cont.)**

- ✓ In the 2011 Annual Report on page E-6 Revised, it lists the officers and the percent of time spent as an officer of Pluris Wedgefield, as follows: Maurice Gallarda 16% as president; Kenneth Pratt 20% as vice president; and Lu An Danley 20% as Controller. It also reflects that none of the officers receive any officer compensation from the utility. We believe it is critical to have a description of how each of the above officer's salaries is charged to Pluris Wedgefield and Pluris Holdings. If less than 100% of each person's salary is charged to Pluris Holdings, an explanation is necessary to determine which entity the remainder of their salary is charged

65

UNKNOWN FACTORS???**(Cont.)**

- ✓ We would like an explanation of why Pluris Southgate, Inc. has direct salary costs and does not share in the allocation of corporate salaries and benefits.
- ❖ The next questions relate to MFR Schedule G-2. For the expenses listed below that are charges or fees allocated to Pluris Wedgefield and other utility systems, WE believe it is necessary for the company (Pluris) to provide a statement of how the charges or fees are determined and why the amounts are reasonable compared to what the company could obtain in an arms-length transaction:
 1. A breakdown and description of each type of service by vendor provided related to the accounting/tax fees of \$24,535 for 2011

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UNKNOWN FACTORS???**(Cont.)**

2. A breakdown and description of each type of service by vendor provided related to the accounting/tax fees of \$24,535 for 2011
3. A detailed explanation of the \$47,305 in Automobile Expenses, including a list of all vehicles owned or leased, the driver of each, the expenses charged, whether any of the costs are allocated or charged from any affiliate or related party, the basis of any lease payments if made to any affiliate or related party
4. A description of the Depreciation Expense of \$3,109, to what assets this expense relates, and the business purpose of each asset for which depreciation expense is requested on the Pluris Holdings, LLC level

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UNKNOWN FACTORS???**(Cont.)**

5. A breakdown of the \$98,238 in Travel Costs for 2011. For each trip, provide a detailed explanation of which employees or persons traveled, the costs incurred and the business purpose.
6. A breakdown of the \$10,356 in Meals and Entertainment costs for 2011. For each charge, provide a detailed explanation of which employees or persons meals and entertainment were provided and the business purpose.
7. A list of the Dues and Subscriptions charged by vendor for 2011 of \$21,779 and include a description of the business purpose as it relates to the water and wastewater industry.

68

UNKNOWN FACTORS???**(Cont.)**

8. A breakdown with a description of the postage and delivery charges by vendor by month of \$120,529 for 2011.
9. A list of all Telephone Expense charges by vendor for 2011. Include a list of the types of phone service provided and a list of all employees and persons and which level of phone service is provided for each employee.
10. A list of all Marketing Expense charges by vendor for 2011 of \$788 and include a description of the charge and the business purpose

69

UNKNOWN FACTORS???**(Cont.)**

11. A list by vendor of the \$51,844 in rent charged to Pluris Holdings, LLC in 2011. Provide the rent by property and the square footage that is leased and the number of employees assigned to each property.
12. A list by vendor of the Education and Seminars Expense charges of \$3,959 for 2011. For each charge, provide the employee that received/attended the training/seminar and the business purpose.
13. A description of the Relocation Expense of \$43,047, what types of relocations the expenses relate (corporate or employee), what the amount of relocation expense has been for the years 2009, 2010 and year to date 2012. Also, explain the business purpose for relocations charged on the Pluris Holdings, LLC level.

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UNKNOWN FACTORS???

(Cont.)

14. An explanation of when the parent company Pluris Holdings, LLC relocated from Lake Forest, California to Dallas, Texas and what relocation costs are included in the test year allocated expenses and in which account. According documents filed with the Florida Secretary of State on March 29,2011, the address had changed from the 2010 year filing.
15. A description of purpose and cause of the negative charge of \$2,386 for Other Income and how this amount was determined.
16. An explanation of why interest expense of \$121,267 for 2011 was charged to the utility subsidiaries, and why recovering this amount as a management fee does not provide double recovery as interest expense is recovered through the cost of debt in the capital structure.

71

UNKNOWN FACTORS???

(Cont.)

- ❖ **Cost of Capital**
 - WE believe it is necessary to obtain information and explanations regarding deferred income taxes and the other affiliate capital structure issues below:
 1. MFR Schedules C-5, C-6 and D-I. Please explain why the company does not record deferred income taxes and reflect those in its capital structure as zero cost capital. Pluris Wedgefield, Inc. has been an 1120 corporation since May, 2009.
 2. MFR Schedule C-5 reflects a calculation of deferred income taxes for 2011 but not for the prior years of 2009 and 2010. Please provide the amount of current deferred state and federal income taxes for each year since Pluris has owned the system through the end of the 2011 test year.

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UNKNOWN FACTORS??? (Cont.)

❖ **Cost of Capital**

- 3. What is the cost rate for the advance from associated companies from Brian Pratt?
- 4. An explanation of why the average balance of debt on the balance sheet does not agree with the balance reflected on MFR Schedule D-5(a)

❖ **Plant in Service**

- 1. We would like to obtain an explanation of what specific items make up the \$10,165 in wastewater organization costs that were transferred from Utilities Inc. of Wedgefield and why that amount should be carried forward on the books of Pluris Wedgefield

73

UNKNOWN FACTORS??? (Cont.)

❖ **PLANT IN SERVICE VALUE for TEST YEAR**

- ✓ The service value shown here listed for 2011 is approximately \$7.4 Million. PSC documents for the service value in 2007 when Utilities Inc. got a rate increase was approximately \$3.8 Million.
- ✓ Please explain how the value increased by \$3.6 M in 4 years.

Pluris Wedgefield, Inc.		Schedule No. 1-A			
Schedule of Water Rate Base		Docket No. 120152-WS			
Test Year Ended 12/31/11					
Description	Test Year Per Utility	Utility Adjustments	Adjusted Test Year Per Utility	Comm Adjustments	Comm Adjusted Test Year
I Plant in Service	\$7,386,857	\$0	\$7,386,857	\$189,969	\$7,576,826

Source: <http://www.psc.state.fl.us/library/FILINGS/12/07080-12/07080-12.pdf> 74

INCREASED RATES = \$ \$ \$ \$

- How is it even feasible, during these hard economic times, that Pluris thinks they can justify an increase?
 - ✓ .It has been years since most of us have received a increase of this magnitude.
 - ✓ We have residents that are living pay check to pay check.
 - ✓ Seniors will be limited to a Social Security increase of 1.7% in January.
 - ✓ Active duty military and military retirees will be subjected to the same increase of 1.7% in January.
 - ✓ Civilian employees in the private sector can anticipate an average salary increase in 2013 of 2.7%, maybe...

Source: 2012-2013 Culpepper Salary Budget & Compensation Planning Survey.

75

INCREASED RATES = \$ \$ \$ \$ (Cont.)

- How in good conscience can the Public Service Commission allow a rate increase of this magnitude for Pluris?
 - ✓ .It has been years since most of us have received a increase of this magnitude.
- ❖ REMBERING THE PSC REGULATORY GOALS:
 - ✓ Provide a regulatory process that results in **fair and reasonable rates** while offering rate base regulated utilities an opportunity to earn a **fair return** on their investments.

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INCREASED RATES = \$\$\$\$ (Cont.)

- How in good conscience can the Public Service Commission allow a rate increase of this magnitude for Pluris?
 - ✓ The residents of Wedgefield should **not be asked to bear the entire burden** of a utility that uses expensive sub-contracts to do the work.
 - ✓ **Proper business operations** dictate that if you want to make more money, you provide a better product.
 - ✓ Then your customers will not have a problem buying it.

We are asking that the Commission to do their duty, follow the rules and Florida Statutes and do what is right for the residents of Wedgefield.

Refuse the rate increase in its entirety.

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Our Conclusion



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CONCLUSIONS

- ❖ WEDGEFIELD PAYS HIGH RATES FOR THE LOWEST QUALITY WATER AND SERVICE.
- ❖ RATE INCREASE REQUESTS SHOULD BE HEARD AND ALLOW FOR PUBLIC COMMENT WITH SUFFICIENT NOTICE BEING GIVEN
- ❖ ANY RATE INCREASE MUST BE TIED TO MEASURABLE INCREASES IN THE ACTUAL SERVICE DELIVERED
- ❖ SERVICE DECREASES SHOULD RESULT IN RATE DECREASES OR DENIAL OF ANY RATE INCREASE (CURRENT RATE INCREASE TO BE HELD IN ESCROW)
- ❖ THE QUALITY OF SERVICE MUST BE BROUGHT UP TO (AND EXCEED) THE CURRENTLY ESTABLISHED MINIMUM DEP/EPA STANDARDS.

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CONCLUSIONS

(Cont.)

- ❖ RATE CHANGES SHOULD NOT BE A SURPRISE TO THE CUSTOMER BASE – COMMUNICATE
- ❖ LAST 2 MONTHS ALONE – 4 OUTAGES RESULTED IN “BOIL-WATER” CONDITIONS FOR MORE THAN 13 DAYS. NO VOLUNTARY CREDITS?
- ❖ NO RATE STRUCTURE POSTED ON PLURIS’ OR PSC WEBSITES!
- **PLURIS WEDGEFIELD DOES NOT DESERVE A RATE INCREASE FOR A CLEARLY INFERIOR QUALITY OF SERVICE & PRODUCT!**

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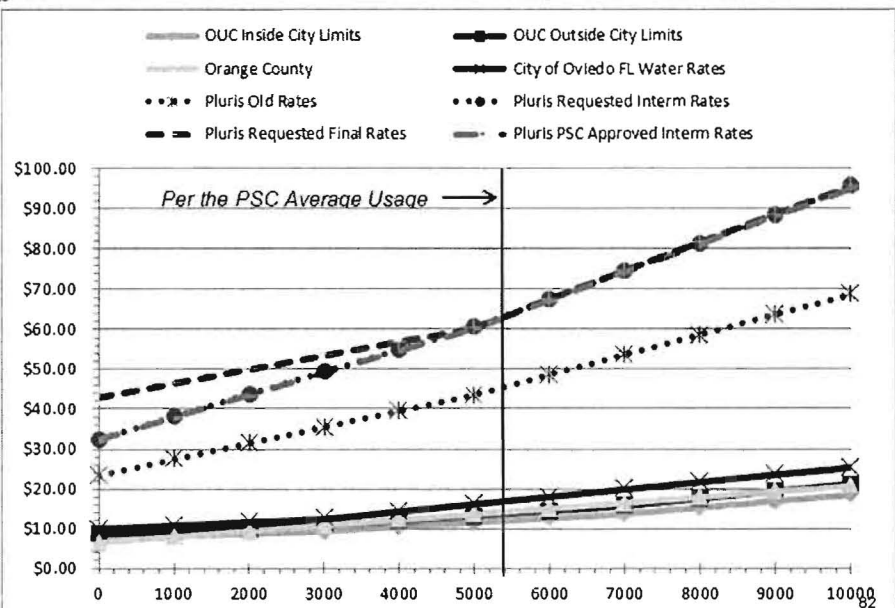
DESIRED OUTCOME?

WHAT THE CUSTOMERS THINK!

- **OBVIOUSLY**, do not approve a rate increase.
- **Lower rates**, in keeping with other Orlando area rates.
- **Higher quality water.**
- **Better customer service.**
- Potentially, revoke Pluris' Operating Permits!
- Require Immediate Return to Quality Delivery of Services.
- Require that Pluris' Investors suffer the penalty of Poor Management. (**Rate Reduction**).
- Place the Pluris system under management by Orange Utilities and reduce rates to OUC Rates.

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RATE COMPARISONS – IS THIS FAIR?



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WEDGEFIELD HOMEOWNERS ASSOCIATION



Petition for Better Water

Presented to the Public Service Commission

12/5/2012



ipetitions
YOUR VOICE COUNTS

This petition has collected
424 signatures
using the online tools at iPetitions.com

Printed on 12-05-2012

We need better water at Wedgefield

Sponsored by: Wedgefield Homeowners Association

About the petition

Pluris provides water utilities to the residents of the Wedgefield Community in Orlando Florida. Due to recent water problems and issues with a lack of communication from Pluris to the Wedgefield customers, the residents of Wedgefield have created this petition to demand Pluris do the following:

1. Pluris to contact and use local media, TV and radio, to broadcast notices of water outages, boil water alerts, etc.
2. Immediately post signs at all entrances and exits alerting residents to any problems, e.g., water outages, boil alerts, etc.
3. Posting of signs at all entrances and exits alerting residents when the alerts are over, no more boiling, and water is safe for consumption.
4. Publish a copy of the actual testing lab results on the Pluris website and make copies (electronically) available to the Wedgefield Homeowners Association for posting on our website.
5. Provide the Wedgefield Homeowners Association with a designated point-of-contact, name and phone number, in Pluris upper management which will allow proper communication.
6. Utilize a "Robo-Call" (Voice Broadcasting) system to contact and notify Pluris customers of events that effect customers.
Pluris should have the phone numbers of ALL customers. Many other organizations (school system, county utilities, etc.) use this method successfully to "IMMEDIATELY" alert customers and consumers about important and critical issues.

Signatures

1. Name: Victor Alzona on Sep 27, 2012
Comments:

2. Name: Anonymous on Sep 27, 2012
Comments:

3. Name: Kathy Bailey on Sep 27, 2012
Comments: why are we paying so much for noxious, tainted water??????

4. Name: Darrell F. Pierce on Sep 27, 2012
Comments:

5. Name: Heather Alexander on Sep 27, 2012
Comments: Not happy with increases every year with poor water quality. I would not even let my dog drink the water that comes out of the fauset.

6. Name: Danijela Blondell on Sep 27, 2012
Comments:

7. Name: Marlene Tyndall on Sep 27, 2012
Comments: And they want a rate increase????

8. Name: Kendal Alexander on Sep 27, 2012
Comments:

9. Name: Cole Alexander on Sep 27, 2012
Comments:

10. Name: Kaley Alexander on Sep 27, 2012
Comments:

11. Name: Christopher Mirra on Sep 27, 2012
Comments: Just rc'ed notice of rate increase. Hmmm.... Resident since 1988.

12. Name: Heather Bridenbaugh on Sep 27, 2012
Comments:

13. Name: Anonymous on Sep 27, 2012
Comments:

14. Name: Rose Lee on Sep 27, 2012
Comments: Its amazing that our quality of water is soooo poor that we can't drink it or cook with it yet the rates are so high. They have been granted a rate hike and three times within a week we have been without water. Unbelievable!!!!!!!

15. Name: Kenneth L. Bailey on Sep 27, 2012
Comments:

16. Name: Rita Scagliarini on Sep 27, 2012
Comments:

17. Name: Debbie Polleck on Sep 27, 2012

Comments:

18. Name: Laurie Swinehart on Sep 27, 2012
Comments:

19. Name: Julie Sanders on Sep 27, 2012
Comments:

20. Name: PHILIP J UNSER on Sep 27, 2012
Comments: The price of water and the lack of service requires some degree of oversight by the State. The recent notice of price increase is a slap in the face of the customers and needs to be challenged along with the items mentioned in this petition.

21. Name: Gregory Lusch on Sep 27, 2012
Comments: Just after notifications of bad water and not having water service last Sunday I received a notice of a substantial increase of already high water rates. Where does this end ?

service last Sunday I received
notification of another substantial increase in the water rates

22. Name: Barry Voodre on Sep 27, 2012
Comments:

23. Name: Tonya And Steven Parker on Sep 27, 2012
Comments:

24. Name: John Mueller on Sep 27, 2012
Comments: The water quality is very poor, the communication on the water service is poor, the rates are too high and just went up once more about 25%.

25. Name: Daniel J. Marshall on Sep 27, 2012
Comments:

26. Name: Gregorio Catuncangmcat on Sep 27, 2012
Comments:

27. Name: Chad Tiggelman on Sep 27, 2012
Comments: Water service is horrible and way overpriced and now rates increase again in October?

28. Name: Christopher R Goodrich on Sep 27, 2012
Comments: I would also recommend that Pluris be required to charge rates competitive with the other local utility providers. Pluris rates are 2-3 times higher than anywhere else I've lived in the Greater Orlando area.

29. Name: Jessica Guarino on Sep 27, 2012
Comments:
-
30. Name: Brigitte McCloskey on Sep 27, 2012
Comments:
-
31. Name: Gayle Mueller on Sep 27, 2012
Comments:
-
32. Name: ALthea E Dundan Torres on Sep 27, 2012
Comments:
-
33. Name: Sabrina Collins on Sep 27, 2012
Comments:
-
34. Name: Joseph & Connie Macaluso on Sep 27, 2012
Comments: besides better water, why are we going to pay higher rates?
-
35. Name: Jean Terry on Sep 27, 2012
Comments: Thank You
-
36. Name: Kimberly Plymale on Sep 27, 2012
Comments: Sounds like a great idea to me....one step further would be to use an automated phone notification system. I don't personally turn on the TV every day to watch the news, and I haven't left my home at all today, so would not have seen anything posted at entrances or exits. If they called my phone, I would have known instantly! Just another suggestion. :)
-
37. Name: Julia Bowser on Sep 27, 2012
Comments:
-
38. Name: Jainarine Singh on Sep 27, 2012
Comments: Pluris, unfortunately, is no different than most large Corporations: the politicians are more important than their customers.
-
39. Name: Malvin K Vick on Sep 27, 2012
Comments:
-
40. Name: Frank Caprio on Sep 27, 2012
Comments:
-
41. Name: Melissa Lasser on Sep 27, 2012
Comments:
-
42. Name: Jennifer Schmidt on Sep 27, 2012
Comments:
-
43. Name: Jai A Mohler on Sep 27, 2012
Comments:
-
44. Name: Judy Ruggles on Sep 27, 2012
Comments: Water that I cannot drink because it upsets my stomach is overpriced. Probably drank bad water because we didn't know about boil water alert.
-
45. Name: Tom Bachman on Sep 27, 2012
Comments: Total lack of strategic planning on the part of Pluris management. There is more to customer satisfaction than fixing ruptured pipes. Reminders me of the New Orleans mayor during/after Katrina. No leadership. PS, I still don't know the status (09.27.12).
-

46. Name: Christine Parker on Sep 27, 2012
Comments: inconsistent water readings/usage
-
47. Name: Dana Picone on Sep 27, 2012
Comments: Something really needs to be done about this water!
-
48. Name: Sarah Oleson on Sep 27, 2012
Comments: we are living in the dark ages out here...if we are going to pay a fortune for water, we should get the good stuff.
-
49. Name: James Parker on Sep 27, 2012
Comments:
-
50. Name: Freddie & Elizabeth Jones on Sep 27, 2012
Comments: There notification are not timely enough.
-
51. Name: Elaine Loaiza on Sep 27, 2012
Comments: We need better water quality, communication, and at a reasonable price.
-
52. Name: Christyan Loaiza on Sep 27, 2012
Comments:
-
53. Name: Jack H. King on Sep 27, 2012
Comments:
-
54. Name: William Tummons on Sep 27, 2012
Comments:
-
55. Name: Louise G. Pelliccio on Sep 27, 2012
Comments: We need immediate notification - not a day or two after the fact.
-
56. Name: Andrea Klinge on Sep 27, 2012
Comments:
-
57. Name: Thomas Coats on Sep 27, 2012
Comments:
-
58. Name: Alexandria Coats on Sep 27, 2012
Comments:
-
59. Name: Edward Suchora on Sep 27, 2012
Comments: In addition, Pluris is in the process of seeking approval for another huge rate hike. It's way out of line with what's happening in the economy and will be a real burden for some Wedgefid families that are struggling to make ends meet.
-
60. Name: Rick Pool on Sep 27, 2012
Comments:
-
61. Name: Matt Blowers on Sep 27, 2012
Comments:
-
62. Name: Jesse Corbitt on Sep 27, 2012
Comments:
-
63. Name: Dennis Grage on Sep 27, 2012
Comments: lets have a price decrease for the lousy service instead of a price increase
-

64. Name: Jennifer Scala on Sep 27, 2012
Comments: You guys have the nerve to,raise our water rates w the poor quality not to mention we haven't even had it on steady for a week and I have spent a fortune on bottled
-
65. Name: Anonymous on Sep 27, 2012
Comments: Please add that they need to notify us by an automated phone message.
-
66. Name: Chris Bentley on Sep 27, 2012
Comments:
-
67. Name: Michelle Tribble on Sep 27, 2012
Comments: Water went out 4 times since Friday Sept 22, we rec'd our first Boil Water notice today (first ever in 10+ yrs) Rates continue to go up; meanwhile service/pressure is sketchy and we buy bottled water to drink on top of the service because we have no assurance the water is safe to drink.
-
68. Name: Micah Romeo on Sep 27, 2012
Comments:
-
69. Name: Sandra Tiwari on Sep 27, 2012
Comments:
-
70. Name: Anonymous on Sep 27, 2012
Comments: We need to oppose the rate increase that we were never made aware of. If Google "Pluris Water Complaints" you will see complaints from Tampa to North Carolina about rate increases some near 150%. Maybe this time around we can obtain more positive results. Seems this company gets away with almost anything and never has to suffer the consequences. I for one want them to pay for all the bottled water (gallons) that I have had to use since last Wednesday and I think we should all refuse to pay a water bill for water "unsafe" for drinking including sending samples out to an independent lab of our choosing. I don't think we are getting the truth from these thieves.
-
71. Name: Melba Fletcher on Sep 27, 2012
Comments: This should have been done without a petition even being necessary.
-
72. Name: Alvaro E. Avila on Sep 27, 2012
Comments:
-
73. Name: Nick Coats on Sep 27, 2012
Comments:
-
74. Name: MARTY BURKE on Sep 27, 2012
Comments: The water in Wedgefield has been a decades long issue and it is time that the water company takes better care, especially for the high rates it charges!
-
75. Name: Raymond Cabana on Sep 27, 2012
Comments: the worst water I have had in all my life and it is getting worse even though I have a \$2,000.00 water filter systym
-
76. Name: Aaron Rogers on Sep 27, 2012
Comments:
-
77. Name: Jennifer Rogers on Sep 27, 2012
Comments:
-
78. Name: Karin Novy on Sep 27, 2012
Comments:
-
79. Name: Anonymous on Sep 27, 2012
Comments: Please.
-

-
80. Name: Carl Harris on Sep 27, 2012
Comments:
-
81. Name: Frederick J.Rankin on Sep 27, 2012
Comments: the water quality is very poor and the price is way to high!
-
82. Name: Francis Pait on Sep 27, 2012
Comments:
-
83. Name: Sondra Driscoll on Sep 27, 2012
Comments: We also need the results from the testing lab results to improve. Pluris and previous utility have not made sufficient efforts to improve the quality of the water in Wedgefield.
-
84. Name: Kevin Percy on Sep 27, 2012
Comments:
-
85. Name: Raymond Hufnagle on Sep 27, 2012
Comments:
-
86. Name: Wendy Usai on Sep 27, 2012
Comments:
-
87. Name: Kevin Curran on Sep 27, 2012
Comments:
-
88. Name: Nick Radziseski on Sep 27, 2012
Comments:
-
89. Name: Lance & Susann Fairchild on Sep 27, 2012
Comments:
-
90. Name: Allie & Robert Fannin on Sep 27, 2012
Comments: We definateley need help with this situation.
-
91. Name: Anonymous on Sep 27, 2012
Comments:
-
92. Name: Russell & Kathleen Midlam on Sep 27, 2012
Comments:
-
93. Name: Scott Wells on Sep 27, 2012
Comments: Agree Pluris needs to take better responsibility!
-
94. Name: Russell & Kathleen Midlam on Sep 27, 2012
Comments:
-
95. Name: Mildred Davila on Sep 27, 2012
Comments:
-
96. Name: Lisa Wright on Sep 27, 2012
Comments:
-
97. Name: Holly Hemelgam on Sep 28, 2012
Comments:
-

98. Name: Brenda Bishop on Sep 28, 2012
Comments:
-
99. Name: Michael Sadowski on Sep 28, 2012
Comments:
-
100. Name: Tara Schmidt on Sep 28, 2012
Comments:
-
101. Name: Rick Schmidt on Sep 28, 2012
Comments:
-
102. Name: David M Lee on Sep 28, 2012
Comments:
-
103. Name: Helen Barnabei on Sep 28, 2012
Comments:
-
104. Name: Pamela DiMarzio on Sep 28, 2012
Comments: We also need to object to the proposed rate increase they just announced on 9/21 that is suppose to go into affect in Oct. I am willing to help with this. Call me at 321-246-3063.
-
105. Name: Fred Hile on Sep 28, 2012
Comments:
-
106. Name: David Glotzer on Sep 28, 2012
Comments: In view of the disregard for the customers safety
I am against giving this company any interim or proposed warer rates increases.
Signed:
David Glotzer
-
107. Name: Richard Puig on Sep 28, 2012
Comments:
-
108. Name: Carmen Coleman on Sep 28, 2012
Comments:
-
109. Name: Maria Rojas on Sep 28, 2012
Comments: we need better water and rates need to go back down.
-
110. Name: Fiona Clarino on Sep 28, 2012
Comments:
-
111. Name: Joseph Clarino on Sep 28, 2012
Comments:
-
112. Name: George D. Jones on Sep 28, 2012
Comments:
-
113. Name: Shaun Oleson on Sep 28, 2012
Comments:
-
114. Name: Angel Aponte on Sep 28, 2012
Comments:
-
115. Name: Jill LaPerre on Sep 28, 2012

Comments: Its amazing that our quality of water is so poor that we can't drink it yet the rates are so high. They have been granted a rate hike and three times within a week we have been without water.

116. Name: Sara Conti on Sep 28, 2012
Comments:

117. Name: Alfonso Cura on Sep 28, 2012
Comments: Pluris is late is not on time in announcements regarding the water alerts.

118. Name: Nancy Crosby on Sep 28, 2012
Comments:

119. Name: Cheryl DeLong Strong on Sep 28, 2012
Comments:

120. Name: Cara Koller on Sep 28, 2012
Comments:

121. Name: Carol Alexander on Sep 28, 2012
Comments: In this day and age, there is no excuse for the disgraceful quality of the water that Wedgefield residents are forced to use. Pluris must do everything possible to improve water quality. Would Pluris management want their families using Wedgefield water?

122. Name: Chrissi Mann on Sep 28, 2012
Comments: It is unfortunate that Pluris does not see the need to keep its customers informed. It is my hope that Pluris will listen to its customers and show us that our safety is their number one priority!

123. Name: Charlie Mason on Sep 28, 2012
Comments:

124. Name: Tzarimar Medina on Sep 28, 2012
Comments: I have been living in Wedgefield for only a year and I already want to move only because of the water situation. The quality is unacceptatable and so are the prices. We have been under a boil water alert for more than a week and during this same time they send notices that they are increasing the prices?!?! I have a newborn and this situation with the water is very scary. I have been washing his baby bottles with this junky water thinking after they lifted the boil water alert...meanwhile there was another notice at my door of another boil water alert after the initial repair. I have no idea how long it was there. I would appreciate other means of communicating the boil water alerts. I am so unhappy :(

125. Name: Erica Hammond on Sep 28, 2012
Comments: pluris needs a reality check... their water is nasty even when it is working right a d they have the nerve to want to raise their prices

126. Name: Elizabeth Haas on Sep 28, 2012
Comments:

127. Name: Whitney Thomas on Sep 28, 2012
Comments:

128. Name: Robert And Joya Hance on Sep 28, 2012
Comments: Agree with all the provisions. Also what is being done about the new rates we have recently been petitioned for? They are much hhigher than anyone else in this part of the state and now they want to raise them more. We disagree with this decision, but would like to approach it in a unified manner.

129. Name: Marjorie Wallraff-Barger on Sep 28, 2012
Comments: I want better communication from Pluris, and better water quality! Pluris DOES NOT deserve the rate increase they are requesting!!

130. Name: Kathy Ferguson on Sep 28, 2012
Comments:
-
131. Name: Richelle Ruiz on Sep 28, 2012
Comments: this experience with the last minute notices are ridiculous!!
-
132. Name: Kelly Crosby on Sep 28, 2012
Comments:
-
133. Name: Denise Lyons on Sep 28, 2012
Comments:
-
134. Name: Keith Lyons on Sep 28, 2012
Comments:
-
135. Name: Fe Reyes on Sep 28, 2012
Comments:
-
136. Name: Michelle Leta on Sep 28, 2012
Comments:
-
137. Name: Karen Matulevich on Sep 28, 2012
Comments: please make this happen, we are so very sick of the bad water and all the outages and stained clothes and smelly showers here on Abalone. Please make it safe for us all, so we dont spend \$100 a month on bttle water. And still have rate hikes from Pluris in return.
-
138. Name: Paul Matulevich on Sep 28, 2012
Comments: fix this dirty water and stop raising prices on unsafe, unhealthy garbage
-
139. Name: Mavelyn Santiago on Sep 28, 2012
Comments: We did not receive notification until 2 days ago and today a boll water alert from yesterday. Myhusband and lare booth sick
-
140. Name: Mavelyn Santiago on Sep 28, 2012
Comments: We did not receive notification until 2 days ago and today a boll water alert from yesterday. Myhusband and lare booth sick
-
141. Name: Luis Santiago on Sep 28, 2012
Comments: My wife is disabled and has been incovienced greatly. We are both sick we did not get boil water ntice in time. Now l get a leter increase are they kidding.
-
142. Name: Carmen Rivera on Sep 28, 2012
Comments: It is about time this people get held responsible. This is beyond irrisponsable. And they have the nerve to charge for this water.
-
143. Name: Anonymous on Sep 28, 2012
Comments:
-
144. Name: Heather Silver on Sep 28, 2012
Comments:
-
145. Name: RALPH T. JACKSON on Sep 28, 2012
Comments: Pluris also needs to make adjustments to residents bills and also to inform the residents of the adjustments without having to call Pluris to do so, so that your not on hold for an unreasonable amount of time.
-
146. Name: Michael Silver on Sep 28, 2012

Comments:

-
147. Name: Scott Leta on Sep 28, 2012
Comments: Might it be worthwhile to ad an item or two about lowering rates, systematic replacement of pipes or improve the quality of the water?
-
148. Name: Laura Pattee on Sep 28, 2012
Comments: Thank you! I'll be happy to help with getting more signatures. Some of my neighbors are not online.
-
149. Name: Sandra Kendrick on Sep 28, 2012
Comments:
-
150. Name: Diane Fecitt on Sep 28, 2012
Comments:
-
151. Name: Melinda Smith on Sep 28, 2012
Comments:
-
152. Name: Laura Gernandizo on Sep 28, 2012
Comments:
-
153. Name: Sharon Caccia on Sep 28, 2012
Comments: They certainly do need to clean our water up. The smell is enough to make you sick. It is so bad that even a water softener does not help. There are many elderly and ill residents hear who need clean and healthy water. They also need to be told when the water will be off.
-
154. Name: Dianne R. Barnes on Sep 28, 2012
Comments: Not only is the water expensive at over \$5 a gallon, it tastes awful and I am quite sure has not been rid of its toxic chemicals...despite what they say.
-
155. Name: Ronald Caccia on Sep 28, 2012
Comments:
-
156. Name: Shirley Bentinganan on Sep 28, 2012
Comments:
-
157. Name: Shirley Bentinganan on Sep 28, 2012
Comments:
-
158. Name: Joan Ritzel on Sep 28, 2012
Comments:
-
159. Name: Shirley Bentinganan on Sep 28, 2012
Comments:
-
160. Name: Helen Unser on Sep 28, 2012
Comments: Bad Water - outrageous cost now and you plan to increase the price! Give me a break!
-
161. Name: Amy Goldie on Sep 28, 2012
Comments:
-
162. Name: William Goldie on Sep 28, 2012
Comments:
-
163. Name: Freda Vick on Sep 28, 2012
Comments: please don't compromise the resident's health.

-
164. Name: Eduardo Ramos on Sep 28, 2012
Comments:
-
165. Name: James Bradford on Sep 28, 2012
Comments:
-
166. Name: AMBER FISCHER on Sep 28, 2012
Comments: We need to do something about the water increase, they shouldn't be allowed to increase the rates with the way the water is right now.
-
167. Name: MARTHA R BRADFORD on Sep 28, 2012
Comments:
-
168. Name: John Emmons on Sep 28, 2012
Comments:
-
169. Name: Janet A. Berglund on Sep 28, 2012
Comments: Thank you, great ideas.
-
170. Name: Becky Black on Sep 28, 2012
Comments: this has got to stop...
-
171. Name: Jeff Farrell on Sep 28, 2012
Comments:
-
172. Name: Jeff Farrell on Sep 28, 2012
Comments:
-
173. Name: Michelle Hall on Sep 28, 2012
Comments:
-
174. Name: Emilyn Ballard on Sep 28, 2012
Comments: Why can't we get Orange County Utilities in here for our water provider?
-
175. Name: Brandi David on Sep 28, 2012
Comments:
-
176. Name: Michelle Shipley on Sep 28, 2012
Comments:
-
177. Name: Jeff Shipley on Sep 28, 2012
Comments:
-
178. Name: Diana Turk on Sep 28, 2012
Comments:
-
179. Name: Felicitas Maghopoy on Sep 28, 2012
Comments: We live in the acreage but just the same, we want Wedgefield residents to have better water. Thank you.
-
180. Name: Anonymous on Sep 28, 2012
Comments: I pray something is done quickly before someone gets sick!
-
181. Name: Eileen Garcia on Sep 28, 2012
Comments:

-
182. Name: Joel Garcia on Sep 28, 2012
Comments:
-
183. Name: Shirland Leader on Sep 28, 2012
Comments: Also there is a move on to increase the cost of their undrinkable water that is untenable. The water they provide is undrinkable and smelly. Pluris has to take into consideration the cost of its users cost of buying drinkable water.
-
184. Name: Adam Haas on Sep 28, 2012
Comments:
-
185. Name: Sandy Reber-Matay on Sep 28, 2012
Comments:
-
186. Name: Anonymous on Sep 28, 2012
Comments: No where in the petition does it address the ridiculous charges that Pluris is responsible for. Do the residents realize they pay three times or more what most Orange County residents pay for water?
-
187. Name: Joanne Cobbs on Sep 28, 2012
Comments: Definitely agree that this problem needs to be fixed. The water quality has been bad for many years and the cost has been excessive and continues to rise as we speak. It's been almost a week since residents were issued a boil water notice, and the problem has not been rectified. The water corrodes appliances and fixtures, and has an awful smell. Most of the residence are skeptical about drinking this water. We have purchased additional filtering devices and drink bottled water and/or use it for cooking. The notification process for the boil water notice was less than efficient. A lot of the residents, including myself, didn't receive notices in a timely manner. Others were alerted by neighbors or emails from friends in Wedgefield. This isn't the first time the residents have requested your assistance in rate hikes and water quality. I'm requesting that you give this petition your utmost consideration. Thank you.
-
188. Name: Joe McCloskey on Sep 28, 2012
Comments:
-
189. Name: Stacey Alfieri on Sep 28, 2012
Comments: We are paying a premium for our water and getting a very low quality product
-
190. Name: Frank Patterson on Sep 28, 2012
Comments: Lately, we have been directly faced with being one of the first communities with a definite and dangerous possibility of infrastructure collapse. The problems of late; broken water main and an equipment (??pump, electric motor? give us a clue!) failure, may be indicative of the age of our entire fresh water and sewage infrastructure. Having our current "governor" refuse Federal funds for ANYTHING, is going to make us come face to face with a real-life, real-time potential disaster. We all know how extensive the drainage, and fresh water piping is in our community; excellent. Unfortunately, it has to be maintained, and that only comes at a cost; money, forfeited. How much of the state is in a similar situation, Weak Scott is going to make it very hard to find out, and even more difficult for a timely response to _our_ problem. May I be wrong about this...
-
191. Name: Susann Fairchild on Sep 28, 2012
Comments:
-
192. Name: Joshua Patterson on Sep 28, 2012
Comments: since we pay more than anyone else we should at least be able to use it
-
193. Name: Tommy Barger on Sep 28, 2012
Comments:
-
194. Name: Anonymous on Sep 28, 2012
Comments: Please do not increase our water bill! It seems unfair to pay more for less service.
-
195. Name: Anonymous on Sep 28, 2012
Comments:
-

196. Name: Tanya Ruocco on Sep 28, 2012
Comments:
-
197. Name: Brian Lasser on Sep 28, 2012
Comments:
-
198. Name: Tamara Pullin on Sep 28, 2012
Comments: I never received notice of the first boil water alert until after midnight on the day after it happened. I'm extremely upset on how these water outages have been handled. I'm also shocked that they are now asking for a rate increase.
-
199. Name: Anonymous on Sep 28, 2012
Comments: This not acceptable, it is too expensive, you can not drink it if you have health problems. Babies, young children, no one should drink this water.. Your have to buy water, and pay for an expensive bill.
-
200. Name: Anonymous on Sep 28, 2012
Comments:
-
201. Name: Susan Shepard on Sep 28, 2012
Comments: Pluris might want to include a automated calling system as well.
-
202. Name: Nancy Stickrod on Sep 28, 2012
Comments:
-
203. Name: Michele Pozdoli on Sep 28, 2012
Comments: water is the worst ever been stationed overseas with don't drink the water. Get on a better water supply
-
204. Name: Mr Mrs H Went on Sep 28, 2012
Comments:
-
205. Name: Rodolfo And Rebecca Gimenez on Sep 29, 2012
Comments:
-
206. Name: Jeanne Hierholzer on Sep 29, 2012
Comments: The recent Pluris request for a rate increase is ridiculous.
-
207. Name: Anonymous on Sep 29, 2012
Comments:
-
208. Name: Vince Hierholzer on Sep 29, 2012
Comments: I contacted the Public Service Commission about the lack of information we received during recent water outages.
-
209. Name: Ron Sprague on Sep 29, 2012
Comments: the water is undrinkable, ruins all my appliances, and is already over priced. I have been charged for 10000 gallons which we have consigantly used 3000 gallons since we lived in Windermere
-
210. Name: Crisanto Mercado on Sep 29, 2012
Comments:
-
211. Name: Arlinda Phills on Sep 29, 2012
Comments:
-
212. Name: Brandi Tropf on Sep 29, 2012
Comments:
-
213. Name: Mellissa Anne Waters on Sep 29, 2012
Comments: It is unreasonable that we went a week with undrinkable water, and then received a notice that our water rates would

increase!

-
214. Name: Susanne Bellner on Sep 29, 2012
Comments:
-
215. Name: Mark Bellner on Sep 29, 2012
Comments:
-
216. Name: Charlene Minter on Sep 29, 2012
Comments:
-
217. Name: Charlene Minter on Sep 29, 2012
Comments:
-
218. Name: Michael David on Sep 29, 2012
Comments: 19345 Peabody St, 32833 and
2430 Abalone Blvd., 32833
-
219. Name: Paul And Martha Jo Simkins on Sep 29, 2012
Comments:
-
220. Name: Eleanor McGill on Sep 29, 2012
Comments:
-
221. Name: Anonymous on Sep 29, 2012
Comments: Raising our rates with the poor water and service that we receive
-
222. Name: Chris Burke on Sep 29, 2012
Comments: water too expensive and poor quality. do not raise rates too high already.
-
223. Name: Rosemary E Wolfe on Sep 29, 2012
Comments:
-
224. Name: Anonymous on Sep 29, 2012
Comments: Sounds good but does not solve the big problem...horrible water and outrageous prices.
-
225. Name: Anonymous on Sep 29, 2012
Comments:
-
226. Name: Anonymous on Sep 29, 2012
Comments:
-
227. Name: Keri Siler on Sep 29, 2012
Comments:
-
228. Name: Shyra Archer on Sep 30, 2012
Comments:
-
229. Name: Peggy DeGroat on Sep 30, 2012
Comments: We need city water, get rid of private water companies.
-
230. Name: Kenneth K Starr Jr on Sep 30, 2012
Comments: We need a better company than this. There wanting more money for what horrible service...
-
231. Name: Kenneth K. Starr Jr. on Sep 30, 2012

Comments: horrible service that keeps going up and is way to high now

232. Name: Cindy Acosta on Sep 30, 2012
Comments:

233. Name: Sylvia A. Cox on Sep 30, 2012
Comments: I have lived in Wedgefield fir 31 years, have been
Before the PSC several times, 50 of us stood at the front entrance with signs, Keep up the good work.

234. Name: Tammy Tannehill on Sep 30, 2012
Comments:

235. Name: Pat Clellan on Sep 30, 2012
Comments: The fact that PLURIS is asking for a rate increase at the exact time we are having service issues is too coincidental. It
feels a lot like the kind of protection shake down perpetuated by a neighborhood gang in the big city.

236. Name: Vicki Williams on Sep 30, 2012
Comments: Something has to be done immediately. I moved here 8 years ago and the water problem still exists. The rates are
extremely high and the water isnt safe to drink in my opinion..

237. Name: Karen Blackford on Sep 30, 2012
Comments:

238. Name: Brad Blackford on Sep 30, 2012
Comments:

239. Name: Brian on Sep 30, 2012
Comments:

240. Name: Cynthia And Michael Bethoney on Sep 30, 2012
Comments:

241. Name: Carolyn Velazquez on Sep 30, 2012
Comments:

242. Name: Gabriela Moffatt on Sep 30, 2012
Comments:

243. Name: Carlos Quiles on Sep 30, 2012
Comments: I have lived here for over 3 years and the water here is terrible. The smell of the water is disgusting.

244. Name: Kouji Bowser on Oct 01, 2012
Comments:

245. Name: Raiza Gandola on Oct 01, 2012
Comments:

246. Name: Adam J Nehr III on Oct 01, 2012
Comments: We have had our solar water system damaged by the water hammering and have been completely unhappy with the
taste, smell and quality of the water Pluris provides.

We need to take action to get an Orange county water main and rid ourselves of the pluris disaster!

247. Name: Nya Acree on Oct 01, 2012
Comments:

248. Name: Lyndsey Stewart on Oct 01, 2012
Comments:
-
249. Name: Marie Sanders on Oct 01, 2012
Comments: Received the boil water notice two days late. Still waiting on the final rescind notice (2 days so far).
-
250. Name: Anonymous on Oct 01, 2012
Comments:
-
251. Name: Anonymous on Oct 01, 2012
Comments:
-
252. Name: Darrell Sanders on Oct 01, 2012
Comments:
-
253. Name: Sharon Russo on Oct 01, 2012
Comments: Pluris water is horrible, they can't pass the lab tests and now they want to increase the rates! I don't think so.
-
254. Name: John Russo on Oct 01, 2012
Comments:
-
255. Name: Karen Webber on Oct 01, 2012
Comments: Can we petition to rescind our contract with Pluris?
-
256. Name: Joseph Webber on Oct 01, 2012
Comments:
-
257. Name: Joel Martel on Oct 01, 2012
Comments:
-
258. Name: Carmen Coleman on Oct 01, 2012
Comments:
-
259. Name: Arjune Samlall on Oct 01, 2012
Comments:
-
260. Name: Debra Hufnagle on Oct 02, 2012
Comments:
-
261. Name: Stephanie Hildebrandt on Oct 02, 2012
Comments:
-
262. Name: John Damico on Oct 02, 2012
Comments:
-
263. Name: Dana Toland on Oct 02, 2012
Comments:
-
264. Name: Kenneth K Starr Jr on Oct 02, 2012
Comments: WAY to high of price already and bad service 2 weeks plus due to pipes breaking twice and under boil effect almost 3 weeks
-
265. Name: Joseph Bullington on Oct 02, 2012
Comments:
-

266. Name: Anonymous on Oct 02, 2012
Comments:
-
267. Name: Scott Barlow on Oct 02, 2012
Comments: The highest water rates in Florida and easily the worst water and service. How a commission allows a company to continue providing water that has had chemicals in their water that can cause cancer with prolonged use. Barely acceptable levels for it to be deemed consumable. On top of that the commission allows them to raise rates. Simply disgusting. I hope many of our residents use this latest failure by pluris to do something. The water has constantly been poor for over ten years I have lived here. At least 2-3 times a year you get letter state the have high levels of toxins in the water but its still acceptable. I see a class action lawsuit in their future.
-
268. Name: Craig Hildebrandt on Oct 03, 2012
Comments:
-
269. Name: Patty Hockett on Oct 03, 2012
Comments: The water rates are much too high for the servcie and quality of water we receive.
-
270. Name: Alfred & Sarah Lockley on Oct 03, 2012
Comments:
-
271. Name: Aimee Holley on Oct 03, 2012
Comments: Thank you!
-
272. Name: Ilionne And JEAN LAPOINTE on Oct 03, 2012
Comments:
-
273. Name: Ivette Carrion on Oct 03, 2012
Comments:
-
274. Name: Eddie Carrion on Oct 03, 2012
Comments:
-
275. Name: Leslie Goodwin on Oct 03, 2012
Comments: I moved into this community in march of this year. Ever since i have been here i have received multiple water boil advisories and have never been told if it had been lifted. The water service with Pluris is not only horrible but not healthy for our families. Not only is it bad service but way to expensive for the service and the unhealthy water that we are consuming. I have never paid over 60.00 in water and since i moved here my bills are always over 100.00. I called to see why my bills are so high and was told that there is a base charge of 45.00 without any water consumption. That is ridiculous for the nasty water and poor customer service that we receive. They are constantly having water main breaks and dont inform any of the residents of this. We need for Pluris to get out of this community and bring in some healthy clean water that we dont have to be afraid to consume or that will not bresk the bank.
-
276. Name: RODOLFO ROVIROSA on Oct 03, 2012
Comments:
-
277. Name: Kori Blowers on Oct 03, 2012
Comments:
-
278. Name: Michael Bruce on Oct 03, 2012
Comments: Why are residents paying to much for bad water that we have had for a long time, it is time for good water!
-
279. Name: Kathy Bruce on Oct 03, 2012
Comments:
-
280. Name: B. Colleen Wollam on Oct 03, 2012
Comments:
-
281. Name: Arthur Li on Oct 03, 2012

Comments:

282. Name: Anonymous on Oct 03, 2012
Comments:

283. Name: George Richardson on Oct 03, 2012
Comments:

284. Name: Clarence Powell on Oct 03, 2012
Comments: prices of water unacceptable

285. Name: Rene Fields on Oct 03, 2012
Comments: The first time we had the water main break, I called Pluris to see when we would have water again. I was not advised to boil my water (I have health issues that could have become a problem with dirty water). In the past, a boil water sign was placed at the entrances to Wedgefield, but that did not happen this time. Residents were not properly notified via flyers until the second main break. We were given the okay, just to have the all-clear rescinded the next day. Pluris has no clue to whether they are coming or going. No way should Wedgefield have a price hike when we cannot even maintain water.

286. Name: Janice Jantz on Oct 04, 2012
Comments:

287. Name: Raymond Jantz on Oct 04, 2012
Comments:

288. Name: Anonymous on Oct 04, 2012
Comments:

289. Name: Jace A. Shea on Oct 04, 2012
Comments:

290. Name: Richard A Mehochko on Oct 04, 2012
Comments: Sad situation and lack of proper service and notification of important issues

291. Name: Diana K Mehochko on Oct 04, 2012
Comments: Pluris provides negative customer service

292. Name: Anonymous on Oct 04, 2012
Comments:

293. Name: Irene Parker on Oct 05, 2012
Comments: My family and I live in wedgefield, I have multiple sclerosis and I have 2 small children and all three of us have been very sick since the water problems have begun, and to be charged more money for the worst water I've ever had in my life is insane!

294. Name: Dean Parker on Oct 05, 2012
Comments: Pluris has the worst water and the worst method of relaying information. I have to go fill 5 gallon water containers daily which adds up not to mention what I also spend on the dirty water. This is ridiculous!

295. Name: David Finley on Oct 05, 2012
Comments:

296. Name: Michael Scallan on Oct 05, 2012
Comments: For #3 above, add "in addition to the door hangers on the affected homes"

297. Name: Derek on Oct 05, 2012
Comments:

298. Name: Janet Czujak on Oct 05, 2012
Comments:
-
299. Name: Roger Y Wetherbee on Oct 06, 2012
Comments:
-
300. Name: Jazmin Ortiz on Oct 06, 2012
Comments:
-
301. Name: Jose Ortiz on Oct 06, 2012
Comments:
-
302. Name: Noel Calderon on Oct 06, 2012
Comments: The water isn't any good yet. It smells bad, it has to be boiled still, and they want to increase it, I don't think so, and you want to pay more and get sick faster.
-
303. Name: Norman Hahn on Oct 06, 2012
Comments:
-
304. Name: Scott Leta on Oct 06, 2012
Comments: Docket Number 120152
-
305. Name: Rusty Collins on Oct 07, 2012
Comments:
-
306. Name: Christine Collins on Oct 07, 2012
Comments: It is unacceptable to have to live with filthy; overpriced water. We are faced with the expense of sick pets & children and forced to have to buy bottled water due to the poor quality and lack of upkeep on the part of Pluris Utilities. It is also unacceptable not to be notified when there is a line/equipment breakage "IMMEDIATELY", Not only does Pluris supply poor quality water, they also lack poor quality customer service. It is time for Pluris to be held accountable. Their water is far from being pure so why overcharge like it is. NO TO ANYMORE PRICE INCREASES!! It's time for price reduction.
-
307. Name: David Fonseca on Oct 07, 2012
Comments: I find it outrageous that I have to pay double the water bills that I had in my last home in Longwood (moved here in February), then still have to buy drinking water at Wal-Mart.
-
308. Name: Keith Brown on Oct 07, 2012
Comments:
-
309. Name: Aara N. Rewah on Oct 07, 2012
Comments: Water at times smell like rotten eggs.We are human beings and we need better water than sometimes we get . We pay more than double and what Orange County residents pays.
-
310. Name: Sue G Hickman on Oct 07, 2012
Comments:
-
311. Name: Dale Fritts on Oct 07, 2012
Comments:
-
312. Name: D on Oct 07, 2012
Comments:
-
313. Name: Mr & Mrs. Michael Brooks on Oct 08, 2012
Comments: They are talking about our water costing more.We can't ever use this water to drink its so bad,I have to replace the hardware in my bathrooms and I am repairing my dishwasher.plus I do have a water softer. who is going to pay me for all the equipment an plumbing i have to replace an or repair.Our home is only 10 years old. this is a on going problem that is already costing our flamily .now they want more money.and don't let me for get about all the boil water notices we have been getting.They need a cost decrease.we can not let them have a cost increase with this kind of service need I say more.

-
314. Name: Anonymous on Oct 08, 2012
Comments:
-
315. Name: Lawana Lanier on Oct 08, 2012
Comments: Water is horrible. Can't drink it. No pressure. Makes clothes smell awful. Way over priced for the quality we have. Have to spend extra to buy water. Just wrong!!!
-
316. Name: Curtis&Karen Swain on Oct 08, 2012
Comments: Pluris needs to go!
-
317. Name: Dawn Michel on Oct 09, 2012
Comments: Please institute these changes immediately. Cutting off the water without informing the residents of your intentions is inconvenient and rude!
-
318. Name: Raymond Hiltz on Oct 09, 2012
Comments:
-
319. Name: Lisa Piecora on Oct 09, 2012
Comments:
-
320. Name: Mike Brandl on Oct 09, 2012
Comments:
-
321. Name: Sarah Weaver on Oct 09, 2012
Comments:
-
322. Name: Alfonso Cura on Oct 09, 2012
Comments:
-
323. Name: John Craig on Oct 09, 2012
Comments: I am more concerned with rates as my monthly bill for water/sewer are \$300/month on average which is criminal in my opinion. in addition, the water is unpaletable and cannot be used for consumption.
-
324. Name: Janice K. Brock on Oct 09, 2012
Comments:
-
325. Name: Paul T. Brock on Oct 09, 2012
Comments:
-
326. Name: Jennifer Craiker on Oct 09, 2012
Comments:
-
327. Name: Anonymous on Oct 09, 2012
Comments:
-
328. Name: Anonymous on Oct 09, 2012
Comments:
-
329. Name: Anonymous on Oct 09, 2012
Comments: The rates are already high, and the water quality is the worst I have ever had to live with.
-
330. Name: Anonymous on Oct 09, 2012
Comments:
-

331. Name: Timothy Klys on Oct 09, 2012
Comments:
-
332. Name: Anonymous on Oct 10, 2012
Comments:
-
333. Name: Anonymous on Oct 10, 2012
Comments:
-
334. Name: Melanie Alfieri on Oct 10, 2012
Comments: We need quality water at a reasonable rate!
-
335. Name: Megan Alfieri on Oct 10, 2012
Comments: Please fix our water and don't keep raising our rates.
-
336. Name: Jim Misner on Oct 10, 2012
Comments: water quality has sucked for years so we don't even drink it.
-
337. Name: Mr And Mrs Morelli on Oct 10, 2012
Comments:
-
338. Name: Janet Bermudez & Basilio Plaza on Oct 10, 2012
Comments: Yes!!!!!! poor service and Rates are extremely high, Plus we haveto buy gallons and gallons of drinking water every weeks, so it cost more money. Thank you
-
339. Name: Steven Parker on Oct 10, 2012
Comments: Its very disturbing to have a company that provides a viable resource to ignore its responsibilities of informing its customers of a possible dangerous situation. And then to charge the fees for this poor quality resource as if they are the only company that can provide it. In my opinion Pluris has lost the trust of this community and must be removed as a provider of water and sewer immediatly, and Have OUC take over this community.
-
340. Name: Daniel Soares on Oct 10, 2012
Comments:
-
341. Name: David Houghton on Oct 11, 2012
Comments: we need to do something about this water here my kids and the dogs are getting sick.
-
342. Name: Joni Barcene on Oct 12, 2012
Comments:
-
343. Name: James Pugh on Oct 12, 2012
Comments:
-
344. Name: Patrick Alessandri on Oct 12, 2012
Comments: Outrageous we have to pay so much for such terrible water
-
345. Name: Anonymous on Oct 13, 2012
Comments:
-
346. Name: John D. Thomas on Oct 13, 2012
Comments:
-
347. Name: Susanne Nolan on Oct 14, 2012
Comments:
-
348. Name: Gail Banker on Oct 15, 2012

Comments: I wouldn't dare drink the water and don't even feel safe bathing in it. Even my two dogs get bottled water. The cost is high already. Why is our quality of water so poor and we have to pay exorbitant prices for it?

349. Name: Anonymous on Oct 15, 2012
Comments:

350. Name: Bobbie Quiry on Oct 15, 2012
Comments: water hikes, water outages, diseased waters and nothing good to say about Wedgefield Water or Pluris!!!

351. Name: Joe Quiry on Oct 15, 2012
Comments: this is a sad situation. Bigger water bills and no water alot lately and bad feces infested water at that. How can this be legal? No wonder so many people are sick out here. Have a little heart.

352. Name: Anonymous on Oct 16, 2012
Comments:

353. Name: Carla Siciliani on Oct 16, 2012
Comments:

354. Name: Charles Descheneaux on Oct 16, 2012
Comments: agree with items included with petition

355. Name: Teresa Breidenbach on Oct 16, 2012
Comments:

356. Name: Teresa Jones Breidenbach on Oct 16, 2012
Comments:

357. Name: David Stewart on Oct 16, 2012
Comments: I do not see any correlation between water quality improvement and the price increase the state keeps approving.

358. Name: Erika Kearney on Oct 16, 2012
Comments:

359. Name: Yanliz Garcia on Oct 16, 2012
Comments:

360. Name: Jose Garcia on Oct 16, 2012
Comments:

361. Name: Fred Rankin on Oct 16, 2012
Comments:

362. Name: Maria Caprio on Oct 16, 2012
Comments:

363. Name: Amanda Burke on Oct 17, 2012
Comments:

364. Name: Anonymous on Oct 17, 2012
Comments:

365. Name: Carmen J Serrano on Oct 19, 2012
Comments:

366. Name: Frank And Elizabeth Collyer on Oct 19, 2012
Comments: since we have lived here and before pluris took over we never had to change our whole house water filter but everytwo months,now we have been changing it every two weeks for such a long time. the water is so bad and you have the nerve to raise our rate for disgusting water.
-
367. Name: Arthur Brighton on Oct 19, 2012
Comments:
-
368. Name: Daniel J. Marshall on Oct 19, 2012
Comments:
-
369. Name: Steven Harley on Oct 20, 2012
Comments: Pluris, you guys better get it together,
-
370. Name: Francis Pait on Oct 22, 2012
Comments:
-
371. Name: Maria Veloso-Pait on Oct 22, 2012
Comments: The residents of Wedgefield deserve better. Better, water, better service and better water rates. Pluris, what can you say for yourself? Can you justify raising our water rates? Can you provide better means of communication when our drinking water is not potable? Can you provide an answer as to why we were not notified when water service was denied us for over 4 hours? Yet you want a water rate increase? Totally unacceptable!
-
372. Name: Hassan Elhayek on Oct 23, 2012
Comments:
-
373. Name: Hassan Hayek on Oct 23, 2012
Comments:
-
374. Name: Carolina Elhayek on Oct 23, 2012
Comments:
-
375. Name: Anonymous on Oct 23, 2012
Comments: Please contact me for needed time during Dec 5, 2012 Town Hall Meeting to make short presentation/speak.
-
376. Name: Hector Serrano on Oct 26, 2012
Comments:
-
377. Name: Giovanna Diaz on Oct 26, 2012
Comments:
-
378. Name: Frank Caprio on Nov 01, 2012
Comments: Please get this water to the standards of other water companies.It taste horrible and is dirty most of the time..Please...i spent thousands of dollars for purification of this water and it still not right..thank you for fixing this problem...
-
379. Name: David Stewart on Nov 01, 2012
Comments:
-
380. Name: Louise Pelliccio on Nov 01, 2012
Comments: this may be a duplicate - I think I signed before
-
381. Name: Patricia A. Smith on Nov 02, 2012
Comments:
-
382. Name: Anonymous on Nov 04, 2012
Comments: Hello, after reading this awesome post i am too happy to share my experience here with friends. have inexpensive wow gold

have inexpensive wow gold

383. Name: Wanda Harding on Nov 04, 2012
Comments:

384. Name: Anonymous on Nov 05, 2012
Comments: Nice blog here! Also your web site loads up fast! What host are you using? Can I get your affiliate link to your host? I wish my web site loaded up as fast as yours lol
store inexpensive wow gold on uwowgold.ca
store inexpensive wow gold on uwowgold.ca

385. Name: James Ballard on Nov 06, 2012
Comments:

386. Name: Michael Fioramanti on Nov 09, 2012
Comments: Any problems with water affects the entire community, particularly where health is concerned. It casts an unfavorable light on Wedgefield as a whole, including those of us on well water. It also has a negative impact on property values. County commissioners should think about that. If it affects values enough, it could in turn affect the property tax base.

387. Name: Vivian Puig on Nov 10, 2012
Comments:

388. Name: Vivian Puig on Nov 10, 2012
Comments:

389. Name: Arthur Lanier on Nov 15, 2012
Comments: Agree with everything in petition. Need to get pluris out and city/county water in. Better water and lower rates NOW.....

390. Name: Anonymous on Nov 15, 2012
Comments:

391. Name: Anonymous on Nov 17, 2012
Comments: I am signing this petition to speak out against the injustice of a rate hike from Pluris Wedgefield Water Company. The major concern all residents need to start looking at is the health issue this water could be causing. How many residents have become ill after digesting the water without filtration systems of some sort. Think in terms of urological, stomach, pancreas, liver and kidney. Our bodies have to filter this water through- are we going to develop serious life threatening illnesses due to the unhealthy water? How much money have each of us spent on filtration systems and bottled water to have safe water in our homes? The Homeowners Association needs some idea of the average each resident is spending yearly on this. We are in a struggling economy and this is an added expense on each of us that shouldn't be. The families with young children need to be aware of the potential harm this water could cause - lets face it - we don't let our children swim in lakes when the amoeba are at unsafe levels, why would we let them ingest water that is unsafe. How about our plumbing ie: faucets, toilets, dishwashers, water heaters, are we going through these items sooner due to they have to work harder to process the water running through them? We need to put a legitimate \$\$ amount on our complaint to bring the attention full circle. - Pluris needs to deliver a quality product before requiring residents to pay more money. The disgrace of their company leaders not having a better communication system should not be our only complaint, however has anyone mentioned how quickly they communicate when your payment is a day late- that seems to get them moving and door to door. I think the person going door to door should have to drink a big glass of Wedgefield water before putting the cute yellow door hanger on our doors. Thoughts to ponder to fight the giant- get your receipts tallied up and submit it- maybe we have already paid a rate hike.

392. Name: Ken Schmidt on Nov 20, 2012
Comments:

393. Name: Cynthia Bethoney on Nov 20, 2012
Comments: no water again today

394. Name: Allen Lawson on Nov 20, 2012
Comments: Our Pluris utility bill for the Month of October 2012 was over \$260.00. That is more than our average electrical bill. Pluris is stealing from its customers while providing poor service and bad water. Pluris is aware of their customers dissatisfaction. Pluris is also aware that the only recourse available for a majority of their customers is to sell their home (at a loss) and move from Wedgefield.

-
395. Name: Megan Clark on Nov 20, 2012
Comments: We have lived here for two months and have had outages three times! The cost is too high for this kind of service.
-
396. Name: Robinson on Nov 20, 2012
Comments: There should be a petition to kick pluris out and another company in, or the county needs to step up, but we could petition that, my water still hasn't worked right since the last pluris episode. It's like all my sinks and showers are clogged and get half the pressure we use to. Bottom line pluris has sucked worse than the last company that barely cared. Also to hold a meeting on the day we are here without water while they meet to raise our price is the most B.S. of them all. If you need more petitioners for anything regarding the unprofessionalism of pluris feel free to email me thanks :)
-
397. Name: Carmel Catania on Nov 21, 2012
Comments:
-
398. Name: Adelaide Catania on Nov 21, 2012
Comments:
-
399. Name: Elaina Gregoire on Nov 21, 2012
Comments:
-
400. Name: Joan And Walter Johnson on Nov 21, 2012
Comments: Very concerned about the water quality and water price. Not sure true facts are being given concerning safety of water.
-
401. Name: Briccio Obieada on Nov 21, 2012
Comments: we need better water facility with affordable price.
-
402. Name: Sherri & Peter Wanda on Nov 21, 2012
Comments:
-
403. Name: Heather Halter on Nov 21, 2012
Comments: Additionally, I would like to petition the upcoming rate hikes.
-
404. Name: Dean Parker on Nov 21, 2012
Comments: If I had known about the horrible water before I signed a 2 year lease I wouldn't have ever moved here. I have 2 children and a wife with a compromised immune system and all 3 of them are constantly getting sick. This is America not a third world country, we need better water and a better company that manages it!
-
405. Name: Mark Hollinger on Nov 23, 2012
Comments:
-
406. Name: Susan Sitkoff on Nov 28, 2012
Comments:
-
407. Name: Karen Syed on Dec 04, 2012
Comments:
-
408. Name: Chase Cochran on Dec 04, 2012
Comments: We deserve a better water company. We pay way too much for poor quality water and irresponsible service.
-
409. Name: Jackie Cochran on Dec 04, 2012
Comments:
-
410. Name: Ken Belfatto on Dec 04, 2012
Comments: water rates are way too high here!
single male \$115/month!
-

411. Name: Jai A Mohler on Dec 04, 2012
Comments:
-
412. Name: Joel Thaw on Dec 04, 2012
Comments:
-
413. Name: Janis Thaw on Dec 04, 2012
Comments:
-
414. Name: Christopher Mirra on Dec 04, 2012
Comments: Resident for 24 yrs and the water has always been an issue.
-
415. Name: Louise Pelliccio on Dec 04, 2012
Comments: Why did my bill increase so much? It went from \$55.00 to \$74.00 - why?
-
416. Name: Helen Unser on Dec 04, 2012
Comments: Since Pluris took over, we have replaced the dishwasher, water heater, water system and kitchen sink. We feel that each was caused by the poor quality of the water and the chemicals they use.
-
417. Name: Bob And Connie Shephard on Dec 04, 2012
Comments: The quality of the water is not acceptable and steps must be taken to task Pluris to remedy a long term problem. Establishing a reporting system is important and should be supported. It is quite surprising that this was not already in place before this past emergency.
-
418. Name: Mark Shea on Dec 05, 2012
Comments:
-
419. Name: Ramona Haag-Shea on Dec 05, 2012
Comments:
-
420. Name: Rose Lee on Dec 05, 2012
Comments:
-
421. Name: Anthony Grabowski on Dec 05, 2012
Comments:
-
422. Name: Cedric Harris on Dec 05, 2012
Comments: Water rate is to high for water I am afraid to drink or utilize for cooking.
-
423. Name: Jean And Ilionne LAPOINTE on Dec 05, 2012
Comments:
-
424. Name: Anonymous on Dec 05, 2012
Comments: It is terrible that Wedgefield residents are serviced by (more like no service) Pluris water. In less than a months time there has been more than 2 boil water alerts - the most recent over the Thanksgiving holiday (including Thanksgiving day). Pluris you need to REIMBURSE ME for the water I had to purchase for my holiday guests. Not to mention the water heater that was damaged by the "extremely poor" water (Cost: \$400), new water faucets (\$60/each x 3=\$180) because of excessive corrosion, new toilet insides damaged because of the poor water quality. I highly doubtful that anyone in the Wedgefield community would believe anything Pluris says anymore. That they want to increase the rates (without even having the professional courtesy of letting the residents know) is incomprehensible. Is Pluris cognizant enough to even know (or care for that matter) that there are many Wedgefield residents who are senior citizens living on fixed incomes, single homeowners/parents living on one income? Pluris seems to be driven by greed more than anything else - just ask anyone who is even 1 day late and they will slap a shut-off notice on your door & charge you a late fee (every other utility works with their customer - NOT Pluris). The customer service reps are rude and obnoxious to the extent that they tell the customer they are wrong. I was told it was the water aquifer is causing all the corrosion. I have also requested, numerous times, a copy of the water reports and told I am mailed one each year and that's all I am going to get. Is this not public record? The fact that Pluris DOES NOT WANT to send the requested reports leads me to believe that Pluris is hiding something and/or the water reports indicate the water is not safe for consumption. Let's get the reports from DEP or DOH since Pluris has managed the water in Wedgefield. Hmm - the water runs through the Pluris system before it ever reaches the homeowner. It's time that Wedgefield looks into having Orange County service the residents of this community with safe water and a

significantly lower rate. We are paying double and sometimes more for water that is useless and only useable for flushing the toilet. I am extremely disappointed that little has been done to provide me and Wedgefield residents with safe, quality water and would like to see a class-action suit initiated. Furthermore, Pluris DOES NOT deserve a rate increase (I'm surprised the PSC is even thinking of approving unless they are in the pockets of Pluris) especially in this economy. They should not even charge their excessive late fee. The value of homes will be decreased unless this is remedied and resolved once and for all. Now I wish I never would have spent my hard earned wages to live out here. Please do something before even more damage is done to this community.

This petition seeks to establish better customer disclosure between Pluris, LLC, **Corporate Office:** 2100 McKinney Ave. Suite # 1550, Dallas, TX 75201 Phone: (888) 758-7471 Fax: (910) 327-0374 Email: info@pluriscorporations.com
Customer Service offices: 1095 Highway 210, Sneads Ferry, NC 28460 Phone: (888) PLURIS1 / (888) 758-7471 Fax: (910) 327-0374, **Local Office:** 3100 Bancroft Blvd, Orlando, FL 32833 (407) 568-211

We the undersigned petition Pluris, LLC, that when a problem exists with our drinking water, they notify customers in the following manner: contact television stations, WESH 2, WKMG 6, WFTV 9, NEWS 13, and FOX 35 to run a public service announcement about the necessity in Wedgefield that a 'boil water' condition exists. The announcements should run on these stations morning, mid-day and evening until the condition is remedied. We also request when the proper tests are completed, and the 'boil water' notice lifted, that the test results be posted on the Pluris, LLC website and be able to be viewed by all.

NAME	ADDRESS
George [unclear]	20362 Mardi, 6.05 St FL 32833
Jerry Matthews	20362 Mardi, 6.05 St FL 32833
Melissa Matthews	20362 Mardi, 6.05 St. FL 32833
LARRY FULMINE	2696 [unclear] FL 32833
LUIS [unclear]	[unclear] FL 32833
Derek Key	2615 [unclear] FL 32833
[unclear]	[unclear] FL 32833
[unclear]	19078 [unclear] FL 32833
[unclear]	20362 Mardi, 6.05 St FL 32833
Tony S. Jones	2236 [unclear] FL 32833
Kevin Bixie	20363 Mardi, 6.05 St Orlando FL 32833
[unclear]	20362 Mardi, 6.05 St FL 32833
[unclear]	20362 Mardi, 6.05 St FL 32833
[unclear]	20362 Mardi, 6.05 St FL 32833
PETRO W. TAMBURINI	20362 Mardi, 6.05 St FL 32833
[unclear]	2710 [unclear] FL 32833
[unclear]	[unclear] FL 32833
Robert Kloss	2549 [unclear] FL 32833
[unclear]	[unclear] FL 32833
[unclear]	2234 [unclear] FL 32833

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NAME	ADDRESS
<i>[Signature]</i>	2410 PLURIS - 32833 *
Chrissy Brown	2764 REGENCY OAK LANE 32833
Dewealt	20318 MAJESTIC ST. 32833
467 568- 5682	Kris Thomas 20531 MAXIM PKWY 32833
	Melissa Strain 16166 TIMBER PINE 32833
	Leslie Bermudez 2562 LYNDSCAPE 32833
	Tony Wynn 10111 PALMVIEW BLVD 32833
	Ken Lambert 2818 ASHCROFT AVE 32833
	Erin L. Cooper 2950 BURLINGAME AVE 32833
	Mark S. Ford 20430 SADDLEBROOK ST 32833
	Ramona Huang-Shwa 20430 N. HILTON ST 32833
	Sheri Encarnacion 2222 Abney Ave Orlando FL 32833
	Kathryn M. Lee 2404 Amberly Ave, FL 32833
	M. B. [Signature] 2614 Abney
	Taylor Eravuthi 20114 Mallard Pkwy 32833
	William R. Thomas 2337 Crest Ave 32833
	Melania + Patrick Alessandri 2862 PINE GLEN CT ORLANDO 32833
	Adeline DelCastillo 2438 Abalene Blvd 32833 407-568-2449
	Adeline DelCastillo 2238 Arden Ave 32833 321-239-2734
	Robin Wynn 2230 Abalene Blvd 32833 407-719-9368

This petition seeks to establish better customer disclosure between Pluris, LLC, **Corporate Office:** 2100 McKinney Ave. Suite # 1550, Dallas, TX 75201 Phone: (888) 758-7471 Fax: (910) 327-0374 Email: info@pluriscompanies.com
Customer Service offices: 1095 Highway 210, Sneads Ferry, NC 28460 Phone: (888) PLURIS1 / (888) 758-7471
 Fax: (910) 327-0374, **Local Office:** 3100 Bancroft Blvd, Orlando, FL 32833, (407) 568-211

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NAME	ADDRESS
Christine Hansley	3049 Coffee Lane
Ann Williams	2738 Village Pine Terr
Denise Hendricks	2734 Village Pine Terr
Carol Shaw	2725 Arney Ave.
RICHARD E. SHAW	2725 ARNEY AVE
Paul Wagon	2369 BAKER AVE
Rail Agosta	2850 LYNDSCAPE ST
Melinda Ruen	2850 Lyndscape St.
Spannos Spices	2770 Albion Ave
Ken McLaughlin	5723 Delta Blvd
Paul M. Jr	19743 Quarterly
Gene Went	20815 NETTLETON ST
Herb Went	" " " "
Alex Rivera	19330 Timpan Ridge Ln atlanta
Ron Leo Agambate	3747 Adon Ave Gck.
Keena Billhart	2642 Albion Ave Or FL 32833
Ricardo Anles	20655 Nettleton Nettleton Ave
DENISE CLAVIS	20246 NETTLETON ST
R. W. Billingsley	20956 LYNDSCAPE ST
Kelly C Billbruck	2348 Amberly Ave

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NAME	ADDRESS
LuAnn Nemeth	2849 Regency Oak Ln
ELVIRA C. AJERO	19719 GLEN ELM WAY
MARC CROSS	2743 Landscape ST.
Dustin Saunders	20249 MAXIM PKWY
Paul Collins	2282 Arbor Ave
ROBERT LOPEZ	19438 PIERCECREEK TRAIL
JOHN NEMETH	2837 BANCROFT BLVD
Frances Rosado	19262 Timber Pine Lane
Todd Thomas	20745 MAXIM PKWY
Kerrie Samuel	2627 Albion Ave
JOYCE HERMIDA- Lopez	19324 TIMBER PINE LN #22
Norton Jones	19526 Flan Elm Way
Harmoni Hager	20746 Maxim Pkwy
Daliland Ramonero	2770 Bancroft Blvd
Deemacalia Ramonero	2770 Bancroft Blvd
John Billman	2348 Amberly Avenue
Louis & Yesenia Malo FS/Kay	2430 Ballard Ave.
Tanja Duering	19244 Timber Pine Ln
Jo Baddess	2814 Regency Oak Ln
Michael Baddess	2814 Regency Oak Lane

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NAME	ADDRESS
Jammy LeCoyette	2342 Babbitt Ave
Kim Bargett	2572 Ballard Ave
John Roberto	2435 Abbey Ave.
Katherine Capatosto	2903 Abalone Blvd.
Mr & Mrs Herb Percay	2718 Abbey Ave
Mr & Mrs Derek Jenkins	2731 Abalone Blvd
Pablo + Frances Cruz	19627 KNIGHT Tole Lane
Manuel Hernandez	2751 BANCROFT BLVD
Helena Woodall	2600 Pine Glen Ct
TRACY WOODALL	2600 PINE GLEN CT
Cynthia Mowatt	2773 Baker Ave
John C. Jack	2358 Maxim Parkway
Nick Radzinski	20737 MALLARD PKWY. ORL. FL 32833
Mr + Mrs Joe M. Coleman	20707 Mallard Hwy Orlon 32833
Garett Whitman	2809 Bear Park Dr 32833
Nateiah Aponte	2720 Alabaster Ave 32833
Charles Bennett	20620 majestic St
Paul V. Deyarden	2540 Bancroft Blvd
Ala Cullen	2420 Abbey Ave
Jane Dwyer	3475 Lyndscape St 32833

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NAME	ADDRESS
Christopher Carr	2828 Ballard
Laura Parsell	" " " "
LEO DEL SOUSA	14020 Knight tale LN
Aleasha Sousa	14020 Knight tale LN
LUIS MESA	20925 CATEENA ST ORL FL 32833
ANTHONY BUNT	2233 Ballard Ave Orlando FL 32813
Leslie Gonzalez	2642 Ballard Ave Orlando
Samy Voss	2261 Amberly Ave Orlando
Gerardo Voss	2261 Amberly Ave Orlando
Christine Howard	2017 MAJESTIC ST Orlando
Nadine Jackson	2552 Albion Ave Orlando
Cory Lehman	19607 meadowhills Rd
Jimmy Riddle	20940 Nettleton St Orlando
Blair Thompson	2635 Albion Ave Orlando
Sonia Mueller	19184 Timber Pine Ln
Matthew Rehrig	2359 PARKER Avenue Orlando FL 32833
Keith Brown	2626 Babbitt Ave Orlando FL 32833
JAMES BARRON	2756 VILLAGE POLE TERRACE
Dina Castillo Ward	2513 Landscape St. ORL 32833
Anthony Fiole	2751 Village Pine Terrace

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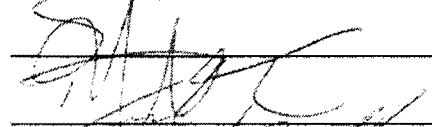
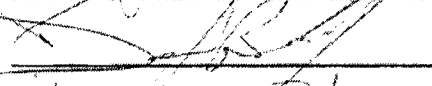
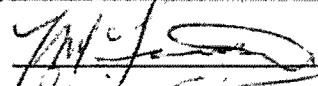
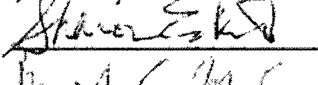
NAME

ADDRESS

Dawn Ate	3230 BANCROFT BLVD ORL FL 32833
Casey Smart	2335 BANCROFT BLVD ORL FL 32833
JAMES Smart	2335 BANCROFT BLVD, ORL. FL 32833
Janiliz Garcia	20054 Nettleton St. Orlando, FL 32833
Isa Garcia	20054 Nettleton St. Orlando, FL 32833
Victor Juan Aponte	2726 Alabaster Ave Orlando FL 32833
Ted Charles	7000 Northcliffe
SHAYLYNN FAUREL	19166 KNIGHT TALE LN ORLANDO FL 32833
Casey Diehl	19166 Timber Pine Ln Orlando, FL 32833
Brittany Stevens	19166 Timber Pine Ln Orlando, FL 32833
Millissa Harris	19166 Timber Pine Ln Orlando, FL 32833
Lawana Lanier	20852 Maxim Parkway Orlando 32833
Mary Sean Frantz	19668 Knight Tale Lane Orlando FL 32833
Steven Gonzalez	2208 Archer Blvd Orlando FL 32833
SARAH STARR Tomlin	20319 Maxim Pkwy, Orlando, FL 32833
LISA Krohn	20311 Maxim Parkway Orlando FL 32833
Mark S Vixen	2013 Bancroft Ct Orlando FL 32833
Paige Dixon	2013 Bancroft Ct. Or. 32833
MARIO MAZARIEGOS	20852 Maxim Pkwy ORLANDO 32833
Karen Tice	20402 REARBY ST. OR 32833

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NAME	ADDRESS	
	2612 ABBEY AVE	32833
	2850 ABBEY AVE	32833
Jordan Hannon	2850 ABBEY AVE	32833
	2830 ABBEY AVE	32833
	2830 ABBEY AVE	32833
	2611 Abbey Ave	32833
Virginia Hopper	2536 Abbey Hill	32833
Anda Skilton	20813 Yam St	32833
Vicki Jodyak	2212 Bancroft Blvd.	32833
Annelle McInnis	20870 McKinney	32833
	2643 BARRBT	32833
	2252 Albion Ave	32833
MICHAEL	19401 Percival Parkway	32833
Jessie Sherburne	2421 Adelaide Blvd	32833
CRAIG AYERS	2829 BANCROFT BLVD	32833
JUDY WHITEMAN	2234 BANCROFT AVE	32833
C. Cateman	2349 Archer Blvd.	32833
ALICE CO	20809 Nettleton St	32833
Richard Rodriguez	20841 Nettleton St	32833

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NAME	ADDRESS	
CAROL COOPER	2724 ARNOLD AVE	32833
RAUNDY POZDOL	2142 ARDOR AVE	32833
Danielle Fitch	2005 ABBEY AVE	32833
Shaw Washburn	20926 NORTTOLAN ST	32833
Emilio Ortiz	2266 BAKER AVE	32833
Sean Francis	19008 BRUNNEN TALK LN	32833
Steve Medina	20675 MAGNIFICENT ST	32833
John Clark	20432 WINDY HILL	32833
Cheryl Jewer	2345 BAKER AVE	32833
Maria B Ramos	20657 MACOM DR	32833
Ermani Kullins	2756 ARDOR AVE	32833
Robney Murphy	20526 NORTTOLAN ST	32833
Angel Carter	6032 A	32833
K. NORR	NEMERTON	32833
Bill Thompson	2025 BALLANTRAE	32833
JUAN CHASSER	20670 MACOM DR	32833
LEE Reimann	20519 MAXIM PARKWAY	32833
Jesse Garcia	20511 MAXIM PARKWAY	32833
JUDY GALVAN	19451 BANCROFT BLVD	32833
E. Ramos	20657 MACOM DR	32833

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NAME	ADDRESS
MARCLUS B. SHELTON JR	20813 VAN ST., ORL, FL 32833
Ken Gerova - Wedgfield Golf Club	20550 Maxim Pkwy
Jim O'mullen	2553 ALBION AVE
Walt Hall	20918 Nettleton ST 32833
Rob Chapman	20557 700th
Gene Hume	20804 Melville St.
Eric R. Cole	20754 MAXIM PKY
JOHN L. FOX	20320 MAXIM PARKWAY
Ramonas PARRAZ	20212 MARLIN ST ORL FL 32833
JOE CARTER	1820 ABNEY AVE ORLANDO FL 32832
Ronald Gamball	20491 NETHERLAND ST ORL FL
Louis Tringali	2630 Ballard AVE Orlando FL 32833
Jim [unclear]	2302 Babbitt Ave Orlando FL 32833
John [unclear]	2224 ARCHER BLVD ORLANDO FL 32833
James [unclear]	20713 NETTLETON ST. ORLANDO, FL 32832
Joseph [unclear]	20301 Maxim Parkway, Orlando FL 32833
Neil [unclear]	2716 ALBION ST. ORLANDO, FL 32833
[unclear]	20493 Melville St Orlando FL 32833
The [unclear]	2001 Albion Ave Orlando FL 32833
Murray Petrask	20644 Majorca St Orlando FL 32833

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NAME

ADDRESS

William J. McLean 20228 WEDGEFIELD ST ORL FL 32833

Michael C. Kelly 20477 Wedgeland St Orlando, FL 32833

Diane Kishi 3924 Moulton Blvd Orlando FL 32823

James J. ...

...

Maria ...

...

Wanda ...

...

...

Janifer Craig 2305 Bellwood Ave Orl FL 32833

...

19508 Glen Elm Way Orl FL 32833

19508 Glen Elm Way Orl FL 32833

Jan Behr. 20327 MAWY PKWY, 32833

...

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- Immediately post signs at all entrances and exits alerting residents to any problems, e.g., water outages, boil alerts, etc. and when water no longer requires boiling and is safe for consumption.
- Publish a copy of the actual testing lab results on the Pluris website and make copies (electronically) available to the WHOA for posting on our website.
- Provide the WHOA with a designated point-of-contact, name and phone number, in Pluris upper management which will allow proper communication.

NAME	ADDRESS
David H.
Douglas Lakes	2201 ... Blvd
Gene LaRose	...
Therese Hachibel	...
Greg Hachibel	...
Marcel Hachibel	...
Gustav Hachibel	...
John Starr	20712 ... St
Evan Weir	1415 ... Ln
Gene Weir	...
Karen
TELLA REYNOLDS	20455 ... St
Clara ...	20720 ... St
Rex ...	2727 ... Ave
Joyce ...	19331 ... Ln
Tanya ...	19331 ... Ln
Rob ...	2942 ... St
Al
Sherry
SARAH ...	2513 ... Blvd
...	...

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NAME

ADDRESS

Wince Lass	509 - 21st Ave
Gladys Brown	3004 Cedar Lane
Wanda Brown	2371 Highway 210
William Sexton	2885 Abalone Blvd
Crystal S. Brown (Sexton)	2881 Abalone Blvd
Greg Tomacelin	20319 Mason Park Way
Bob Taylor	2712 Freeway Dr
Wanda Rogers	2712 Freeway Dr
Jim Manning	2917 Abalone Blvd.
Cheryl Manning	2917 Abalone Blvd
Loraine Smith	20392 Nettleton St.
Bill Smith	20392 Nettleton St.
William Brown	20392 Nettleton St.
Wanda	20392 Nettleton St.
Tom Dittman	2454 Abalone Blvd.
Kellie Detsch	2454 Abalone Blvd
DAN SAILE	2452 Bancroft Blvd.
Philip Arce	1915 - 21st Ave
Debra Starnick	2016 Freeway Dr
Philadelphia Harza	2016 Freeway Dr

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NAME	ADDRESS
Patty Lambert	2316 Abbey Ave Orlando, FL
JOSE GAZARI	3013 Lemire Ln Orlando FL
En. Joseph GAZARI	
Maria Lopez	2001 Abbey Ferry
Stacie Barnes	2007 Kankana Ave
Jalene Kuhlms	2633 Algalone Blvd
Eric Gouault	3000 Algalone Blvd 32833
MARK CZAPKA	2632 Algalone Blvd 32833
Crystal Hall	2185 Babbitt Ave 32833
Donald Hall	2785 Babbitt Ave 32833
Dr. Williams	2802 Babbitt Ave 32833
STEVEN DELCASTELLO	2438 Algalone Blvd 32833
John D Budha	2732 Algalone Blvd 32833
Angela M. Matar	20330 Mandara St 32833
Jaula Acosta	2710 Regency Oak Ln 32833
Sible Acosta	2710 Regency Oak Ln 32833
Justine Acosta	2710 Regency Oak Ln 32833
Nicky Castaneda-Cabrera	2750 Village Pine Yell 32833
Nancy KANCSC	30671 NIAKATIC 32833
Virginia Lucas	2503 Algalone Blvd 32833

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NAME	ADDRESS
RAMON FERRER	2020 ABBEY AVE
Estimote Rodriguez	2620 ABBEY AVE
Melinda Colon	2704 Bancroft Blvd
Chloe Reiland	2936 Abbey Ave.
MARCEL REYES	20502 VISTA
Deean Vermillion	2445 WINDYBROOK DR
Maggie Salyers	20400 Maxim Parkway
Sara Salyers	20400 Maxim Parkway
Carla Heinosen	2817 DALLAS AVE ORL FL 32839
R.T BILLINGSLEY	2776 ABBEY AVE.
John Skene	2335 ALDEN AVE
DAWN LAWRENCE	2885 ALDEN AVE
Richard Patton	2073 PATTON
Timothy Patton	2073 PATTON
BOBIE LARRION	20770 MAXIM PARKWAY
JULIE LARRION	20770 MAXIM PARKWAY
Armando Guimones	17142 Timberlake Lane
MARIA REYES	2073 PATTON
Jeanne Adams	20910 Maxim Parkway
dustin CHARE	20140 VISTA

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NAME

ADDRESS

Christopher J. Lane 20288 Avenue
 Shasta Junction 2819 Valley View Lane
 Cynthia Fran 20213 Nettles Dr A
 Karol Tammie 28135 Nettles Dr A
 Matt Hart Vinton 19160 Cypress Pine Ln Orlando FL
 Eileen Hanson 20205 Nettles Dr Orlando FL 32833
 Angela McMillan 2553 Woodland Circle Orlando FL 32833
 Pamela Soren 28135 Nettles Dr Orlando FL 32833
 Shannon Vignola 20339 Nettles Dr Orlando FL 32833
 Susan L. Lee 20213 Nettles Dr Orlando FL 32833
 Dan Walker 20213 Nettles Dr Orlando FL 32833
 Stephen Clithorne 20213 Nettles Dr Orlando FL 32833
 I. M. Smith 20835 NETTLES DR ORL. FL 32833
 Mrs. J. L. Smith 20213 NETTLES DR ORL. FL 32833
 CHAS STUBBS - TOOK OFF TO WORK 20213 NETTLES DR ORL. FL 32833
 Joyce Witt 20213 NETTLES DR ORL. FL 32833
 Sheril Dilworth 19708 Stone Mountain Ln FL 32833
 K. D. & Taylor 2512 AFFLUENT BLVD ORL FL 32833
 Kelly Taylor 2512 AFFLUENT BLVD ORL FL 32833
 Thomas Gore 20213 NETTLES DR ORL FL 32833


This petition seeks to establish better customer disclosure between Pluris, LLC, **Corporate Office:** 2100 McKinney Ave. Suite # 1550, Dallas, TX 75201 Phone: (888) 758-7471, **Customer Service offices:** 1095 Highway 210, Sneads Ferry, NC 28460 Phone: (888) 758-7471, **Local Office:** 3100 Bancroft Blvd, Orlando, FL 32833, (407) 568-2112

We the undersigned petition Pluris, LLC, that when a problem exists with our drinking water:

- Pluris to contact and use local media, TV and radio, to broadcast notices of water outages, boil water alerts, etc.
- Immediately post signs at all entrances and exits alerting residents to any problems, e.g., water outages, boil alerts, etc. and when water no longer requires boiling and is safe for consumption.
- Publish a copy of the actual testing lab results on the Pluris website and make copies (electronically) available to the WHOA for posting on our website.
- Provide the WHOA with a designated point-of-contact, name and phone number, in Pluris upper management which will allow proper communication.

NAME

ADDRESS

<p><i>Mary Jane Bennett</i> </p>	<p><i>12128 S. Lantana Lane, Unit 3020 Miami Springs, FL 33186</i></p>
<p><i>John J. [Signature]</i></p>	<p><i>[Address]</i></p>
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NAME

ADDRESS

Valerie Kinns	2600 Abacoone Blvd.
MARGARET Grant	19621 Glen Elm Way
Tommy Smallwood	20485 Netherland St.
Leonardo Zapata	2347 Ballard Ave
Gladys Zapata	2347 Ballard Ave
Kristen Ryba	19661 Glen Elm Way
Winston Card	19661 Glen Elm Way
Danielle A Galvan	19451 Briercrest Trl.
Kristin Cimara	2316 Ballard Ave.
Becky Dzidoski	2519 Landscape St.
Joni R. Soaks	2849 Abbey Ave
Megan Ray	2820 Landscape St.
Tara Handrick	20622 Maxin Pkwy
Stacy Adams	19223 Moorgate St
Victor Arizona	18729 Northcliff St
Megan Gue	19668 Knight Tall Lane
Bill Bill. Assley	2956 Landscape St
Dana L-mather	2627 Albion Ave.
Alana Caprio	20434 Macon Pkwy
FRANK CARRIO	20434 MACON PARKWAY

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NAME

ADDRESS

Shirley Burchfield	19721 Moorpark St.
Maurice Rostak	2429 Archer Blvd
Dennis Ruke	2632 Regency Oak Lane
W. GATES	2223 ANCHER Blvd
BIAIR Thompson	2635 Albion Ave
Charles Conds	20609 metestatic St
Karen Di Domenico	2245 Amberly Ave.
D Square	2469 Abalone Blvd
F. Matos	20331 Mardi Gras St
Pat Clellan	20343 MAcon Pkwy
Gene Brunkett	2462 ABALONE Blvd
Will Cobble	2209 BAKER AVE
SUSAN BENAVIDES	20445 MACON PKWY
Pamela Mohabir	2244 Abalone Blvd
Sam Daw	2421 Archer Blvd
Jean Larkin	2416 Bancroft Blvd
Jose Hernandez	20618 MAcon PK WY
Gladys Rodriguez	20618 MAcon PKWY
Taylor Garbutt	2014 Mallard Pkwy
Bill Burkfer	19318 Timber Pine Lane

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NAME	ADDRESS
Don T. Fisher	2354 ABALONE BLVD.
Vicki S. Buckler	19457 Briercrest Tr.
James Buckler	19457 Briercrest Tr.
Donald E. Dams	2425 ABBEY AVE
Clara Gregoire	2737 Abalone Blvd
Sammi B. Bingham	2756 Abby Ave
Ed Wilkey	19762 Glen Elm Way
Dr. Kathy Hurley-Muloney	19762 Glen Elm Way
Lucy Ann Ferguson	20658 Macon Pkwy
Jan K. Kuller	20653 Macon Pkwy
Jeff LaPesse	2610 Albion Ave
Harrol Sessman	2540 Abney Ave.
Jose Herrera	19280 Timber Pine Ln 32833
Vanessa Herrera	19280 Timber Pine Ln 32833
Luis Gil	3031 Lellore Ln
W. BERT PRICE	2328 Ardon Ave
Brenda Corwin	20138 Marlin St.
RONALD HOMER	2709 RABBITT
Ed Roesch	2930 Lyndscope St 32833
William Lane	20650 Macon Pkwy 32833

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NAME

ADDRESS

Laetia Sully	19656 Knight Tale Lane
Nya Acree	19443 Charrice Ct.
John Thibodeau	20201 MELVECK ST.
Michelle	2207 BRIGGARD AVE.
Joshua Pierce	20446 Nottingham St
Donald Duck	123 Disney St.
Roberta Ployer	2232 David Ave
Aileen McMaster	2353 BAKER AVE.
Jonathan	2220 Albin Ave
Michelle Johnson	19208 Timber Pine Ln
Jon Sverges	5575 Bancroft Blvd
Rachel Mark	20833 MARLIN ST.
Denise Sutton	18809 Twin Bridge St, Orl Fl
William Crespo	2427 Chesley Ave
Joseph Crespo	2427 Chesley Ave
John Warren	2654 Babbitt Ave

WEDGEFIELD HOMEOWNERS ASSOCIATION



Pluris Customer Survey

Presented to the Public Service Commission

12/5/2012

The Pluris Customer Survey was performed by the Wedgefield Homeowners Association from October 10, 2012 through December 3, 2012 and completed by Pluris Customers in Wedgefield. The goal of the survey is to rate the water utility provider, Pluris Wedgefield, in the following areas; customer service, water quality, communication with customers, and overall service provided to customers over the past 12 months.

Pluris Customer Survey

Survey results of 100 Pluris Customers from October 10th 2012 through December 3rd 2012.

1. Customers rated Pluris in the following areas below. Please note that 1 is the lowest rating and 5 is the highest rating.

Areas	Avg Score
Support capital improvement projects to replace aging water infrastructure	1.98 out of 5
Maintain safe chlorine residuals in water distribution system	2.04 out of 5
Confident in Pluris Wedgefield's water management to provide safe drinking water	1.56 out of 5

2. Customer's opinion about Pluris water quality.

Question	Yes	No
Do you drink tap water daily?	25 %	75%
Do you feel that the quality of water is getting better in Wedgefield?	2.2 %	97.8%

Comments from this question.

1. Even with all the times the rates have been raised, we still have periods of boiling water alarms. What was done with all the monies all these years?
2. Water quality keeps getting worst. Water stains on appliances will not come off. Water residues on granite countertops are permanent. Odors from faucets are strong. Can't believe I am paying for it at 5x other utility rates.
3. We filter our tap water, but I don't see any noticeable improvements.... in fact, it seems we see main breaks regularly... This last break, we never received a green notice that the water was safe again...
4. We have had several water main breaks and only got notified for two of them. And one of those it was only telling us we could drink the water again...the problem with that is we were never told not to drink it so we were using it all along. It's really gross to think we all bathed and brushed our teeth with sewage in the water.
5. I am tired of having all my dark clothes have a grey film on them overtime.
6. Always broken water Mains and we are forced to boil water repeatedly.
7. We do not even give the water to our dogs. We spend \$10-\$15 a week on bottled water because we do not believe the water is safe.
8. Can't drink it. It has actually gotten worse instead of better.
9. Too many outages and problems. It (water) smells. Water is off again today, Tues. Nov. 20th 11 am

Pluris Customer Survey

Survey results of 100 Pluris Customers from October 10th 2012 through December 3rd 2012.

10. Often has strong chlorine or other odors enough to make you feel nauseous. I wouldn't let my dog drink this water.

11. Pluris has the highest base rate in the state, for that we should also have the highest quality of service. We get nothing tangible and their response to problems is horrible!

12. Getting worse.

13. Same

14. I drink tons of water daily but will not drink Wedgefield water. We buy bottled water.

15. We had two times we were without water a week apart and had to boil water. A 15% increase is totally unacceptable with this kind of terrible service

16. The water here in Wedgefield is the most horrible water I have ever had in my life. I have 2 children and I have Multiple Sclerosis and the 3 of us have been sick time and time again, which has since stopped due to us no longer drinking the water.

17. I had to spend \$5k on a water system so my family could drink the water.

18. I have never felt safe to drink the water in Wedgefield, I have complained several times that the chlorine is so strong it burns my eyes from the fumes coming from the faucet. I had someone come out and test and he said the chlorine was high but they can't control that. It has also ruined every faucet and counter that runs water from the hard water. It had brand new faucets rusting and turned green.

19. Have to buy bottled water because the drinking water smells and has a funny taste to it so don't feel safe drinking it.

20. When the hot water is turned on it has a bad smell to it for about 2 or 3 minutes. This has been occurring since I moved into Wedgefield in 2006.

21. It is getting worse more than anything. Can't drink water for humans or animals, spots on dishes and stains on laundry and awful odor throughout the day and night coming from the water. Sometimes also smell strong chlorine smells coming thru the water as well.

22. The water is unsafe to drink.

23. My perception is that there is a strange coincidence between water service issues and rate increase requests. Several years ago we had the same issue, service issues followed by rate increases...in my view it is a little too convenient. Coupled with the recent untimely boil water notifications, the appearance is at best extreme inefficiency, or at worst, scare tactics to justify a rate increase to the regulatory commission. Either way shame on Pluris

Pluris Customer Survey

Survey results of 100 Pluris Customers from October 10th 2012 through December 3rd 2012.

24. Water is unpalatable and undrinkable. I have to pay for bottled water for drinking and cooking, which we go through about 5-gallons every 2-3 days.

25. We do not feel the quality of water is improving in Wedgefield our pets have to remain on bottled water as they get sick and breakout in rashes. The color, smell and taste as well as the uncertainty of the quality still remains and always will until a massive change is made. You cannot guarantee quality water or even improvements with a failing water infrastructure in place.

26. Prices go up and quality is going down.

27. I drink Pluris water that I put through a secondary filter.

28. Water sometimes has a bad smell and taste.

29. There have been times I have turned the water on and it was cloudy. No mention of boil water notice. There have been times when I have turned the water and there wasn't any water or very low pressure, again, no notice of boil water.

30. We do not drink the tap water; if we do it is filtered or bottled water

31. Would never EVER drink the water in Wedgefield.... And we have lived here for 26 years. Imagine how much money we have spent. It is disgusting.

32. Some days the water is so salty and very often smells like chloride

33. In the three years I have lived in the Wedgefield community, I do not believe that the water quality has improved. If anything, I think that the quality in general has gone down.

34. I have lived here since 1984 and the water has always been bad. Nothing will change until the old water pipes bringing the water to the residents is repaired and or replaced.

35. I buy bagged ice instead of using the refreeze ice.

36. I have only lived here for a few months but the water quality here is horrible. The water is very hard and leaves spots on everything, hard water rings in the toilets, film on every dishwasher load of dishes, and in general not happy with the way it looks, I certainly would NOT drink it!

37. Milky cloudy water you can't even see through

38. I have had to call them out before as my water had a horrible smell this was before the recent incident. They came out and made adjustments in the chlorine level and it was a little better.

39. We refuse to drink the water...we buy bottled water every week.

Pluris Customer Survey

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40. Our water fails annual chemical/bacteria counts and is ridiculously expensive.
41. Strong odors in the water and quality changes from day to day
42. Drink bottled water and use for cooking as tap water tastes and smells horrible.
43. The quality of both the water and service is barely above acceptable for a company that charges among the highest rates in the state. The water frequently has a foul odor.
44. Whole house water softener and RO filter at tape
45. Rates going up, water quality continues to have issues. I would not recommend consumption of the water in any form.
46. I do not even allow my Dog to drink it... It is that BAD
47. Our water has always had a bad smell, so we put a whole house water filtering and softening system in, and we still filter it ourselves
48. My water has been down 4 times recently with no notice. With the quality of service & poor water conditions, there were no reasons for the rate hike. My water is higher than any home I have ever lived in. It's very hard paying over \$200.00 a month water bill. Almost as much as my electric bill.
49. During the month of September-November our area has had several outages and was never informed until after the episode... Signs were not posted in area 528 entrances or exit. Signs were poorly displayed on wooden sticks with paper that melted when it rained... It wasn't until the 3rd episode and many complaints that Pluris was engaged enough to move forward and change the way they notified us... The water tastes terrible, isn't clear, and I wouldn't give it to my pets... I only use it to bathe and to water my lawn... As far as the billing is concerned, that's another issue... To charge us 15% more with NO improvements in quality or service is ridiculous...
50. Don't know if the quality is worse but I am not confident it is any better.
51. The use of dumping chlorine into the water to make it safe and show up on the report as safe is a farce. The rate hike should not be allowed when the water is not safe to use.

3. Customers were asked to prioritize areas of Pluris that needs to improve.

Area of Improvement	Priority by Customers 1 Highest – 5 Lowest
Water Quality (Safe to drink & healthy)	1
Water Billing Rate	2
Water Service and Reliability	3
Water Taste	4
Improve Current Infrastructure	5

Pluris Customer Survey

Survey results of 100 Pluris Customers from October 10th 2012 through December 3rd 2012.

4. Customers were asked to rate their EXPERIENCE during the PAST 12 MONTHS with Pluris in the areas listed below with 1 the lowest rating (worst) and 5 the highest rating (Best).

Areas Rated	Avg Customer Rating of Pluris
Water Administration	1.74 out of 5 possible points
Customer Service Call Center	2.22 out of 5 possible points
Water Leak Repair Crew	1.99 out of 5 possible points
Meter Readers	2.47 out of 5 possible points
Meter Replacement Crew	2.49 out of 5 possible points
Meter Leak Crew	2.35 out of 5 possible points
Water Samplers	2.16 out of 5 possible points
Hydrant Flushing Crew	2.26 out of 5 possible points

Comments from this question.

1. We have no personal contact with many of these folks.
2. I've had no contact with Pluris employees, so I've left a neutral review.
3. My water meter was recently replaced because it was broken and was not accurately tracking my usage. However, I was not informed of this. I didn't know until I received my bill, which was \$15 higher than usual and I called to ask about it. I wouldn't be upset if they had explained the meter issue to me!
4. They dug up our yard over a month ago for the meters and have not done anything about it. There is still a big hole in our yard with safety rope.
5. Never answer phone and when they do are discourteous and rude. Pluris does not care about customer only greedy for money for extremely poor service. This is evident when they are devious enough to raise rates without even notifying customers in Wedgefield. It seems that is their history if you do the research.
6. You never meet any Pluris Employees in person!
7. Little experience with above, but service was poor when there was an issue.
8. Pluris is just plain Terrible
9. The lack of concern when a water issue happens. No sense of urgency to notify residents that you serve
10. There should be a rating of does not apply, not everyone has had an experience with all of these.

Pluris Customer Survey

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11. Automated answering machine, long call wait time.
12. My next door neighbor had a leak on the street side of his meter and after it was repaired the sidewalk was not repaired. After several weeks, I had to call to ask if they were going to fix the sidewalk. The removed section was then just laid back down in place, which presents a possible hazard to someone walking on the sidewalk.
13. Never see half these people ever working on anything
14. I have had no experience with water samplers, frankly I have never seen samplers, flushing crew, meter replacement crew, or meter replacement crew, meter readers, the chart above should have a column NA
15. My water bill runs from \$120-\$400 per month which I believe to be criminal. I am held hostage by Pluris at these rates.
16. You would think a company that provides the worst service to a community would staff individuals with more compassion for the well being of their customers. When speaking to the office staff we are treated like their water is gold, it is what it is and that we should accept it along with their sky rocketing rate increases. Repairs are sloppy, meters are not being read and water is still testing unsanitary to our standards. Also, it is very hard to rate in priority what we feel Pluris should improve when everything listed is a priority.
17. Numerous times water was out with no boil water notice or recording states there is a boil water alert and then a tag on the door (same day) said the boil water alert was lifted. With the rates we pay, they can afford to notify the residents in a timely manner. We pay for gold and instead get Poop in our water. (Sorry, had to say it because it is true)
18. Did not have an occasion to deal with any of the above, so can't rate them.
19. I have not come across Pluris staff, so I have no basis to compare from, hence the 3 ratings across the board for question 5.
20. I can't really rate these. I'm rating based upon my neighbor's nightmare which I observed.
21. Can't rate what we haven't experienced.
22. Put on hold for 30 to 45 minutes to speak with a person is unsatisfactory! Mistakes in the readings and or receiving double billing is maddening
23. I reported a meter replacement repair that left the side walk unrepaired and unsafe. I was told that this was not there problem because it was done in the transition of companies. They finally fixed the sideway by evening out the cut concrete pieces, instead of re- pouring the one small section.
24. We need better notification when water is going to be turned off.

Pluris Customer Survey

Survey results of 100 Pluris Customers from October 10th 2012 through December 3rd 2012.

25. We recently had a bench test done on our meter because of inconsistent readings. Meter came back "up to standards"

26. It's no secret that they drain the hydrants when they fail their samples, then test again with fresh water, before the chemicals and bacteria can repopulate; although this is denied when I make claims to customer service.

27. Water unexpectedly turned off 4 times this year

28. Notifications of boil water are slow to non-existent and 3 times within 10 days is unacceptable for a utilities alone one that has among the highest rates.

29. Took 3 weeks to have someone come out and check my meter must have been sleeping on side of the road

30. Have had no experience with items not rated.

5. Questions and Concerns by Customers to the Public Service Commission.

1. Why is it when other utilities are lowering their rates, are ours going up? Why has regular upkeep not been done?

2. Why are customers being forced to pay for the Pluris equipment and facilities? It is their responsibility to invest in improving their service or get out of the business. If the rates were less, would the water quality be worst? Do customers have the option to replace Pluris with another utility company? Can customers elect to switch to wells or are we forced to use the poor quality system?

3. My water bill for the past month was 25% higher than (for comparison) July, even though I used half as much water.

4. Meter reading. When we moved in 1 year ago, we immediately left the country for nearly the entire month. Upon return we discovered that we were billed for 10,000 gallons of water. There was NO ONE in our home and we found no leaks. We called; they were rude and said someone must be stealing our water. We not have a pool and still use less water than the first two months we were billed. How often are we overbilled?

5. The high rate of animals dying from cancer said to be caused by our past water quality.

6. Quality of water and cost of water.

7. Clean water that doesn't need to be constantly boiled and the amount the Billing has gone up.

8. Pluris is obviously incapable of repairing or maintaining the system at any price and is trying to raise rates beyond any reasonable level to support their band aid fixes on a decaying system.

Pluris Customer Survey

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The only solution in my opinion is to remove them from the situation and engage Orange County to provide a permanent fix. I do not support Pluris receiving any revenue; their shareholders should hold them responsible for the loss removing them. If this situation does not pertain the homeowners of Wedgefield should litigate against Pluris for damages to home values, the endangerment to health and the loss of water service. I believe a strong case with substantial real and punitive damages could be brought and they should consider this risk before responding since the homeowner's patience is wearing thin and several of us have already met with counsel on the matter.

9. Why water price so high? Why all the trouble with the water lines? Why is co. not replacing ageing pipes before they break?

10. The pricing is my biggest concern. My house of two people should not be paying as much for water as we do, especially when all we get with our high rates is terrible customer service and pipes that continually burst.

11. We pay so much for crappy tap water and now Pluris is asking for a rate increase???

12. What are the plans to improve the safety and quality of the water? What staffing issues are they addressing so they have better local management of our system? What type of monitoring/adjustments do they plan to make on our accounts for the times we have been without water?

13. The quality of water is a big issue for me. I have 2 small children and I worry about the long term affects of drinking the water.

14. Why haven't they done something better to improve the quality? Why do we have so many outages and the worst times?

15. Very poor quality water, excessive rates, rate increases, refusal to provide customer service, overcharging. Telling customer they are the ones who are wrong. Not notifying customer when there was fecal contamination therefore creating a public health risk. WHY PSC automatically grants rate increases - it's like they don't care and are in the pockets of Pluris? Maybe they should be investigated as well!

16. I have many!

17. How can we be sure our water will improve and will be drinkable? I'm concern about health risk that we may be getting from this water, it's awful. I use bottle water for drinking and cooking and giving to my dog, I'm very afraid of this crappy water.....

Pluris Customer Survey

Survey results of 100 Pluris Customers from October 10th 2012 through December 3rd 2012.

18. How do you justify another rate hike when the rates were raised over 50% just 3 yrs ago? Our rates are not competitive with anyone else in the area and are totally outrageous.

19. Price of water way too high. Poor quality of water. Poor, poor notification of boil water advisories.

20. Several times I found the water to be very salty and there were times when the chlorine level was extremely high and the smell was very high. The high cost is not worth the quality of water that we receive.

21. NO 15% INCREASE

22. To have the most expensive water with the worst water quality, and to be told Pluris is attempting to raise rates is ridiculous and unfair to say the least.

23. I have to remove and clear solid particles out of my faucet screens on average of 2-3 months due to clogging

24. I have brand new appliances. The dishwasher/clothes washed stink immediately after cleaning cycles. My brand new china has hard water stains on it daily after washing. How can we fix these issues?

25. Water Quality, slow response to fixing a problem and notifying residents of a problem. The constant rate increase - repairs, improvements should have been budgeted. New meters to separate sewage charge for times non household use.

26. With the outrages charges for water why is the quality and customer service poor?

27. Why don't we have safe water to drink? Why does the water ruin all the faucets and counters in my house? Why don't I get a report on the water quality after it has been off for a boil alert?

28. Local office impossible to reach by phone, expensive, undrinkable water

29. Why do the rates keep going up when the water quality and smell not are getting any better?

30. Why do we pay so much for water that I consider to be undrinkable!

31. When can we safely drink the water? When can we expect to wash our clothes and dishes without stains? When will our toilets stop leaving hard water stains? When can we have water

Pluris Customer Survey

Survey results of 100 Pluris Customers from October 10th 2012 through December 3rd 2012.

with no feces deposits? When will they start calling us all when there is going to be water outages or water main breaks?

32. I would to see Wedgefield have safe drinking water and normal billing rates.

33. Why can't we get OUC WATER?

34. My perception is that there is a strange coincidence between water service issues and rate increase requests. Several years ago we had the same issue, service issues followed by rate increases...in my view it is a little too convenient. Coupled with the recent untimely boil water notifications, the appearance is at best extreme inefficiency, or at worst, scare tactics to justify a rate increase to the regulatory commission. Either way shame on Pluris

35. RATES!!! Also, taste as the water cannot be consumed due to the bad taste.

36. Can we receive water services from another company?

37. How can a company not be held accountable for providing poor quality water for so long; how and when do you plan to correct this problem? How can a company charge between \$130.00 - \$150.00 a month for water; for water that cannot be consumed? Who is regulating this??

38. Lower prices 100 dollars a month is unbelievable

39. Why do I have to pay any price for noxious water?

40. Alert people immediately by phone call or TV, Radio when there is a problem. Some people use the water for medical reasons, and need to be advised stat.

41. Biggest question is how can they raise our rates when we already pay so much money for our water? Also, how can they raise the rates without hearing from the community, we were not given notice to defend our rights in this situation. What is the profit of this company on our backs? This economy cannot support this kind of increase in our rates.

42. Why is there no form of communication when there are water quality/outage issues? Why would be expected to pay higher rates when the quality of our water is poor at best, there is no communication from Pluris locally and we have had to replace our water heater, sinks, toilets and refrigerator because of the hard water.

43. Water smells of chlorine and I as a user will not drink because or overdosing with CL. What about F fluorine? It is better and less chance of cancer

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44. The monthly cost is outrageous for the quality of the water and the unprofessional management and employees at Pluris.
45. Do not need any increases in the rate for this terrible water. It ruins all the pipes causing leaks.
46. Other than Bithlo, I cannot think of another portion of Orange County that has been served so poorly. Haven't you ignored Wedgefield long enough?
47. Sulphur smell.
48. We MUST be notified immediately of a boil water alert with legible signs at ALL entrances to Wedgefield. The rate increase is way too much for the quality of the water and service.
49. 1. Since moving to Wedgefield I have been put on blood pressure meds. 2. I periodically have bouts with diarrhea. 3. Why have I had to replace 2 salt systems, 1 kitchen sink, 1 water heater all attributed to the water quality.
50. Why are we paying such a high price for water we can't drink? Why is the sewer rate so high? Why does the water corrode all our appliances and pipes?
51. When I had Orange County water I only paid 30 dollars for the same amount of water that I am using in Wedgefield I pay 80 plus dollars. I also cannot use the water to make my babies bottles with which means that I have to have buy bottled water.
52. Quality of our water. You can't drink it, it tastes awful. I wonder what we are absorbing in our skin while bathing?
53. Until this problem is taken care of, water rates going up need to be held off.
54. Why doesn't our water have Fluoride in it? Why is the water very salty it times? Why does our water smell like the water in pools?
55. Rate needs to be lower not higher Improve water quality Improve method of communication when things go wrong
56. How can quality and reliability of our water be improved, at a lower cost to each consumer?
57. What capital improvements are you making to justify a 42% rate increase? How does your past performance justify such a substantial increase? What guarantee do customers have that, if

Pluris Customer Survey

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this rate increase goes through, we are going to see improvements commensurate with the rates proposed?

58. The underground water delivery pipes are old need replacing and or repair.

59. The water prices do not reflect improves in the water quality. The water consistently smells bad.

60. I would like to see the water quality improve and at a cost that is FAIR to the homeowners!!

61. Rates. Seems like we had issues with a huge rate hike not too long ago. I had to add a well to water my lawn to keep my water costs down.

62. I have seen a concrete crew stealing water from the fire hydrants. Is anyone watching for these thieves? I do not want my name used, Thanks!

63. This is the second home I have lived in the Wedgefield and the water is disgusting it smells and is brown.

64. Are homeowners having consistent readings each month? Ours fluctuates sometimes from 19,000 gals down to 5,000 gals. We have no idea why.

65. Why are the rates being raised?

66. Why is our water bill triple what all surrounding areas are, for sub-quality water in an aging system?

67. We are paying 4 times the cost for water than any other water company in Orlando fl and the water is of horrible quality.

68. Is this water really safe?

69. No additional rate hikes until they prove they have used current funds to increase quality and safety.

70. Highest rates are in line with the highest grades of service. A rate increase should not be granted to a company that has lowered its grade of service, especially when it already has some of the highest rates in the state!

71. Odor from plumping station on Abalone Blvd

72. Why am I being charged sewer rates when I only water my lawn?

Pluris Customer Survey

Survey results of 100 Pluris Customers from October 10th 2012 through December 3rd 2012.

73. Raising Rates cannot continue...quality of water sucks!

74. Why are we getting sick why are rates going up why does the water smell why is there dirt rings around toilet when I clean it 2 times a week

75. Informing the residents about water problems and main breaks. Keeping our water bills low. Thorough reports on tested samples.

76. Why are rates so high with quality so low?

77. Why raise the Rate of water?

78. What improvements is Pluris going to make to the water and system in general to merit the 15% increase?

79. Why is the water not clear, so hard it has ruined my dishwasher, washing machine, shower heads, and hot water heater? Why won my detergent suds up when doing laundry? Why can't you listen to home owners of Wedgefield and fix the problems?

80. Why are the rates so high? Why do they continue to go up as the quality of service goes down?

81. Quality of water and use of chlorine to PASS the tests. The water needs to be SAFE to use. The body absorbs more chemicals from the water by taking a shower than it does by ingesting it. This is a proven FACT.

6. Do you have any other comments, suggestions, or questions that was not listed on the survey that you would like the WHOA to present to the Public Service Commission or Pluris?

1. NO RATE HIKES

2. I was charged for 37,000 gals of water in September. I live alone and was gone for 1 month they said it was a seal in my bathroom. I have since replaced but the plumber said no way that much water ran through the toilet. I should mention that I had my house re-plumbed a little over 2 years replacing both bathrooms.

3. Thank for your service WHOA

4. Please rid us of Pluris and connect us to Orange county utilities! The water mains are only a couple of miles away and Orange County has the resources to remedy our problem. Pluris

Pluris Customer Survey

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obviously misjudged the situation and is now demanding the Wedgefield homeowners pay for their error. This is not acceptable and their shareholders should suffer the loss caused by the manager's mistake. Meanwhile we the homeowners should not be made to pay for their error and should be looking forward to a cost effective and permanent solution!

5. Tired of Pluris water co. Do not feel getting good clean water. Not sure if telling they are telling the truth about water quality. Price too high for inferior service.

6. I understand that pipes get old and break. But, don't the customers deserve some sort of compensation for being without water for 4 days in the past two months?

7. Have OUC take over Pluris ASAP. PERIOD.

8. Pluris has failed on many levels. One of which is maintaining a reliable water service. Today 11/20 is the third time in less than two months that I have gone without water due to a break in their main. Clearly something needs to be done to remedy this situation.

9. This water has caused us added expenses for bottled water weekly and extra time and aggravation traveling to friend's homes 20-45 minutes away to shower (or bathing in our pool). It is unacceptable. I am concerned about my health; they are raising the prices and make it more difficult to sell our homes. Wedgefield is a great place to live, but I would never buy here now if I knew about the water situation. As it gets more publicity, it makes the values of our homes go down too.

10. I believe it's time to start a class action suit to force Pluris to be accountable. They have proven beyond a doubt they are not to be trusted even if they say they have corrected some things. I have asked for water test reports numerous times and the customer service rep told me: "YOU GET ONE ONCE A YEAR AND THAT'S ALL YOU'RE GOING TO GET"! This leads me (and others) to believe that Pluris (and maybe PSC) are hiding something that may even be more detrimental to this community - not to mention this will lower home values in a poor market to begin with. Who's going to pay for the water heater and other plumbing fixtures/repairs I had to make because of Pluris water? Hope someone has the funds to reimburse me.

11. Takeover of Pluris' system by Orange County. Where are the 70 missing tests from the required 80 contaminant list?

12. What about getting rid of Pluris and getting city water. I'm done paying such a high price for water I can't use..... I want city water now..... Lower our rates and how about a credit for all the trouble they caused us, and how about a refund on all the extra jugs of waters that I had to buy and the inconvenient that caused us to try to find someplace to bath and get ready for work?????

13. Quality water for our families at reasonable rates. Just that simple.

Pluris Customer Survey

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14. On the annual water report there is nothing to compare the numbers to. After the last delayed notification of boil water advisory we got sick and are awaiting parasite infestation test results from our doctor.

15. With the economy being what it is, and to charge astronomically high rates only to be increased is disgusting as is the water quality! We had our water tested recently and was informed we have the worst water the representative has ever seen.

16. I want Pluris removed as our supplier and grant OUC the contract for this neighborhood. To many times have there been issue with the water from too much of a chemical to lack of safety concerns for the residents of Wedgefield

17. heatherdiehl@bellsouth.net brandondiehl@bellsouth.net

18. I feel it is a great concern that when there is a water main break or danger in our water system that there is not told to us in a timely manner most of the time I find out more word of mouth then from Pluris them self. This is not safe for me or my 3 children!!!

19. I was billed over \$800 last yr for June & July each month & wasn't even home!

20. Better monitoring of Pluris Water Quality, refunds to residents for providing undrinkable water as residents must buy bottled water.

21. Together maybe we can finally get this resolved, thru the years the residence try to come together and when things get rough or hard or to much they have slowly and scarcely backed out. I hope this doesn't happen again.

22. Fix our water!

23. My perception is that there is a strange coincidence between water service issues and rate increase requests. Several years ago we had the same issue, service issues followed by rate increases...in my view it is a little too convenient. Coupled with the recent untimely boil water notifications, the appearance is at best extreme inefficiency, or at worst, scare tactics to justify a rate increase to the regulatory commission. Either way shame on Pluris I am extremely concerned that timely notification did not exist and residence could have been harmed.

24. Please help us.

25. We need an attorney

26. Some of the questions in the survey I am not able to answer as I have not had interactions with those particular aspects of Pluris, I am very concerned about the water quality and the rates are completely absurd! If another company was available I would certainly switch companies. My husband and I NEVER drink the water. We do not even cook with it. I feel that if

Pluris Customer Survey

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we are only using a small amount of water, why should we have a minimum payment. We should pay for what we use, and we do NOT use much!

27. How do we get rid of Pluris! It needs to be done ASAP!

28. Reject rate increase in light of recent breaks. Failure of water test... Make them get an all test pass before an opportunity of rate increase or if 12 months all test pass not met force a rate decrease

29. The monthly cost is outrageous for the quality of the water and the unprofessional management and employees at Pluris.

30. We do not need any rate increases for this terrible water that we have. I pay a bill, and have to buy bottle water every week for safe drinking.

31. Water rates are too high for such poor quality water.

32. Can the sulphur smell be removed or not? Detailed explanation to everyone why they can't do it.

33. If it weren't for the Red Hat group and emails from them we would not have known for several days about the alerts.

34. Why is the rate for sprinkler water different than household water?

35. Why did you raise the water rate before the PSC approved an increase?

36. What capital improvements are you making to justify a 42% rate increase? How does your past performance justify such a substantial increase? What guarantee do customers have that, if this rate increase goes through, we are going to see improvements commensurate with the rate increase? What are Wedgefield's rates compared to surrounding neighborhoods?

37. Why do prices hikes keep getting approved by the state but water quality continue not to improve.

38. I vote for the robo calling as a notification feature!!

39. I would like for Pluris to recommend the best way to remove scale from my sinks and toilet bowls since standard products like Lime Away don't work.

40. Is anyone interested that water is being stolen from fire hydrants. It is not the Pluris flushing the system. These guys have a large tank on a flatbed. They have hose and tools to access fire hydrants. I do not want my name used, Thanks!

Pluris Customer Survey

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41. 9...already receive emails. Why does Orange County Utilities not take over our water? Why do we have a private company from another state that runs our water? Makes no sense. Seems likely to care less for being out of state.
42. We want OUC to take over water supply for Wedgefield.
43. How can a rate hike be justified when Pluris already charges comparatively high rates (vs. other utilities in other counties) and have such poor tasting, smelling and generally unusable for human consumption water?
44. There is not a plan for any out of hours emergency staff that can respond in a timely fashion (call center). There are no redundancy plans in place for more than a single point of failure in the distribution network. We would be better served by connection to Orange County Utilities.
45. Water rates are higher than comparable areas of Orlando but quality seems substandard.
46. We appreciate your efforts in trying to get us drinkable water!
47. Why raise the Water rate?
48. Need Better communication.
49. Fix the problems, we obviously pay way more than anyone else in the state, why can't we have decent water? Your getting more money, I'm only getting more problems.
50. We live in Orange County. We should be paying the same rates as the majority of orange county tax paying residents who have orange county water.
51. I believe that Wedgefield should be connected to public water as the private water system is not working and probably never will. This was proven by past attempts to correct the water problem. Apparently, the water problem could have been solved but would have involved a great expense by the owners. Corruption of public officials and others involved in one way or another with Wedgefield has prevented the solution of this problem.

I don't believe the Florida Public Service Commission should allow a rate increase for the following reasons.

First and foremost, the economy has taken a toll on everyone. People who have not already lost their homes in this community are living paycheck to paycheck and trying to hang on. Because of so many empty houses, Pluris Wedgefield is not servicing as many customers but the burden should not fall on the backs of the remaining, already financially over-burdened consumers who are left in the community.

The Investors who purchased Pluris, are probably going to claim the infrastructure is old and needs replacement and repairs, as evidenced by the two water main breaks in the last several weeks. This is true, however, those same investors did not purchase this company because it was not profitable. They were fully aware when they purchased this water company, how old it was, what the profit margin was and what condition it was in. You don't purchase a house without having it inspected first before negotiating so pleading ignorance to the condition of the system cannot and should not justify raising rates on those of us that have been overpaying for an inferior product for a long time.

The company claims the water quality is better under the watch of the new Pluris Wedgefield, Inc., however, I have not seen evidence of it. We get just as many notices of boil water, high levels of some chemical in the reports we periodically get, water being shut off, water having a bad smell and occasionally brown water. There's always a reason or an excuse – the plant has to be shut down, or a repair has to be made and I'm willing to concede that they are legitimate, but when you are a business owner of a company it should be your responsibility to be proactive and not just sit by and wait for an aging system to fail before you act. Ultimately it's always at the expense of the consumer (not having running water, not being able to trust drinking the water).

I have lived here for several years and the entire time I have had water delivered to my house to drink and use for cooking. At any given day if you drive around the development you will see house after house with water bottles outside. Wedgefield has a history of the chemicals in the water, which are always in question and which can cause cancer. I would never expose myself or my family to that possibility that at any time. It's unfortunate but the history in Wedgefield precedes itself with this water company. The people who own this company do not live here and ultimately do not drink, bathe or cook with the water on a regular basis, nor are they exposed over and over to the shut downs, deprivation of water for periods of time and boil water notices.

With that being said, in addition to an already high water bill every month the company is now asking for an increase which will be financially detrimental to us as consumers.

We are already paying a high rate for water we can't or don't trust enough to drink. In addition to that expense is my having to pay for water to be brought in. People do not mind paying for a necessary/dependable product.

Pluris should have a schedule for flushing the water in different areas on a regular basis so that we don't have smelly or brown water.

They should begin to reinvest some of the money they collect each month and do upgraded maintenance on the aging system so that we do not have to go without water or constantly have to boil water and they should do it with the moneys they already collect every month from all of the consumers in this community.

Please do not allow this increase to go through and additionally burden this community.

Brenda & Peter Tamburini
20461 Netherland Street
Orlando, Fl 32833
407-568-7782

November 27, 2012

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Re: Docket No. 120152-WS
Pluris Wedgefield, Inc.
Orange County, Florida

Dear Sir or Madam:

I am writing to you about strong opposition my neighbors and I feel about the proposed rate increase of the water and sewer rates in the Wedgefield community of Orange County Florida. I have been a resident of this community for 20 years. Throughout all that time we have had poor quality water and constantly increasing rates. There have been "many" changes of ownership of the companies that provide that service. Each change of ownership has indicated they "did not know how bad the system was when they bought it and asked for rate increases" - which you have (please note your records) almost always went along with.

We have, as many other communities in the state, been very hard hit with foreclosures - very hard hit-- there are still many empty houses and unkempt properties. Those of us on fixed incomes and trying to hang on to our homes are not able to express enough to you how big of a burden this is for us because some large utility company wants more in the way of their profit margins. We would ask you to take a closer look at the facts that we know for sure;

- a. there have been at least four (4) upgrades (supposedly) to the system in the years we have been here with significant rate increases each and every time;
- b. the rate increase requested this time is 62% since March of 2009 (see enclosed chart of our family's bills which consists of my wife and myself) . We know people in various areas of Central Florida and the state which we have compared our rate to and our water and sewer rates are by far the most expensive. Why do we not "just move" - we can't sell our houses!
- c. we have your report which indicated that on September 18, 2012, the Commission granted the utility more increase than they had even requested ,because they had incurred additional operating costs and capital investment (they wanted more profit).

Please look at this matter more closely - we're fighting for our lives in this community - it is our understanding that is your responsibility is to help to protect us

Sincerely,



Tom Smallwood
20485 Netherland St.
Orlando, Florida 32833 (407) 568-0103

Enclosure

Utilities, Inc.

OUR RATE IN 2009

Wedgefield Utilities
 Phone: (407) 869-1919
 Collections: (800) 272-1919
 Customer Service: (800) 272-1919
 www.uwwater.com

Bill Date	Account Number	Due Date	Please Pay
03/02/2009	8845700000	3/24/2009	\$ 66.53

Name **TOMMY SMALLWOOD** Primary Telephone # (407) 568-0103
 Service Address 20485 NETHERLAND ST, ORLANDO, FL, 32833
 Activity Since Last Bill

Previous Balance	\$63.13	
Payments received as of 03/02/2009	\$-63.13	
Balance as of 03/02/2009		\$0.00
Residential Water Service		
Water Base Charge	\$21.12	
3,660 gallons at \$2.19 per 1000 gallons	\$8.02	
Orange County Tax at 10%	\$2.91	
Total Residential Water Service		\$32.05
Residential Wastewater Service		
Wastewater Base Charge	\$20.72	
3,660 gallons at \$3.76 per 1,000 gallons	\$13.76	
Total Residential Wastewater Service		\$34.48
Total Amount Due		\$66.53

Summary of Service

Meter Reading Meter # 18299453
 Current 275580 03/02/2009
 Previous 271920 01/30/2009
 Usage 3,660 Gallons
 Number of Days: 31
 Average Daily Use: 118 Gallons
 Average Daily Cost: \$ 2.15

Billing History

Consumption History

Pluris Wedgefield, Inc.

OUR NEW RATE

PLURIS

1095 Hwy 210 (Please do not send payment to this address)
 Sneads Ferry, NC 28460
 1-888-PLURIS1
 (1-888-758-7471)

Date: 11/13/2012
 Account: 01-00018830-00-1
 Current charges late after: 12/6/2012
 Balance: \$122.85
 PO number:
 Please send payment to address at bottom.

|||||
 TOMMY SMALLWOOD
 20485 NETHERLAND ST
 ORLANDO, FL 32833-4035

For service at: 20485 NETHERLAND ST
 For Service from 10/9/2012 to 11/5/2012

Charge	Previous Read	Current Read	Usage	Amount
Previous Balance				\$57.05
Payment Received on 10/30/12				(\$57.05)
Wtr Residential	379530	385070	5540	\$64.06
Base Charge - \$32.34				
5000 at \$5.59 per 1,000 gallons = \$27.95				
540 at \$6.98 per 1,000 gallons = \$3.77				
Swr Residential			5540	\$52.38
Base Charge - \$26.12				
5540 at \$4.74 per 1,000 gallons = \$26.26				
Orange County Tax @ 10%				\$6.41
Current Charges				\$122.85
Total Due				\$122.85

THIS IS FOR 5-DAYS LESS
 AND YET I USED MORE
 THAN MY AVERAGE OF
 3000 GALLONS PER MONTH ???

Dear Wedgefield Customer;

Pluris would like to update you in regards to activities you may observe in the development over the next few weeks.

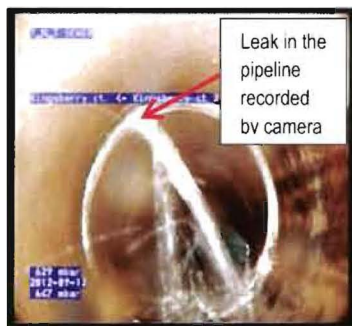
Pipeline Inspections

Pluris will be conducting annual line work of sections of the system in the first week of December. The work is routine and comprises the use of a specialized vehicle, called a Vactor Truck. A picture of Pluris's Vactor Truck that will be in the neighborhood is shown here.

The Vactor Truck is used to pre-clean sewer pipeline sections between manholes which are spaced approximately 300 feet apart. Following the pre-cleaning, a video camera is lowered into one of the manholes and placed in the pipeline. The video camera is small enough to work its way along the entire section of the pipeline and record the interior lining to inspect the integrity of the pipe.



A recent photograph clip from a video taken inside a sewer pipeline from another Pluris utility is presented below. Note the infiltration of groundwater entering the sewer line from the outside.



The repair of the area is done by a process whereby the midpoint of a specialized collar material is stationed over the crack. An expansion tool is then placed inside the collar and expanded out to the interior of the collection pipe. The insert includes a compound that reacts when heated and this process seals the insert collar to the interior of the pipe. As seen in the post repair actual photograph below, the pipe has been repaired and infiltration of groundwater has been removed. The repair is structurally as strong as the original pipe.

If you wish to observe the work, Pluris welcomes any customer to contact Mr. Joe Kuhns, Regional Manager with Pluris to schedule a site visit. Please contact Joe by email at jkuhns@plurisusa.com or by telephone at (813) 359-8326.



Pluris Notice Sign Boards

Pluris will be installing permanent sign boards at each of the three entrances to Wedgefield. During events requiring notification by Pluris, signs will be mounted on these boards to inform customers. Signs will be mounted on both sides of the boards and clearly visible when exiting and entering Wedgefield.

Voice Broadcasting System

Pluris is implementing the voice broadcasting system which will be used during events such as precautionary boil water notices to keep customers updated. The system is in addition to door hangers required by the Florida Department of Environmental Protection. Pluris needs your help. We sent out self-addressed envelopes with return postage for customers to provide telephone numbers for the system to dial. To date Pluris has received less than a third of the customer responses. Please mail the information back or call Pluris at 888.758.7471 and provide the information to customer care representatives. This information is important and necessary for the system to be successful.

December 5, 2012

Re: Pluris Wedgefield, Inc. – Water service rate increase

To all concerned:

We are Wedgefield residents since 2004. At the time of acquiring our house here in Wedgefield we were not aware of the situation of the quality of the water and service. Over the years after we moved in we had heard over the news complaints regarding the quality of the water and the consequences some residents have gone through because of the high bacteria and other contaminants in the water.

Pluris Wedgefield Utilities offers a monthly report by law and we understand that they are fulfilling a legal obligation. For us this information is valuable but by letting us know about the bacteria and other issues like "Coliform" which is unacceptable not matter what, **does not solve the water issues.**

Pluris needs to take further action when it comes to the quality of our water. I noticed that the justification for the raise is "additional operational costs" and "capital investment". Pluris should have had investigated the condition of the water and the system before taking over and come up with solutions then instead of requesting that we take the "tab" now.

I don't think the owners of Pluris realize how bad our water is. We installed filters in the showers and after few months the water would not come out of the shower's head, that is how bad it is. We incur in lots of expenses when it comes to this water besides paying the monthly bill. We purchase water for human consumption and cooking. We noticed that when the pipes broke not long ago and we had no water, we had to bath with bottle water and believe me the feeling is a big difference. One of us is a diabetic and the condition of our water creates a health issue also.

Now-a-days the technology is so advanced that we truly believe there is a way to solve the "bacteria" issue with our water and water service. We as Wedgefield residents oppose to the rate increase unless is used to upgrade the quality of the water and service. This should be done upon a written agreement and monthly reports should be provided showing what they had done to improve the quality of our water and service and to avoid that the increase of revenue on their part be use for something other than that.

IF we get a good clean glass of water that we feel comfortable drinking and cooking with the rate increase will be justifiable for us. We urge Pluris to better the water so we could have a more relax and better life and not to be worry about getting sick, not being able to bath our grandchildren with this water, cook and even brush our teeth.

We deserve better, we want better, and better could be done.

Jose M. Gonzalez
2128 BANCROFT BLVD.



IMPORTANT INFORMATION ABOUT YOUR DRINKING WATER

Pluris Wedgefield Utilities, Inc. - PWS #3480149

Monthly Bacteriological Tests Showed the Presence of Coliform Bacteria

Our water system violated a drinking water standard by having the presence of Coliform Bacteria in normal monthly Bacteriological sampling. Although this incident was **not an emergency**, as our customers at Pluris Wedgefield (PWS ID# 3480149), you have a right to know what happened and what we did to correct this situation. **Pluris Wedgefield Utilities, Inc. strongly believes that the presence of Coliform Bacteria was a direct result of our contract laboratory mishandling and/or storage of the samples by allowing cross contamination to occur with our daily Wastewater Treatment Facility samples. Our drinking water is completely safe to consume.**

Pluris Wedgefield Utilities, Inc. routinely monitors for drinking water contaminants. On August 7, 2012 we took a total of four distribution samples to test for the presence of coliform bacteria. Two of these samples tested positive for coliform bacteria and one of the two also tested positive for fecal. On August 8, 2012 we collected two more samples and they also tested positive for coliform bacteria. On August 13 and 14, 2012 we tested a total of 12 distribution samples and all were negative for total coliform. The standard is that no more than one (1) distribution sample per month may test positive.

What should I do?

You do not need to boil your water or take other corrective actions.

However, if you have specific health concerns, consult your doctor.

People with severely compromised immune systems, infants, and some elderly may be at increased risk. These people should seek advice about drinking water from their health care providers. General guidelines on ways to lessen the risk of infection by microbes are available from EPA's Safe Drinking Water Hotline at 1(800)426-4791.

What does this mean?

This is not an emergency. If it had been, you would have been notified **immediately.** Whenever we detect coliform bacteria in any sample, we do follow-up testing to see if other bacteria of greater concern, such as fecal coliform or E. coli, are present. **We did not find any of these bacteria in our subsequent testing therefore, we strongly believe that this incident was indeed caused by cross contamination referenced above.**

Fecal coliforms and E. coli are bacteria whose presence indicates that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, and other symptoms. They may pose a special health risk for infants, young children, some elderly, and people with severely compromised immune systems.

What happened? What was done?

As an added precaution, we flushed the pipes in the distribution system to ensure any bacteria that **may** have been present were eliminated. We also had detail conversations with our contract laboratory to ensure the cross contamination would not reoccur.

For more information, please contact Joseph M. Kuhns at 813-359-8326 or write to Joseph M. Kuhns at Pluris, 6608 Walton Way, Tampa, Florida, 33610.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly. You can do this by posting this notice in a public place or distributing copies by hand or mail.

This Notice is being sent to you by the Pluris Wedgefield Utilities, Inc.

PWS ID # 3480149

Date Delivered: 9-13-2012

BEFORE THE PUBLIC SERVICE COMMISSION

**INITIAL CUSTOMER NOTICE
AND
NOTICE OF CUSTOMER MEETING**

TO THE CUSTOMERS OF
PLURIS WEDGEFIELD, INC.
AND
ALL OTHER INTERESTED PERSONS

RE: DOCKET NO. 120152-WS

APPLICATION FOR INCREASE IN WATER AND WASTEWATER RATES
IN ORANGE COUNTY, FLORIDA BY PLURIS WEDGEFIELD, INC.

November 19, 2012

CUSTOMER MEETING

NOTICE is hereby given that the staff of the Florida Public Service Commission will conduct a customer meeting to discuss Pluris Wedgefield Inc.'s application for a rate increase. The meeting will be held at the following time and place:

Wednesday, December 5, 2012, 6:00 p.m.
Wedgefield Country Club
20550 Maxim Parkway
Orlando FL 32833

All persons who wish to comment are urged to be present at the beginning of the meeting, because the meeting may be adjourned early if no customers are present. One or more of the Commissioners of the Florida Public Service Commission may attend and participate in this meeting. The meeting will begin as scheduled and will continue until all of the customers have been heard.

The purpose of this meeting is to give customers and other interested persons an opportunity to offer comments to Commission staff regarding the quality of service the Utility provides, the proposed increase, and to ask questions, and comment on the rates included in this Notice as well as other issues. Commission staff will be available to address and coordinate customers' comments and to assist members of the public. A representative from the Utility may also be in attendance. At the beginning of the meeting, procedures will be established for the order of comments. Commission staff will have sign-up sheets, and customers will be called in the order that they sign up to speak.

Pursuant to provisions of the Americans With Disabilities Act, any person requiring special accommodations to participate in this meeting because of a physical impairment should call the Office of Commission Clerk at (850) 413-6770 at least 48 hours prior to the meeting. Any person who is hearing or speech impaired should contact the Florida Public

Service Commission by using the Florida Relay Service, which can be reached at 1-800-955-8771 (TDD) or 1-800-955-8770 (Voice).

Emergency Cancellation of Customer Meeting

If a named storm or other disaster requires cancellation of the meeting, Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation of the meeting will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found at the bottom of the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

BACKGROUND

Pluris Wedgefield, Inc. (the "Utility") is a water and wastewater utility whose corporate offices are located at 2100 McKinney Avenue, Suite 1550, Dallas, Texas 75201. The Utility's water and wastewater facilities are located in Orange County, Florida.

On July 19, 2012, the Utility filed an application with the Florida Public Service Commission (the "Commission") for an increase in its water and wastewater rates to its customers in Orange County based on an historical test year ending December 31, 2011. The application is assigned Docket No. 120152-WS, and October 2, 2012, was established as the official date of filing.

The Utility requested interim rates designed to generate annual revenues of \$1,358,772 for water and \$907,479 for wastewater. This represents an annual revenue increase of \$373,326 for water and \$175,920 for wastewater. Pluris requested final rates designed to generate annual revenues of \$1,379,982 for water and \$913,888 for wastewater. This represents a revenue increase of \$394,536 for water and \$182,329 for wastewater. On September 18, 2012, the Commission voted to grant an interim wastewater revenue increase of \$175,476 (23.97%), and an interim water revenue increase of \$362,443 (36.69%).

The interim water and wastewater revenues being held subject to refund are subject to being refunded with interest, should the Commission find that the Utility was not entitled to collect such revenues pending the final Commission decision. A schedule of the Utility's rates prior to filing, the Utility requested interim rates, the Utility's proposed final rates, and the currently approved rates follow.

The reason for this rate increase request is because the Utility has incurred additional operating costs and capital investment. Copies of the MFRs, the Rate Case Synopsis, and the Utility's application will be available for inspection at the following location:

NOTICE OF INTERIM RATES, AND CURRENT AND PROPOSED CHARGES

The current and proposed rates and charges follow. These rates are subject to change based on information gathered at the customer meeting, further staff review, and the final decision by the Commissioners.

WATER SERVICE

<u>Residential, Irrigation, and General Service, Monthly</u>	<u>Rates Prior to Filing</u>	<u>Utility's Requested Interim Rates</u>	<u>Utility's Requested Final Rates</u>	<u>Commission Approved Interim Rates</u>
Base Facility Charge				
<u>By Meter Size:</u>				
5/8" x 3/4"	\$23.39	\$32.51	\$42.89	\$32.34
3/4"	\$35.09	\$48.78	\$64.34	\$48.51
1"	\$58.49	\$81.30	\$107.23	\$80.86
1 1/2"	\$116.97	\$162.59	\$214.45	\$161.70
2"	\$187.14	\$260.12	\$343.12	\$258.71
3"	\$374.29	\$520.26	\$686.24	\$517.43
4"	\$584.83	\$812.91	\$1,072.25	\$808.49
6"	\$1,169.65	\$1,625.81	\$2,144.50	\$1,616.97
Consumption Charges - (per 1,000 gallons):				
<i>Residential</i>	\$4.04	\$5.62	\$3.53	\$5.59
0 - 5,000 gallons				
<i>5,001 - 10,000 gallons</i>	\$5.05	\$7.02	\$7.06	\$6.98
over 10,000 gallons	\$8.09	\$11.25	\$10.59	\$11.18
<i>General Service, and Irrigation</i>	\$5.02	\$6.98	\$5.10	\$6.94

Orange County Public Library
12000 East Colonial Drive
Orlando, FL 32826

Hours:
Mon - Thurs: 10:00 a.m. - 9:00 p.m.
Friday & Saturday: 10:00 am. - 5:00 p.m.
Sunday: 1:00 p.m. - 6:00 p.m.

The test period for setting rates is the historical average thirteen-month period ended December 31, 2011.

The following tentative schedule was established by the Commission for the remaining major events in the Utility's rate case:

<u>Schedule Item</u>	<u>Due Date</u>
Staff Audit Report	October 19, 2012
Customer Meeting	December 5, 2012
Staff's Proposed Agency Action ("PAA") Recommendation	February 7, 2013
Agenda Conference on PAA Rates	February 19, 2013
PAA Order	March 11, 2013
Protest Period Expires	April 1, 2013

WASTEWATER SERVICE

<u>Residential Service</u> Monthly	<u>Rates Prior to Filing</u>	<u>Utility's Requested Interim Rates</u>	<u>Utility's Requested Final Rates</u>	<u>Commission Approved Interim Rates</u>
Base-Facility Charge - By Meter Size:				
5/8" x 3/4"	\$21.07	\$26.76	\$30.36	\$26.12
3/4"	\$21.07	\$26.76	\$45.54	\$26.12
1"	\$21.07	\$26.76	\$75.90	\$26.12
1 1/2"	\$21.07	\$26.76	\$151.80	\$26.12
2"	\$21.07	\$26.76	\$242.88	\$26.12
Gallonge Charge- Per 1,000 gallons (10,000 gallon cap)	\$3.82	\$4.85	\$4.17	\$4.74
<u>General Service</u>	<u>Rates Prior to Filing</u>	<u>Utility's Requested Interim Rates</u>	<u>Utility's Requested Final Rates</u>	<u>Commission Approved Interim Rates</u>
Base Facility Charge- By Meter Size:				
5/8" x 3/4"	\$21.07	\$26.76	\$30.36	\$26.12
3/4"	\$31.64	\$40.18	\$45.54	\$39.22
1"	\$52.74	\$66.98	\$75.90	\$65.38
1 1/2"	\$105.44	\$133.91	\$151.80	\$130.72
2"	\$168.73	\$214.29	\$242.88	\$209.18
3"	\$337.44	\$428.55	\$455.40	\$418.33
4"	\$528.09	\$670.67	\$759.00	\$654.68
6"	\$843.60	\$1,071.37	\$1,518.00	\$1,045.83
Gallonge Charge (per 1,000 gallons)	\$4.56	\$5.79	\$4.90	\$5.65

SERVICE AVAILABILITY CHARGES

The Utility is not requesting any changes to its service availability charges. Even though not requested to do so, the Commission may review and adjust service availability charges.

HOW TO CONTACT THE COMMISSION

Any person who wishes to comment or provide information to Commission staff may do so at the customer meeting, either orally or in writing. Written comments regarding the Utility's service or the requested final rate increases may be sent to the Commission at the following address:

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

All comments should refer to Docket No. 120152-WS, which is the docket number that has been assigned to this case. Complaints regarding service may be made to the Commission's Division of Regulatory Compliance and Consumer Assistance at the following toll-free number: 1-800-342-3552.

If you have any questions, please call the Utility's office at (888)758-7471, between the hours of 9:00 a.m. and 4:30 p.m. Monday through Friday.

Pluris Wedgefield Inc.

120152-WS

From: Matilda Sanders
Sent: Wednesday, May 23, 2012 3:56 PM
To: Dorothy Menasco
Subject: RE: Interested Party Request
FYI...

PARTIES

From: Woods, Monica [mailto:WOODS.MONICA@leg.state.fl.us]
Sent: Wednesday, May 23, 2012 3:55 PM
To: Matilda Sanders
Subject: Interested Party Request

Good Afternoon,

I would like to request that the Office of Public Counsel, attention: J.R. Kelly, Public Counsel and Stephen C. Reilly, Associate Public Counsel, be listed as an interested party in the dockets listed below:

- 120158-SU 110311-WU
- ✓ 120152-WS 110298-SU
- 120148-WU 110282-WS
- 120104-WU
- 120084-WS
- 120082-WU
- 120078-SU
- 120070-WU
- 120030-WS
- 120014-WS
- 120006-WS
- 110317-WS

I would also like to list Patty Christensen, Associate Public Counsel and Stephen C. Reilly, Associate Public Counsel as interested parties in the docket listed below:

120037-WS

Please email all automatic notification of informal meeting notices, all recommendations, and final orders issued by the Commission to kelly.jr@leg.state.fl.us and reilly.steve@leg.state.fl.us.

If you have additional questions please contact me at 487-8241.

Thank You,

Monica R. Woods
Administrative Assistant
Office of Public Counsel
Phone #: 488-9330
Fax#: 487-6419

DOCUMENT NUMBER-DATE
03633 JUN-5 2012
FPSC-COMMISSION CLERK