

Eric Fryson

From: Dana Rudolf [drudolf@sfflaw.com]
Sent: Tuesday, January 22, 2013 4:39 PM
To: Filings@psc.state.fl.us
Cc: Martin Friedman; mgallarda@plurisusa.com; Ana VanEsselstine; Bart Fletcher; reilly.steve@leg.state.fl.us; Michael Lawson
Subject: Docket No. 120152-WS; Pluris Wedgefield, Inc. 2012 General Rate Increase Application
Attachments: PSC Clerk 17 (Customer Meeting Follow-up).pdf

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- b) Docket No. 120152-WS
Pluris Wedgefield, Inc. 2012 General Rate Increase Application
- c) Pluris Wedgefield, Inc.
- d) 37 pages
- e) Follow-up with customers regarding December 5, 2012 meeting

DOCUMENT NUMBER-DATE

00407 JAN 22 2013

FPSC-COMMISSION CLERK

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January 22, 2013

VIA E-FILING

Ms. Ann Cole, Commission Clerk
Office of Commission Clerk
Public Service Commission
2540 Shumark Oak Boulevard
Tallahassee, FL 32399-0850

Re: Docket No. 120152-WS- Application for increase in water and wastewater rates in
Orange County by Pluris Wedgefield, Inc.
Our File No.: 43085.15

Dear Ms. Cole:

Enclosed is a compilation of Pluris Wedgefield, Inc.'s ("Utility") follow-up with customers regarding comments raised at the customer meeting held on December 5, 2012, which includes a spreadsheet of the follow-up with each customer who commented and letters from customers regarding the Utility's efforts.

Should you or Staff have any questions, please do not hesitate to contact me.

Very truly yours,

MARTIN S. FRIEDMAN
For the Firm

MSF/der
Enclosures

cc: Maurice Gallarda (via e-mail)
Ana VanEsselstine (via e-mail)
Bart Fletcher (via e-mail)
Steve Reilly, Esquire (via email)
Michael Lawson, Esquire (via email)

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December 30, 2012

Mr. James McRoy
State of Florida Public Services Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Via PDF in an Email; Original to be Filed

Re: Pluris Wedgefield, Inc. ("Pluris") Response to Rich Mehochoko PowerPoint Presentation

Dear Mr. McRoy,

In accordance with the request of the PSC for Pluris to review and comment on the PowerPoint presentation by the Wedgefield Homeowners' Association ("WHOA") president, Rich Mehochoko, provided in the following is Pluris' response.

Mr. Mehochoko offered a PowerPoint presentation on behalf of WHOA members who are customers of Pluris. Note that a majority of Pluris customers are not members of WHOA. Twenty four (24) customers spoke at the customer meeting. Pluris has reached out to these customers as well as others who did not speak about the concerns expressed during the meeting. An excel spreadsheet has been prepared by Pluris and updated weekly following meetings with customers. The updated spreadsheet is forwarded to the PSC for review.

Approximately 11 PowerPoint slides contained questions not generated by Mr. Mehochoko but were interrogatories provided to Mr. Mehochoko from the Office of Public Counsel ("OPC") staff. These interrogatories had previously been sent to Pluris by the PSC as part of Data Request No. 3 and Pluris has provided a formal response back to the PSC in its letter dated December 27, 2012.

For convenience, Pluris has attempted in the following to capture the concerns as expressed in the PowerPoint presentation. Where a concern has been expressed on a slide, the slide number has been referenced and the actual statement reproduced.

Pluris's response is presented immediately below in blue highlighted text.

Slides 4 and 5 – Statements as Appearing on Slides

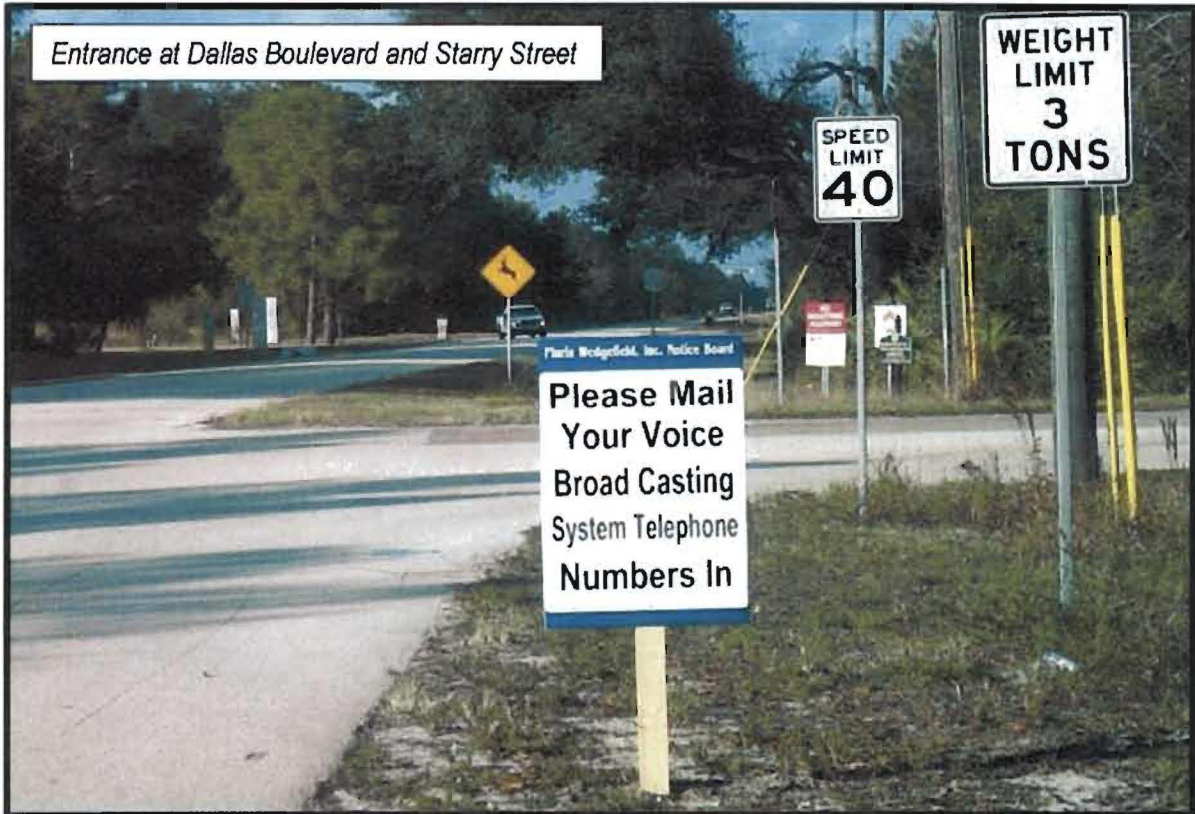
1. Pluris to contact and use local media, TV and radio, to broadcast notices of water outages, boil water alerts, etc.

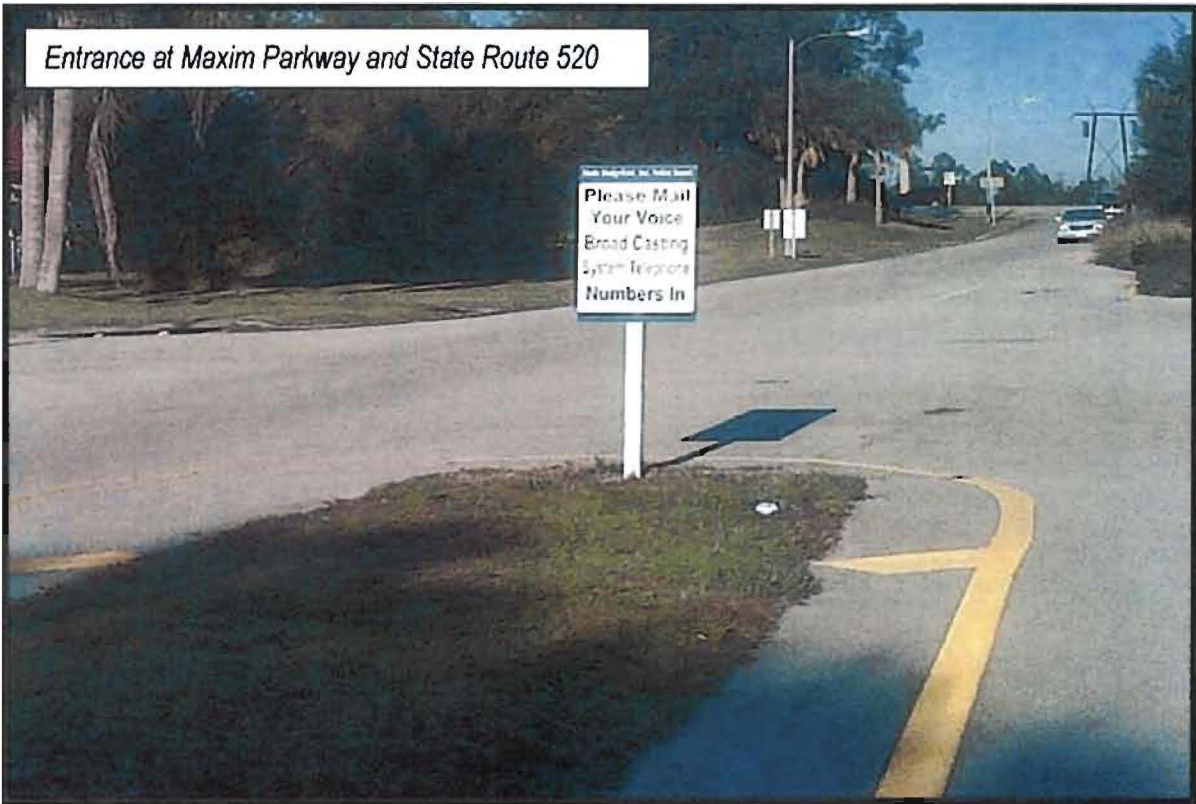
Mr. Joe Kuhns, Pluris's regional manager called the three major networks in the area during the September 20th, 2012 outage and was unable to reach an appropriate staff member to have the notices streamed across the TV stations. Pluris has used the media in its other utilities in Tampa. Part of the issue in the Wedgefield outage was the time of the break which occurred at 1:00 AM EST, when the vast majority of customers are sleeping. Mr. Kuhns followed up with each of the stations subsequent to the outage to insure Pluris has the correct and current telephone numbers to the assigned media staff.

2. Immediately post signs at all entrances and exits alerting residents to any problems, e.g., water outages, boil alerts, etc.

Pluris is required by the Florida Department of Environmental Protection ("FDEP") to hang door tags on each affected home within 24 hours of a Precautionary Boil Water Notice. Pluris did this. In addition, Mr. Kuhns had staff post signs at the three entrances. This is not a FDEP requirement. The signs were not commercially made and following the outage, Pluris had formal sign post notice boards commercially constructed and placed permanently at each entrance to the development. Signs can now be mounted on both sides of the sign notice boards so they can be viewed by customers entering or exiting the development.

Presented on the following two pages are pictures of the three sign notice boards with a current notice (12.27.12) at each of the three entrances to Wedgefield.

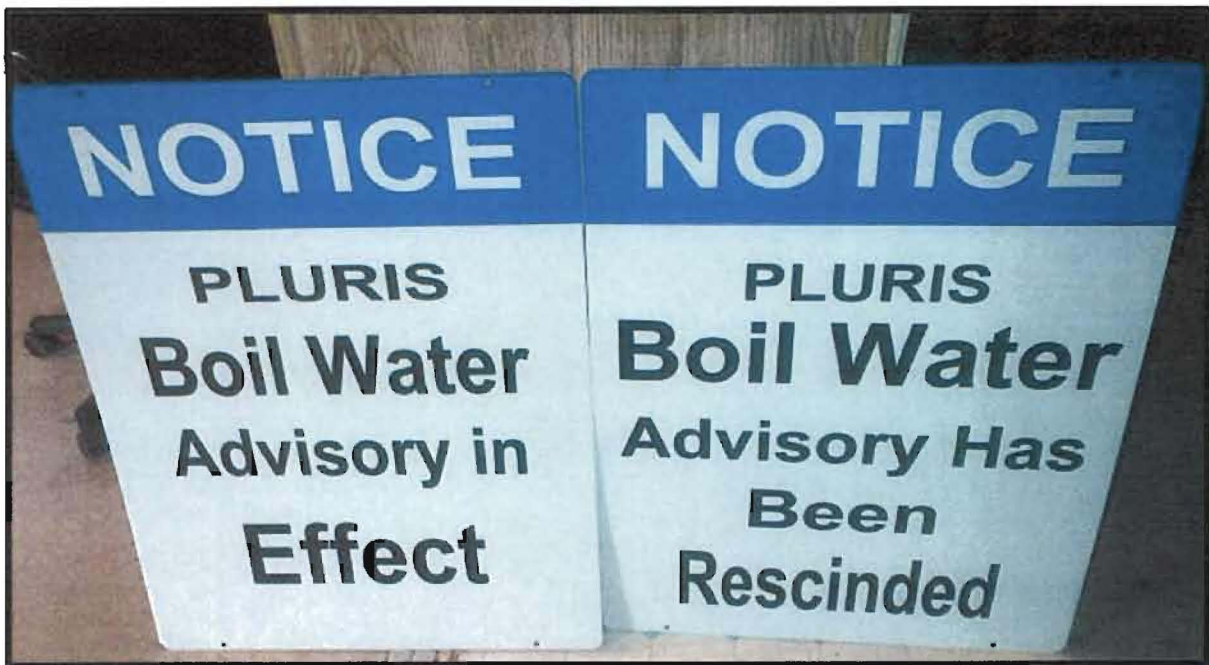




Entrance at Maxim Parkway and State Route 520

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.

Pictures of the Pluris sign notice boards at each of the three entrances are illustrated in 2.0 above. Presented below is a picture of the new commercially made metal signs for use in the future. There are a total of two (2) signs for each notice board (one sign on each side of each board) so that customers entering or exiting the development can read the signs.



- 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.

The FDEP requires all utilities in Florida, including Pluris to provide each customer with its annual drinking water quality report, known as the "Consumer Confidence Report (CCR)" and Pluris mails this report out each year to all customers. Pluris will begin publishing a copy of the CCR on its website and will provide a copy to the WHOA to publish on its website.

- Provide the Wedgefield Homeowners Association with a designated point-of-contact, name and phone number, in Pluris upper management which will allow proper communication.

Prior to Mr. Mehochoko becoming president of the WHOA, Pluris had conducted a voluntary customer meeting on November 23, 2010 and provided WHOA with the contact information for Mr. Maurice Gallarda, President and Principal Engineer, Ms. Beverly Yopp, Director of Customer Care and then Pluris regional manager Ron Kramer. Mr. Joe Kuhns, regional manager and employee of Pluris Holdings, LLC has met with Mr. Mehochoko a number of times and has provided his business contact information to him.

- Utilize a "Robo-Call" (Voice Broadcasting) system to contact and notify Pluris customers of events that effect customers

Following the first outage and prior to meeting with the WHOA, Pluris had contacted CallFire, a national voice broadcasting system (VBS) company. Pluris contacted CallFire after the problem with the local media contact. The VBS was used on the subsequent outage the day before Thanksgiving and based on actual customer comments, was welcomed.

The following report was generated from the CallFire automated reporting.

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% 529	52% 650	<1% 2	5% 68	1% 13		1,262	81%
11.20.12 4:40 PM	40% 529	44% 651	<1% 1	15% 228	1% 13	<1% 4	1,426	92%
11.20.12 9:37 PM	38% 570	44% 658	<1% 3	17% 245	1% 8		1,484	96%
11.21.12 12:39 PM	39% 583	46% 684	<1% 2	14% 216	1% 14		1,499	97%
11.23.12 11:11 AM	39% 590	45% 672	<1% 3	15% 218	1% 13	<1% 1	1,497	96%

Mr. Mehochoko presented a copy of this table as slide 48 along with the following text directly below the table.

"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 today's date, that Pluris has this quantity."

Mr. Mehochoko inferred in his slide that Pluris was being dishonest in the numbers presented in the CallFire report.

As in most utilities, a prospective customer has to complete an application for service. The purpose is so that the customer can be billed and contacted. Pluris has telephone numbers for all customers. The purpose of the VBS insert sent to customers was solely to ask for the preferred number or updated information as a number of customers work outside of the normal business hours of 8:00 AM to 5:00 PM and Pluris wanted to make sure these customers were covered with notification through the VBS.

Mr. Mehochoko did request that Pluris turn over to him the entire Pluris Wedgefield, Inc.'s customer telephone and address lists and Mr. Joe Kuhns shared with him that the customer information is confidential to the customer. This sentiment was reinforced with the Pluris customers met with following the customer meeting.

The raw data from the CallFire VBS which includes a complete log of the telephone numbers dialed is available to PSC staff through Pluris' attorney, Martin Friedman.

Slide 26

Presented on slide 26 Mr. Mehochoko had the following statement;

"It became even more concerning when water samples tested positive for Coliform bacteria and fecal matter."

Mr. Mehochoko unfortunately was in error in regards to stating that "water samples tested positive for fecal". There was no fecal coliform in the water sample test result. In accordance with FDEP requirements, Pluris tests monthly for bacteriological constituents. If Total Coliform is detected then the sample is kept to evaluate for fecal coliform.

Pluris has never had fecal coliform detected in its water since owning the utility.

Slide 34

Presented on slide 34 Mr. Mehochoko had the following statements

- **WATER SOMETIMES "STINKS" OF ROTTEN EGGS (HYDROGEN SULFIDE GAS DISSOLVED) THIS MEASUREMENT IS NOT REPORTED!**

The issue of the hydrogen sulfide ("H₂S") was addressed by Utilities Inc with the investment in the MIEX water treatment system back prior to the last rate case. Prior to the MIEX system, H₂S was being treated through aeration at the water treatment plant. Customers near the water treatment plant complained about the odor resulting from the aeration. Utilities Inc. invested in the MIEX system to address several problems including TTHMs, HAA5s and H₂S. When Pluris acquired the system, Utilities Inc. was not using the manufacturer's recommended resin volume and as a result there were still issues with TTHMs, HAA5s and H₂S. Pluris, immediately implemented the manufacturer's recommendations, and the TTHMs, HAA5s and H₂S issues stopped. Pluris has not had a complaint on odor since making the necessary operational changes.

➤ **MANY CUSTOMERS FORCED TO HAVE SECONDARY WATER SOFTENING – WHY?**

Good Question.

Presented in the following is a table showing hardness classifications in both grains per gallon and milligrams per liter ("mg/l"); also equal to parts per million ("ppm"). Water in the two wells before treatment has historically averaged about 4.4 grains per gallon of hardness. The water is then softened, as it has been since the original owner installed the water softener at the plant, to an average of 2.20 to 2.47 grains per gallon (42.2 mg/l) of hardness, as affirmed in testing at customer homes following the customer meeting.

Water Hardness Scale		
Grains Per Gallon	Milligrams Per Liter (mg/L) or Parts Per Million (ppm)	Classification
less than 1.0	less than 17.1	Soft
1.0 - 2.47 - 3.5	17.1 - 60	Slightly Hard
Pluris highest kitchen faucet test at customer homes		
3.5 - 7.0	60 - 120	Moderately Hard
7.0 - 10.5	120 - 180	Hard
over 10.5	over 180	Very Hard

Pluris tested the water at a number of the customers' homes that spoke at the meeting and Pluris met with. All of these customers including a chemical engineer and an electrical engineer were surprised to see the hardness range of values between 2.45 and 2.47 grains per gallon. Additional water softening by the customer is not necessary and it is solely up to the customer as to whether they want a water softener. In several of the customers' homes the measured hardness, after their additional water softening was <1.

➤ **WATER IS "HARD" – A HAYDAY FOR WATER SOFTENING SUPPLIERS!**

- Additional Cost for Customers of Pluris Wedgefield

Pluris agrees with this statement. Several customers confirmed that water softener companies were the reason for their softeners being installed. It is Pluris's opinion and was shared with each of the customers that water consumption increases with water softeners due to the regeneration cycles and advised each customer that they did not need additional water softening. Nearly all of the customers that Pluris met with were unaware the water was softened at the water treatment plant.

➤ **WATER HAS HIGH PH LEVEL (ABOVE 7.6) 7.0 IS NORMAL**

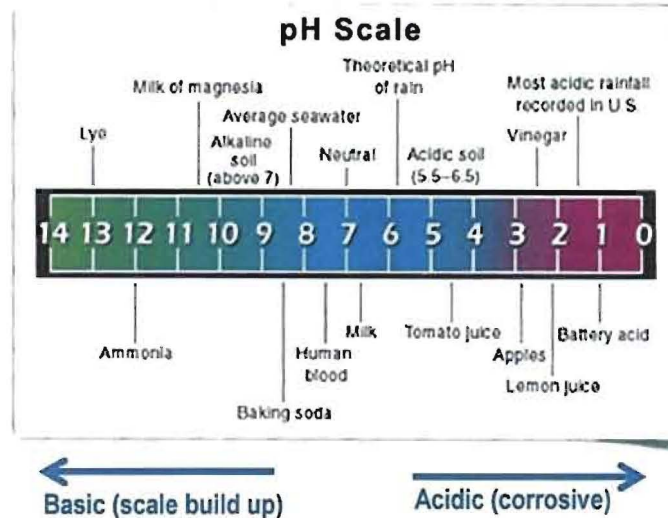
- **MANY HOMES HAVE HAD TO BE REPIPED DUE TO CORROSION BY HIGH PH (BASIC) AT THE HOMEOWNERS EXPENSE EVEN THOUGH THE SITUATION CAN BE CONTROLLED BY THE WATER UTILITY.**

As stated a number of times, Pluris's water meets the FDEP drinking water requirements. Pluris does not understand Mr. Mehochoko's definition of 7.0 being "Normal". The value of 7.0 is defined as "Neutral" on pH scales (see pH scale below - halfway between 0 to14).

The City of Tampa states (see source below) that it maintains its drinking water between 7.5 and 8.5.

Mr. Mehochoko's statement above that "CORROSION BY HIGH PH" reflects a basic lack of understanding of pH. Higher pH is associated with scale build up not corrosion. Lower pH is associated with corrosion.

Presented in the following is a typical pH Scale.



Mr. Mehochoko may also be unaware that the EPA does not treat pH as a primary constituent for drinking water. An excerpt taken from the EPA website (<http://water.epa.gov/drink/contaminants/secondarystandards.cfm>) is presented in the following;

"In addition, EPA has established National Secondary Drinking Water Regulations that set non-mandatory water quality standards for 15 contaminants. EPA does not enforce these "secondary maximum contaminant levels" or "SMCLs." They are established only as guidelines to assist public water systems in managing their drinking water for aesthetic considerations, such as taste, color and odor. These contaminants are not considered to present a risk to human health at the SMCL."

The SCML for pH is 6.5 – 8.5. Pluris's water, as with the other water utilities in Florida delivers drinking water to customers within the SCMLs.

Presented in the following is an excerpt from the City of Tampa's website relating to the pH in the City's drinking water.

"The City of Tampa maintains drinking water pH values between 7.5 and 8.5 to minimize the corrosion of our customers' water pipes.

The pH value is a measure of measuring the corrosiveness of drinking water.

Drinking water standards require water utilities to maintain pH value within the range of 6.5 and 8.5. When the pH value is below 7.0, water tends to be corrosive and can damage metal pipes carrying the water. When pH is between 7.0 and 8.5, water is much less corrosive."

Webpage is at http://www.tampagov.net/dept_water/information_resources/Water_Quality.asp.

Slide 35

The following statement is presented on slide 35.

- 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!

All utilities are required to test for the constituents mandated by the FDEP. All utilities are only required to report detected constituents.

Slide 38

The following table is presented as slide 38.

Stage I 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 I 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

Mr. Mehochoko highlighted in red the results presented in Pluris's 2011 CCR for TTHMs and HAA5s of 55.2 µg/l and 38.2 µg/l, respectively. He commented that these values represented "more than half" of the values for MCLs. The Federal EPA sets the action levels for all Primary and secondary constituents and has set the MCLs for TTHMs and HAA5s of 80 µg/l and 60 µg/l respectively.

Mr. Mehochoko may not have been aware of the history of TTHMs and HAA5s prior to and after the acquisition of the utility by Pluris. The following table was sent out to all customers shortly after Pluris acquired the utility. Utilities, Inc. exceeded FDEP limits for TTHMs and HAA5s prior to the acquisition.

Quarter Ending	Owner	TTHMs Prior Quarter Results (µg/l)	TTHMs Annual Trailing Average (µg/l)	HAA5s Prior Quarter Results (µg/l)	HAA5s Annual Trailing Average (µg/l)
June, 2009	Utilities Inc	105		42	
September, 2009	Utilities Inc	120		68	
December, 2009	Utilities Inc	129	105.48	71	59.95
March, 2010	Pluris	74.2	124.03	48	71.95
June, 2010	Pluris	62.1	96.33	55.9	60.73
September, 2010	Pluris	69.8	83.78	45.3	55.05

As can be seen in the table, since Pluris's acquisition of the utility, TTHMs and HAA5s' test result values on a quarterly basis were all under the MCL. The trailing 12 month average values were also dropping as a result of the

quarterly values. Pluris was in close communication with the FDEP through the post-acquisition period and represented to Ms. Barbara Browning with the FDEP that Pluris believed the trailing 12 month averages for TTHMs and HAA5s would likely drop to below the MCL values within four quarters following the MEX improvements.

The HAA5s trailing average dropped below the MCL within 3 quarters and the TTHMs within 4 quarters. Reproduced in the following is an excerpt from Ms. Browning's email (received Friday, October 22, 2010 at 4:07 PM) acknowledging the TTHMs and HAA5s annual trailing averages had dropped below the MCLs and that FDEP was reducing the quarterly testing back to the annual standard.

"Dear Mr. Gallarda and all,

Thank you for the recent 10/7/10 total trihalomethanes (TTHM) and haloacetic acids five (HAA5) results of analyses for Pluris-Wedgefield, PWSID# 3480149. 10/7/10 TTHMs are 65.2 ug/L and HAA5s are 56.9 ug/L. Mr. Coffee, we just received the hard copy of results as well (thanks!).

The new running annual averages (RAAs) are 67.825 ug/L for TTHMs and 51.775 ug/L for HAA5s. (Our RAA HAA5s values differ slightly, possibly due to a difference in significant figures – see email below.) The new RAAs do not exceed the maximum contaminant levels (MCLs) for the contaminants of 80 ug/L for TTHMs and 60 ug/L for HAA5s. Public notification is not required.

Because the water system has 4 consecutive quarterly TTHM results below the MCL and 4 consecutive quarterly HAA5 results below the MCL from 1/10 through 12/10, Wedgefield may now stop quarterly monitoring and return to routine (annual) monitoring...."

The FDEP was satisfied that Pluris had achieved compliance in regards to the TTHMs and HAA5s.

Slide 39

The following table and text comments were presented as slide 39. The table is from Pluris's 2011 CCR.

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 wastes; 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!

Mr. Mehochoko highlighted the Sodium and Fluoride results from the CCR. Pluris's Sodium level meets the FDEP requirements and Pluris adds that the City of Cocoa's 2011 CCR test result for Sodium level at 79.4 mg/l is higher.

Mr. Mehochoko's assertion that the reason Fluoride is "so low" in Pluris's water (0.434 mg/l) is "Because it costs money", demonstrates a lack of knowledge in utilities.

Additionally, Pluris would suggest Mr. Mehochoko review the 2011 CCRs for Orange County Utilities and confirm the range in fluoride for its six systems were between 0.22 mg/l and 1.01 mg/l, along with The City of Cocoa with a value of 0.57 mg/l.

Slide 42

The following bullet points were presented as slide 42.

- **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.

A letter was sent out to all customers explaining the events. A copy of that letter was forwarded to the PSC staff as well. Summarizing the information again here;

1. In accordance with FDEP requirements, there is a secondary power source to the primary electrical feed. The secondary system is a permanent onsite generator that is exercised weekly in accordance with the FDEP requirements. The generator had been exercised and ran the 1 hour per week test period flawlessly. The generator did shut off when the power company disconnected the transformer due to over-heating for 15 minutes. Onsite personnel discovered the problem to be a fuel valve and repaired it. The generator started back up and has had no problems.
2. The "By-pass" comment is believed to be addressing system isolation valves. As discussed in the information piece the isolation valves are exercised and unfortunately two failed during the outage. The valves have been replaced with new ones and PSC staff was onsite to observe the actual replacement of one of the two valves. Both were replaced and Pluris does not anticipate a system wide outage resulting from the valves.

Slide 46

The following bullet points were presented as slide 46.

- 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).

The subject of hardness was addressed above and it is reiterated here that the water in the wells prior to softening at the plant averages 4.4 grains per gallon. Following softening the values are averaging 2.47 grains per gallon. Hardness was tested at a number of the customers who spoke at the customer meeting and all were surprised at the test results.

Slide 47

The following bullets are presented as slide 47.

- **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.

1. *The first bullet is inaccurate as previously discussed above. Also, Pluris did refuse to provide WHOA as also previously discussed above.*
2. *The second bullet is untrue. There are presently five (5) call center staff employed by Pluris Holdings, LLC in its call center located in North Carolina. There will be two additional call center employees starting December 31, 2012. One was hired with bi-lingual skills to meet the increasing needs of Hispanic customers. The Director of Customer Care, Ms. Beverly Yopp is housed in the call center and provides day to day supervision of the staff.*
3. *The 3rd bullet was found to be partially true with the afterhours 3rd party message service used to answer and forward messages the next morning to the call center. Pluris terminated the company and is using the same company which has been used in North Carolina. There have been no reports of the message group being discourteous to Pluris since replacing the former company.*

As a result of the outage Pluris's regional manager, Mr. Joe Kuhns will script a written message for the after-hour's staff as well as the Pluris call center staff during normal business hours to read to customers who call in. Mr. Kuhns will provide on-going updated scripts. Pluris has elected to not use the VBS in the middle of the night based on customer comments. The VBS shall not be used during the hours of 11:00 PM and 6:00 AM EST so as to not wake up customers.

Slide 51

The following bullets are presented as slide 51.

- **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?

Pluris conducts normal maintenance on both the water and wastewater utilities in accordance with the requirements of the FDEP. The FDEP requires Pluris to have two (2) full time State of Florida certified operators in the wastewater utility and two (2) in the water utility.

Pluris management, in its voluntary customer meeting after the acquisition was asked about the sewer pipelines and the question was in regards to inflow and infiltration ("I&I"). I&I is a challenge in all utilities as I&I in a collection system can increase the amount of treated wastewater. At that meeting Pluris explained that its annual goal is to line clean and TV up to 10% of the sewer lines. The 10% is in line with the utility industry. By doing 10% a year, it takes 10 years to go through the system and this is reasonable and prudent. A Pluris Vector truck recently concluded the annual work in Wedgefield.

Pluris believes Mr. Mehochoko is referencing the meeting comments with what he is calling the 10 year plan. Regarding capital investment, Pluris uses a "reasonable and prudent" approach, which is a regulatory requirement in the utility industry. Mr. Mehochoko may not be aware that any capital investment approved by the PSC is subject to Pluris earning a return on the investment. Pluris has the ability to replace all water forcemain pipelines in Wedgefield but does not believe it to be reasonable and prudent on behalf of customers.

As a result of Mr. Mehochoko's inquiry, Pluris is requesting an engineer's report for replacing all of the water distribution pipelines in Wedgefield. The potential financial impact of replacing the pipeline at once will be material to customers on their monthly bills.

Regarding redundant power, this has been addressed in a previous section. Pluris meets the FDEP requirements.

Regarding "UPS/Battery backup", Pluris already has this for the computers and SCADA system at the plant. UPS/battery backup is not designed for power back up to water treatment plant motors and pumps.

Slide 60

Mr. Mehochoko provided the following comment and table as slide 60;

"Note that Pluris already has the highest BASE RATES (\$23.39) in the STATE! And they are asking for yet another rate increase!"

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									
Aqua Utilities Florida, Inc. (formerly Florida Water Service Corp.)									
Tangerine (0-5M = \$3.69, 5-10M = \$6.70, >10M = \$10.04)		\$20.02	\$3.69	\$37.97	\$71.42				
East Central Florida Services, Inc.		\$18.94	\$1.77	\$24.79	\$33.64				
Oak Springs, LLC		\$8.26	\$2.26	\$19.24	\$30.88				
Pluris Wedgefield, Inc. (0-5M = \$4.04, 5-10M = \$7.05, >10M = \$8.89)		\$23.39	\$4.04	\$43.69	\$68.54	\$21.07	\$3.82	10M	\$69.27
Utilities, Inc. of Florida (0-6M = \$3.27, 6-33M = \$3.46, 3-16M = \$4.33, >16M = \$5.15)		\$8.83	\$3.27	\$24.28	\$43.23				

The relative cost of water is not relevant to the rate case as rates are based on capital investment and operating expenses incurred by utilities.

Even so, Mr. Mehochoko's comment is not true; nor are the additional comments expressed at the customer meeting, that Pluris is the most expensive water in the state of Florida. In the following Pluris presents a table listing just 15 utilities in Florida, along with their water and wastewater base and gallonage rates respective monthly bill for 5,000 gallons of use.

All of the utilities with the exception of Pluris Wedgfield, Inc. are government owned utilities.

Various Water and Wastewater Base and Gallonage Rates and Monthly Bill Calculation										
Utility Information			Water Bill Portion			Wastewater Bill Portion			Monthly Combined Water & Wastewater Bill	Ranking
Utility	Population and/or Customers Served	Tariff Date	Base Rate (Water)	Gallonage rate per 1,000 gallons at 5,000 gallons per month	Calculated Monthly bill at 5,000 gallons (Water)	Base Rate (Sewer)	Gallonage rate per 1,000 gallons at 5,000 gallons per month	Calculated Monthly bill at 5,000 gallons (Sewer)	Calculated Total Combined Monthly Bill at 5,000 gallons for both Water and Sewer	From Highest to Lowest in Descending Order (1 - 15)
Colonial Manor	675	10/2/2012	\$ 20.90	\$ 7.61	\$ 58.95	NA	NA	NA	NA	1
Lindick	3,000	10/2/2012	\$ 9.04	\$ 6.00	\$ 39.04	\$ 29.83	\$ 12.50	\$ 92.33	\$ 131.37	2
City of Deltona	85,000	10/31/2012	\$ 11.00	\$ 1.65	\$ 19.25	\$ 33.39	\$ 14.83	\$ 107.54	\$ 126.79	3
City of Golden Gate	3,500	10/1/2012	\$ 25.97	\$ 5.87	\$ 55.32	\$ 33.38	\$ 6.75	\$ 67.18	\$ 122.50	4
Florida Keys Aqueduct Authority	73,000	5/1/2012	\$ 13.27	\$ 5.57	\$ 41.12	\$ 26.72	\$ 10.11	\$ 77.27	\$ 118.39	5
City of Fort Myers	63,512	10/1/2012	\$ 11.47	\$ 5.63	\$ 39.62	\$ 15.52	\$ 10.96	\$ 70.32	\$ 109.94	6
City of Lehigh Acres	12,000	10/1/2012	\$ 14.42	\$ 5.28	\$ 40.82	\$ 24.23	\$ 8.34	\$ 65.93	\$ 106.75	7
City of Marco Island	15,000 - 40,000	12/1/2012	\$ 35.26	\$ 2.75	\$ 49.01	\$ 18.91	\$ 7.21	\$ 54.96	\$ 103.97	8
North Fort Myers	12,000	10/4/2012	\$ 11.21	\$ 6.60	\$ 44.21	\$ 15.89	\$ 7.37	\$ 52.74	\$ 96.95	9
City of Cape Coral	157,000	10/1/2112	\$ 16.05	\$ 3.61	\$ 34.10	\$ 19.52	\$ 8.37	\$ 61.37	\$ 95.47	10
Seven Springs	16,400	10/3/2012	\$ 13.01	\$ 6.26	\$ 44.31	\$ 20.56	\$ 5.02	\$ 45.66	\$ 89.97	11
City of Titusville	43,800	10/1/2012	\$ 8.56	\$ 2.77	\$ 22.41	\$ 12.59	\$ 10.72	\$ 66.19	\$ 88.60	12
Pluris Wedgfield	1,600	11/1/2012	\$ 23.39	\$ 4.04	\$ 43.59	\$ 21.07	\$ 3.82	\$ 40.17	\$ 83.75	13
City of Cocoa	17,000	10/1/2012	\$ 13.89	\$ 2.69	\$ 28.34	\$ 15.26	\$ 7.24	\$ 51.46	\$ 79.80	14
Sarasota County	382,000	9/1/2012	\$ 14.23	\$ 2.44	\$ 27.07	\$ 14.89	\$ 7.54	\$ 52.59	\$ 79.66	15

Pluris is ranked 13th out of just these 15 presented and Pluris discontinued listing additional systems.

There would undoubtedly be more government and/or privately owned systems with higher costs for water and wastewater than Pluris.

In summary, Pluris has provided the above responses in accordance with the request of the PSC and should there be the need for additional information, please contact us.

Sincerely,



Maurice W. Gallarda, PE
Managing Member and Principal Engineer

Cc: Martin Friedman
Kenneth Pratt
Beverly Yopp
Joe Kuhns

Martin Friedman

From: Maurice Gallarda [mgallarda@plurisusa.com]
Sent: Monday, January 21, 2013 12:36 PM
To: James McRoy
Cc: avanesse@psc.state.fl.us; Bart Fletcher (BFletche@PSC.STATE.FL.US); Joe Kuhns; Kenneth Pratt; Dan Winters; Martin Friedman; Tina Odisho
Subject: Customer Comments Follow up - Final
Attachments: Customer Comments Wedgefield - Final 121131026AM.xlsx

Hello Mr. McRoy,

Attached is a copy of the follow up record for the customers who spoke at the customer meeting, as well as other customers during the time spent in meetings at homes in Wedgefield. I believe Pluris has completed all that it can at this point. Pluris cannot speak on behalf of the customers but believes that all customers' original thinking was impacted by the information provided during the follow up.

Pluris spent considerable time in explaining the regulatory relationship between Pluris and the FDEP and the various requirements of the FDEP in regulating the quality of both drinking water and wastewater. Comparisons were provided (Consumer Confidence Reports) to all showing the quality of the water in Wedgefield and other governmental owned utilities including the City of Cocoa, Orlando Utilities Commission and Orange Utilities.

The single greatest revelation to all customers was that the water in Wedgefield is not hard as customers had thought and that even so, the water is softened at the plant. Hardness tests were conducted at all the homes who requested and in the presence of the customer. Pressure was also tested at each home that requested this and Mr. Chiota who spoke of low pressure in his home realized it was not Pluris's service line to his home but his interior plumbing he had completed.

Pluris had two residents present for the monthly bacteriological sampling in January and both were unaware of the FDEP approving the 8 sampling sites within the system to test. Both customers witnessed the sampling and had no further comment when specifically asked regarding the FDEP protocol in sampling. Both stated to Mr. Kuhns that Pluris had followed the FDEP protocol. Both were invited to attend every month if they would like to and Mr. Maslowski (the customer who claimed his water would turn brown in his shower in the customer meeting (and recanted that statement after investigating his shower - see his comments and letter)) agreed to do 6 months of witnessing the sampling. Mr. Maslowski at the end of his investigation stated that the water in Wedgefield is as good as Cocoa's, Orlando Utilities Commission's and Orange County Utilities' in his letter.

Please review each and every one of the comments, letters and emails provided.

Pluris spent significant effort in reaching out to all of the customers and non-customers, to meet with each and discuss their concerns. Not all responded to Pluris's attempt to reach but all were reached out to. Even Mr. Mehochko was contacted a number of times to get together with him and he did not respond to schedule a convenient time for him. After a number of factual information was provided including the Consumer Confidence Reports with actual laboratory test data for Wedgefield, Cocoa, Orange County Utilities and Orlando Utility Commission, Pluris can only assume most of his points made in his PowerPoint presentation were answered.

Please let us know if there is any further action the PSC requires of Pluris in this regard. Hard copies of the spreadsheet are being bound and sent to you.

Sincerely,
Maurice Gallarda

Maurice W. Gallarda, PE
Managing Member and Principal Engineer

Follow up to the 24 Pluris Wedgefield, Inc. Customers Who Spoke at Customer Meeting on November 5, 2012

Name	Address	Telephone	Email	Comments at Customer Hearing	Pluris Wedgefield Follow up
Rich Mehochko HOA President	19248 Quarterly Pkwy., Orlando, FL	C-407-701-3468 407-568-0602	ramehochko@mindspring.com	Not a customer of Pluris Wedgefield Recommended media outlets and signs at Exits	<p>Joe Kuhns contacted Mr. Mehochko by telephone in the afternoon of Thursday, 12/20/12 to schedule a meeting with him. Mr. Mehochko could not meet this week and agreed to meet with Mr. Kuhns the first week in January to discuss his concerns. Mr. Kuhns asked for a copy of Mr. Mehochko's PowerPoint presentation from the customer meeting and Mr. Mehochko agreed to send a copy to Mr. Kuhns. Mr. Kuhns sent Mr. Mehochko an email confirming the conversation. Mr. Mehochko emailed a copy of his PowerPoint to Mr. Kuhns on Thursday, December 20, 2012 at 3:51 PM EST. Mr. Kuhns has made every effort to reach Mr. Mehochko (including the two emails reproduced below) to schedule a meeting to review his concerns as expressed in his PowerPoint Presentation. As of 1.11.13, Mr. Mehochko has not responded to any of Mr. Kuhns' invitations to meet.</p> <p>From: Joe Kuhns Sent: Wednesday, January 23, 2013 1:44:11 PM To: ramehochko@mindspring.com Cc: Maurice Salame Subject: Fw: Meeting</p> <p>Rich, I am following up with you to ensure that you would like to meet to discuss any of your concerns raised during the PCC meeting. Please advise if you would still be interested. Thanks!</p> <p>Joseph M. Kuhns Regional Manager</p> <hr/> <p>From: Joe Kuhns Sent: Monday, December 31, 2012 10:56 AM To: ramehochko@mindspring.com Cc: Maurice Salame Subject: Meeting</p> <p>Good Morning Rich, I am hoping along with you to see if we can schedule a meeting this week to discuss your concerns expressed at the Public Service Commission meeting. I will be in Wedgefield Wednesday through Friday and am available to meet with you on any of these days at your convenience. Please advise when a suitable day and time would fit into your schedule. Thanks!</p> <p>Joseph M. Kuhns Regional Manager</p>
Robert Cirucci	2649 Babbis Ave	407-568-0666		Does not want a rate increase and is not satisfied with the quality of water.	<p>Joe Kuhns scheduled meeting with Mr. Cirucci on 1/4/2013 at his home. Mr. Kuhns met with Mr. Cirucci and his wife at their residence on 1/4/2013 at 11:00 AM EST. Mr. Cirucci stated that he was unhappy with the billing system and that Pluris should offer a senior discount to the Wedgefield senior citizens. Mr. Kuhns stated that he would discuss the discount topic with Pluris management. Mr. Cirucci stated that he was unhappy with the 10% tax levied by Orange County on Pluris' bills. Mr. Kuhns told the Ciruccis that the 10% tax is an Orange County government issue and that taxes would need to be addressed with them and not Pluris. Mr. Cirucci was pleased with Pluris' improved communication efforts with the Wedgefield community and asked what the current signs requesting residents to provide phone numbers for the VBS is about. Mr. Kuhns informed him how the VBS works and what it is intended to do such as improve the communications between Pluris and its customers. Mr. & Mrs. Cirucci made several references to the quality of water in Alington, Texas compared to Pluris Wedgefield water. Mr. Kuhns explained that the quality and source of water varies from area to area and the taste could be affected by the source of the water. Mr. Cirucci stated that they believed the Pluris water to be a "hard" water. Mr. Kuhns demonstrated through graphs and charts that the Pluris Wedgefield water is not hard or corrosive. Mr. Cirucci does not have a water softener. Mr. Kuhns shared information from the Consumer Confidence Report (CCR) and informed him that only the constituents detected are included in the CCR. Mr. Kuhns also shared the CCR reports of utilities from the area including the town of Cocoa, Orange County Utilities and Orlando Utilities Commission. Mr. Cirucci needed to end our meeting before Mr. Kuhns complete presentation however, Mr. Kuhns left in Mr. Cirucci possession, the CCRs referenced in the foregoing and stated that if he or his wife needed further clarification to feel free to contact Mr. Kuhns. Mr. Kuhns left the residence at 12:55 PM EST having spent nearly 2 hours with the Mr. and Mrs. Cirucci.</p>
Victor Alzona HOA Director	18729 North Cliff St., Orlando, FL	407-568-0429 C-407-536-9852	thevickr@gmail.com	Concurs with the HOA powerpoint presentation (he is not a customer of Pluris Wedgefield)	<p>Mr. Alzona was not contacted as he is not a customer of Pluris Wedgefield, Inc. Mr. Alzona is a Director at the Wedgefield Home Owners Association where Rich Mehochko is the President. Mr. Alzona "concurred with the WHOA PowerPoint presentation" prepared by Rich Mehochko, President and Pluris representatives will meet with Mr. Mehochko to discuss concerns he stated in his PowerPoint presentation.</p>
Brenda Tamburni	20461 Netherland St	407-568-7782 C-407-625-2625	brenda.tamburni@cccs.net	Agreed with HOA presentation: concerns were economy, water quality, existing customers bearing burden for vacant homes, stated was billed high usage in 2010 from meter reading issue (did not mention credit of \$296.81 that she was given from issue)	<p>Joe Kuhns met with Mrs. Tamburni on 1/2/13 at 2:00 PM EST. Topics discussed were water usage and water quality. Mrs. Tamburni agrees with the amount of water usage however, can not explain how she is using it by comparison to neighbors and daughters usage. Mr. Kuhns explained several different scenarios for unaccounted water usage such as irrigation, toilets, pools, etc. During the investigation of the irrigation, Mrs. Tamburni stated that the irrigation system was turned off at the electronic timer. The investigation revealed that the timer was in the off position but that the Saturday irrigation was set to "On". Although it not be confirmed that this may be adding to her unaccounted water it is a possibility that she thought did not exist. To further enhance Mrs. Tamburni's confidence in the fact that the water is going through her meter, Mr. Kuhns will have his staff install a second new meter in line with hers for 30 days to verify the amount of gallons being registered. Water quality was discussed as Mrs. Tamburni is using a Brita filter at her sink and is purchasing bottled water for consumption. Mr. Kuhns shared the water quality reports from Cocoa, Orlando Utilities with her and explained that Pluris Wedgefield compare very well with these utilities. Mr. Kuhns left the water quality reports with her and explained that during or after her complete review she can feel free to contact me with any questions and/or concerns. The in line meter will be installed on 1/3/2013 and beginning reads will be supplied for her to reference. Mr. Kuhns left residence at 3:45 PM EST.</p>

Follow up to the 24 Pluris Wedgefield, Inc. Customers Who Spoke at Customer Meeting on November 5, 2012

Name	Address	Telephone	Email	Comments at Customer Hearing	Pluris Wedgefield Follow up
Mitchel Baum	20625 Nettleton St.	407-512-4410 C-407-625-7980	mitch@RF-specialist.com	<p>Powerpoint presentation. Concerns stated 2 1/2 hold hold time during Sept. outage, ph and chlorine levels in water, compared rates to other utilities such as OCU and Oyejdo; field does not know where valves are. Wanted copy of water quality report. Questions on meter calibration.</p>	<p>Maurice Gallarda emailed Mr. Baum at 11:26 AM CST on 12/28/12 asking Mr. Baum to provide a day next week that Joe Kuhns can stop by and test for water quality parameters. Mr. Baum discussed in the customer meeting. Specific tests to be done include chlorine residual, hardness and pH. Mr. Baum emailed Mr. Gallarda back at 12:05 PM CST with dates for next week to meet at his residence. Mr. Kuhns reached Mr. Baum on 1/31/13 and scheduled a meeting at Mr. Baum's residence on Wednesday, January 2, 2013. Mr. Kuhns met with Mr. Baum and his wife on 1/2/2013 at 4:55 PM EST. Mr. Kuhns discussed the issue of meter bench test reports. Mr. Kuhns provided Mr. Baum with Mars Company ("Mars"), an independent meter bench test company, information stating Mars is recognized by the National Institute of Standards and Technology ("NIST"), a federal government agency and that they comply with all of the American Water Works Association ("AWWA") policy and procedures in the calibration/comparison test of meters. Mr. Baum expressed that he would like to have the certification of calibration report for the Mars test meter used to calibrate/compare Pluris' meters with. Mr. Kuhns agreed to provide the certifications to Mr. Baum. Mr. Kuhns reviewed the procedure of completing the annual Consumer Confidence Report ("CCR") and explained that only constituents that are detected are required by the Florida Department of Environmental Regulation ("FDEP") to be entered into the CCR. Mr. Kuhns showed him the template from Florida Rural Water Association ("FRWA") that is used to complete the CCR. Mr. Kuhns explained that this document goes through a stringent FDEP review prior to distribution to Pluris customers. Mr. Kuhns discussed hydrogen sulfide that is naturally present in the water and how Pluris treats it at the water treatment plant including future plans to provide additional treatment by using aeration and installing a filter to capture any remaining vapors. Mr. Kuhns discussed with Mr. Baum the issue of valve locations and that Pluris staff does indeed know the location of each and every valve within the distribution system. Mr. Baum was informed that by FDEP rules and regulations that ALL valves are exercised annually. Mr. Baum was pleased to see the system map showing the location of all valves within the distribution system, as he previously thought that valves had been ignored by staff. Mr. Kuhns discussed the pH of Pluris drinking water. Mr. Baum stated that by using his pool testing equipment that the pH is at 7.8. Mr. Kuhns clarified that although the pool testing equipment is generally close that Pluris staff calibrate their pH testing meter to a known standard daily as required by FDEP and that Pluris' pH readings are in the 7.4 to 7.6 range. Mr. Baum attempted to use his pH reading as a reference to the water being hard and corrosive. Mr. Kuhns informed Mr. Baum that the water was not corrosive and verified this by showing him the published hardness chart with values of soft to very hard water along with a chart (Bajlys Curve) showing the relationship between pH and Alkalinity and their relationship in creating corrosion or scaling. Mr. Baum stated he was pleased with the conversation and stated that Mr. Kuhns provided him with information that he was not aware of prior to his presentation at the customer meeting. After having spent 2 hours with Mr. Baum, Mr. Kuhns left the residence at 7:20pm. Presented in the following is an email received from Mr. Baum at 7:12 PM CST on 1/3/13. Mr. Baum also sent a letter dated January 3, 2013 to the Pluris for forwarding to Mr. James McRoy with the PSC. A copy of the letter has also been filed with the PSC Clerk. Mr. Baum was furnished with a copy of the bench test report that was conducted in December, 2011.</p> <p>and the report reflects the meter as passing and did include the serial number that Mr. Baum referred to as corroboration that his specific meter was indeed bench tested. To further clarify for Mr. Baum's meter was removed on January 17, 2013 and delivered to the Mars company for an official bench test to gain Mr. Baum's complete confidence in Pluris. Mr. Kuhns informed Mr. Baum that there will be no charge for the additional bench test. Mr. Kuhns will provide Mr. Baum a copy of the Mars company bench test report.</p> <p>From: Mitchel Baum- RF-Specialist [mailto:mitch@rf-specialist.com] Sent: Thursday, January 03, 2013 7:12 PM To: Joe Kuhns Cc: Maurice Gallarda Subject: Re: Follow up to Meeting Importance: High</p> <p><i>My follow up document with comments is attached. Let's just say my eyes were opened to a lot of factual data that cannot be disputed and Joe did a great service in presenting the information. This is the kind of approach that will change the perception and image of Pluris in a positive way!</i></p> <p><i>Thanks, Mitch Baum</i></p> <p>The "document" referred to in Mr. Baum's email is a letter from him that will be filed with the PSC. The last paragraph of the letter is reproduced in the following:</p> <p><i>"Mr. Kuhns was very well prepared to dismiss my incorrect perceptions and provided the factual data to back up the statements with accurate and scientifically valid measurements. Mr. Kuhns was very knowledgeable in all areas that had initially been of great concern to me. His explanations were thorough and well presented. I can sometimes be rather skeptical, but Mr. Kuhns was patient and informative as well as sincere. I can safely say that I am satisfied that Pluris has taken positive actions to address my concerns without taking an adversarial position, but rather taking the time to address each of my concerns in a positive light. I highly commend Mr. Kuhns for his actions in this situation."</i></p>
Alfred Lockley	20436 Mann St.	407-568-5200 C-321-331-4044		<p>Concerns are rates are too high and water quality needs improvement</p>	<p>Maurice Gallarda attempted to reach Mr. Lockley at 10:34 AM CST and reached his voicemail. Left a message for Mr. Lockley to call back and provide email address so the comparative consumer confidence report data for Pluris, Orange County Utilities, Orlando Utility Commission and the town of Cocoa could be sent to him.</p>

Follow up to the 24 Pluris Wedgefield, Inc. Customers Who Spoke at Customer Meeting on November 5, 2012

Name	Address	Telephone	Email	Comments at Customer Hearing	Pluris Wedgefield Follow up
Walter Maslowski	20248 Marlin St.	407-568-4264	wmaslowski@aol.com	<p>Stated he is sending a copy of the PSC documents to his senator and the Governor; concerns are quality of water - chlorine and THM levels; states he replaced the water lines in home prior to Pluris ownership</p>	<p>Joe Kuhns and Maurice Gallarda met with Mr. Maslowski at his residence at 2:53 PM EST on 12.12.12. The first subject covered was the definition of capital investment. Mr. Maslowski disagreed with new plant including investment in new pipe section replacements during water line breaks. Mr. Gallarda explained the design life of a water line was on the order of 25 to 30 years and that the original line was in rate base but likely to have been fully depreciated and no longer in the rate base calculation in return on investment. Mr. Gallarda explained that by including new pipe in plant and not operating expenses that the annual cost to customers is less as the capital investment is recovered in rate base over a long period of time and not in an instantaneous fashion in operating expenses. This benefitted the rate payer. Mr. Maslowski stated he would reserve changing his mind on the subject. The next subject related to his comments regarding brown water. Mr. Kuhns had his meter pulled while we were there and the water at the meter allowed to run for not just the 15 minutes he claimed in the customer hearing but the water was allowed to run for 42 minutes. He was not charged for the water being continuously run for the period. The water did not turn brown. Mr. Maslowski showed what he thought was a brown film in his shower and Mr. Gallarda and Mr. Kuhns had to look very close to see what he was referring to. Pluris could not identify any brown stain. Mr. Maslowski said he had wiped up the brown stain. The next subject was credibility in bacterial testing. Mr. Maslowski used the phrase, "the fox guarding the chicken house" that he heard from a number of customers in regards to collecting samples and sending to the state certified laboratory for testing. He did state that he believed Pluris water was as good as Orange County's and Cocoa's in quality. Mr. Gallarda did ask if Mr. Maslowski would be willing to be present monthly for the bacterial sample collection and testing. He said he would volunteer to do that and Mr. Gallarda said Joe Kuhns would contact him with the next sample date for Mr. Maslowski to be present. He agreed to be present for a six month period. Mr. Maslowski provided his email address and was told he would receive the \$5.00 credit on his next bill to become part of the email update group. We departed at 4:35 PM EST after having spent nearly 2 hours with Mr. Maslowski. On December 13, 2012 Mr. Maslowski agreed to be present for the next 6 months of bacteriological testing required by the FDEP. On December 14, 2012 Mr. Maslowski requested a hard copy of the water comparison data for Orange County, Cocoa and Pluris Wedgefield be sent to him as he was unable to print the Excel Spreadsheet out. A FedEx Priority Overnight delivery was sent on December 14, 2012 to Mr. Maslowski. Joe Kuhns and Maurice Gallarda met with Mr. Maslowski at 1:33 PM on Tuesday, December 18th at his residence to observe "brown water" in Mr. Maslowski's shower. Mr. Maslowski claimed the water was brown. Mr. Gallarda brought a portable Butane torch and showed Mr. Maslowski the brown grout was the result of the white grout being wet by drying the grout area with the torch. Mr. Maslowski was embarrassed and apologized for his claims of the water being brown. Mr. Kuhns and Mr. Gallarda left the residence at 2:18 PM EST.</p> <p>Presented in the following is a copy of a letter written by Mr. Maslowski and forwarded to the PSC in regards to the outcome at Mr. Maslowski's water testing at his home by Pluris</p> <p><i>" On December 5, 2012 I attended a meeting at the wedge field country club that was being conducted by the Florida Public service commission (FPSC). The purpose of the meeting was for the customers of PLURIS Utilities Wedgefield Inc to address their concerns for the quality of the water and their position as to a proposed rate increase. During the above meeting I made a small presentation and stated that the water was causing a stain in my shower. My shower has a very white grout around the tiles, the grout being lower than the tile, water tended to deposit in the lower grout areas thus causing those areas to be darker in color. With PLURIS management assistance we determined that the water in fact was not staining the grout, but because the grout was latex base grout and lower than the tile, residue water was causing the appearance of a stain. Therefore, the quality of the water was not staining my shower grout. It also should be noted that I have spent many hours with several PLURIS employees comparing our water (PLURIS) to Cocoa utilities, Orange County utilities and Orlando utilities. The comparisons were testing, water quality, noncompliance and compliance. Based on the information that I looked at and talking with DEP (Barbara Browning) the PLURIS water is in compliance with EPA standards/ DEP testing results. It also should be noted our water is at least as good as the other three utilities.</i></p> <p><i>Sincerely</i> <i>Walter E. Maslowski"</i></p> <p>Mr. Maslowski was present on 1.7.13 and 1.8.13 to witness the monthly bacteriological sampling at Wedgefield. Mr. Maslowski attended both days. Mr. Kuhns sent Mr. Maslowski an email at 10:29 AM EST on 1.9.13 thanking him for being present at the sampling. Mr. Maslowski confirmed the sampling was done in accordance with the FDEP regulations including sampling, refrigeration, and chain of custody by Tri-Tech Laboratories when picked up. See Pamela Dimerzio comment box as well. Ms. Dimerzio was present for the sampling on 1.7.13 and did not attend the 1.8.13 sampling. Mr. Kuhns will notify Mr. Maslowski and Ms. Dimerzio of the monthly sampling date for their attendance in February.</p>
John Mueller	19140 Timber Pine Ln	C-8816) 263-0337	Mr. John.Mueller@gmail.com	Stated rates are high and water quality is poor	Maurice Gallarda emailed Mr. Mueller at 12:11 PM CST on 12.28.12 asking Mr. Mueller to provide a day next week that Joe Kuhns can stop by and test for water quality parameters Mr. Mueller discussed in the customer meeting.

Follow up to the 24 Pluris Wedgefield, Inc. Customers Who Spoke at Customer Meeting on November 5, 2012

Name	Address	Telephone	Email	Comments at Customer Hearing	Pluris Wedgefield Follow up
Debra and Ken Linn	2612 Abbey Ave	269-720-7640 407-429-8338	nanbeans@gmail.com	States she is the person who got the petition started. She is dissatisfied with service, water quality and rates. Other concerns stated: sodium in water, no local contact information, media not utilized. She stated her husband found the water plant.	Beverly Yopp contacted Ken Linn at 10:52 AM EST on Monday December 17, 2012 to schedule a meeting with her and his wife. Mr. Joe Kuhns reached the Linn's and schedule a meeting for Tuesday, December 18, 2012 at their home to discuss their concerns. Joe Kuhns and Maurice Gallardo met with Ken and Debra Linn at their residence at 4:00 PM EST. Maurice Gallardo presented the comparative data report for the Orange County Utilities, The City of Cocoa, the Orlando Utilities Commission and Pluris Wedgefield. Mr. Linn is an electrical engineer and had already reviewed the data and concluded that Pluris met FDEP requirements. Mr. Gallardo explained the history of the utility including the MEX system as the Linn's were not living in Wedgefield during the last rate case resulting from the MEX investment by Utilities Inc. Pluris provided the Linn's a copy of the comparative rates and monthly bills for 15 utilities including Pluris and they acknowledged Pluris was not the most expensive water as represented in the hearing. They noted Pluris was 13th in the comparative. Mr. Gallardo explained rate making and that the final rates established by the PSC are based on its investment in plant. Mr. Linn was concerned about chlorine levels and Mr. Kuhns pointed out Pluris's level detected as presented in the CCR was 1.75. This value was well within all the utilities' values and under the MCL of 4.0. Mr. Kuhns tested their hardness and committed to coming back to test the chlorine at the faucet within a few days. The Linn's provided their email address to be included in utility updates and Mr. Kuhns emailed Beverly Yopp to issue a \$5.00 credit on their next water bill. Mr. Gallardo and Mr. Kuhns departed the Linn's residence at 5:30 PM EST. Mr. Kuhns returned on 12.21.12 at 3:14 PM EST to meet with Mrs. Linn to conduct chlorine residual test inside the residence. A water sample was obtained in front of Mrs. Linn from the kitchen sink faucet, water tested out with a 1.2 ppm chlorine residual. Mrs. Linn stated that she was satisfied with result. Mr. Kuhns left the residence at 3:31 PM EST. Mr. Kuhns spoke to Mr. Linn on 1.4.2013 at 9:45 AM EST concerning his comments in an earlier conversation that he was conducting independent testing on the water. Mr. Linn stated that he has a chemical engineer examining the water for Cl ₂ and Hardness and that Pluris' findings from an earlier visit at his home were not correct. Mr. Linn stated that once he had the final results that he would share them with Pluris management.
Angelo Chiota	2203 Bancroft Blvd	407-568-4046 407-509-1315	schiota@cfl.rr.com	Has lived 26+ years in WF. He wants the PSC to refuse the rate increase. Question about water pressure in home due to way lines are routed to his home. He wants the VBS to be used 24 hrs a day and not exclude 11pm - 6 am for notification. He questions the meter calibration. He does have a water softener.	Joe Kuhns called Mr. Chiota at 10:13 AM EST on 12.11.12 and scheduled a meeting at his residence tomorrow 12.12.12 at 8:00 AM EST to review issues. Mr. Kuhns and Mr. Gallardo arrived at the residence at 7:58 AM EST and discussed a number of subjects. The first subject was pressure. Mr. Chiota identified the location of the meter and believed that somehow the service line from the meter was causing reduced pressure in his home. The pressure at the plant was 53 psi and a pressure gauge was put on an outside faucet picked by Mr. Chiota to measure water pressure being delivered to his home. Mr. Chiota witnessed the pressure reading was 49 psi. Mr. Gallardo asked what size of line was installed when he had the plumber re-plumbed his home and he did not know. After looking under the kitchen sink it appeared the new plumbing line was 5/8" and Mr. Chiota was told this might be the problem with the perceived reduced pressure in his home but that he had the same pressure coming into his home that other residents had. The problem is likely related to not enough flow going through the reduced line size and when opening up other water faucets and/or running the washer, less water is available in other sinks and shower. Mr. Kuhns attempted to test the pressure inside the house under the kitchen sink to confirm the drop in pressure inside but did not have a fitting size of the 5/8" nipple. Mr. Kuhns agreed to return to test the inside pressure after getting the right size fitting for the gauge. The next subject was the water softener he has. He did not believe his water was soft and that a water softener was necessary. He was unaware that the water is already softened at the water plant. Mr. Kuhns tested his water for hardness before and after the water softener. The water before the softener registered a reading of 2.46 grains/gallon which is very near soft. The reading after his softener was <1. He was told that the water softener was not needed and that film on his shower door was likely soap residual since his very soft water required considerably more water to remove soap form utensils and during bathing. We spent approximately 1.5 hours with Mr. Chiota and departed at 9:35 AM EST. Mr. Kuhns met with Mr. Chiota on 1.10.2013 at 9:40 AM EST. The purpose of the meeting was to further assist Mr. Chiota in evaluating the pressure loss he is experiencing in side his home when more than one tap is opened at a time. Mr. Kuhns and Roger Holsapple removed the meter and tested the pressure being delivered to the home and it was measured at 52 pounds per square inch (PSI) with a steady strong stream. Mr. Kuhns and Roger Holsapple replaced the meter and Mr. Kuhns proceeded to test the pressure at the north side of the home hose faucet and measured the pressure at 50 PSI. Mr. Kuhns proceeded to the east side of the home and the pressure was measured at 50 PSI. Mr. Kuhns and Mr. Chiota then excavated the service line from the meter leading to the home. It was observed that the line is 1" diameter from the meter then increases to 1.25" diameter approximately 8 feet from the meter. Per Mr. Chiota the 1.25" line extends to the point of entering the home. Mr. Kuhns and Mr. Chiota observed that where the service line then enters the home, that it is reduced to 0.5" diameter. Mr. Kuhns informed Mr. Chiota that his pressure and volume issues inside of his home is likely due to the reduction of the service line to the 0.5" diameter pipe entering the home. Mr. Chiota agreed and will have the plumbing company that recently re-plumbed his home come back out to investigate. Mr. Kuhns and Mr. Chiota entered his attic to visually observe the size of the lines throughout his home. Most were observed to be 0.75" diameter in size except for what appeared to be a hot water heater return line which was 3/8" in diameter. Mr. Chiota then questioned the water quality as he has a water softener and filters. Mr. Chiota showed Mr. Kuhns the filter and some residual sediment that came out of his filter apparatus. Mr. Kuhns explained that this meant that his filter was working properly and that all water utilities' systems will have some minor particulates from the source (Florida Aquifer). Mr. Kuhns went on to explain that this minor amount residual sediment would not be noticed during normal use due to it being in a dissolved and suspended state and reiterated that the filter was working properly to collect these fine particles. Mr. Kuhns discussed with Mr. Chiota the issue of past (prior ownership) TTHM and HAA5 exceedances and that Pluris immediately corrected problems within the MEX treatment system and that Pluris' first quarterly sample for TTHM and HAA5 were below the MCL, however, customers continued to receive notices due to the Florida Department of Environmental Protection (FDEP) requirements for notification and the 12 month rolling average. Mr. Kuhns reviewed again with Mr. Chiota the water hardness issue and dealing with soap residue on dishes, shower doors, etc. Mr. Kuhns left the meeting at 11:40 AM EST agreeing with

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Name	Address	Telephone	Email	Comments at Customer Hearing	Pluris Wedgefield Follow up
Pamela Dmarzio	20422 Marin St	321-246-3063 321-246-3062	pameladmarzio@yahoo.com	<p>Concerns stated: She moved her family out during outages; call wait times of 15-30 minutes and no time frame for restoration of service during outages; wants copy of actual report for lab results related to the coliform bacteria notice. She does not believe issue was cross contamination from mishandling but a failure in water quality.</p>	<p>Joe Kuhns called Ms. Dmarzio at 11:17 AM EST on 12.11.12 and scheduled a meeting today before Noon to discuss her concerns. Mr. Kuhns and Maurice Gallardo met with Ms. Dmarzio at her home at 12:21 PM EST. We discussed each of her concerns including the request for a copy of the previous laboratory raw data sheets. We gave her the specific sheets along with the data sheets for the period prior and the period following the data requested. Pluris provided Ms. Dmarzio with the laboratory's letter stating it had an interference within the lab acknowledging the Coliform results during the water outage could not be used which postponed the recalculation period by two days. We discussed water chemistry including hardness and that there was no need for her water softener since the water is softened at the plant. We tested her hardness in her presence at the kitchen tap, the kitchen RO tap and the outside water faucet before the water softener. (the softener had not been running for sometime) The results were 2.45, 3.08 and 2.47 respectively. Ms. Dmarzio acknowledged the water is not hard. We shared with her that by her further softening the water could result in film not being rinsed off as easy and that the film is likely soap. We also covered the water quality comparison for the reporting year 2012 for Orange County Utilities and Pluris. Maurice Gallardo said he would email her a copy. She acknowledged OCU had Total Coliform detected in 3 of their 6 systems for the reporting year and Pluris did not. Pluris will have the 1 in its 2013 reporting year in May. Ms. Dmarzio also noted that OCU had individual detection of THMs above the MCL of 80 and that Pluris did not. She did suggest that we send out periodic updates on what the utility is doing and we told her that we would be doing that in an email format; that we were doing a VBS within a day announcing that a \$5.00 credit to the next water bill would be given to all customers providing an email address. Ms. Dmarzio provided her email at that point. The meeting ended at 1:36 PM. The email to her with the OCU and Pluris 2012 annual water quality reporting comparison was sent to her at 2:23 PM on the same day. Maurice Gallardo emailed Mrs. Dmarzio on 1.2.13 at 11:19 AM CST inviting her to witness bacteriological monthly sampling by the certified laboratory and Pluris staff for January next week on the 7th and 8th. Mr. Kuhns called Mrs. Dmarzio on 1.2.13 in an attempt to invite her to observe the monthly bacteriological sampling to be conducted on 1.7 & 1.8.13 - left voice mail with information and Mr. Kuhns' mobile phone number to call back to confirm. Mr. Gallardo again attempted to reach Mrs. Dmarzio by the following email to her at 12:33 PM CST on 1.4.13 to extend the invitation to be present for bacteriological sampling and testing to be conducted on 1.7, 13 and 1.8.13 next week.</p> <hr/> <p>From: Maurice Gallardo Sent: Friday, January 04, 2013 12:33 PM To: pameladmarzio@yahoo.com Cc: Joe Kuhns Subject: Bacteriological Sampling and Testing</p> <p>Hello Mrs. Dmarzio,</p> <p>I am sending you a second email trying to reach you to invite you to attend the bacteriological sampling on Monday and Tuesday of this next week. Please email myself or Mr. Kuhns in order for us to work around your schedule. If the bacteriological sampling and testing is no longer a concern of yours then please advise and we'll know that you do not desire to attend.</p> <p>Best regards, Maurice Gallardo</p> <hr/> <p>Mr. Kuhns contacted Ms. Dmarzio on Saturday, January 5, 2013 by telephone to schedule Ms. Dmarzio's being present for the bacteriological sampling on 1.7 and 1.8. Ms. Dmarzio's schedule was accommodated and presented in the following is an email from Mr. Kuhns to Ms. Dmarzio following the telephone conversation.</p> <hr/> <p>From: Joe Kuhns Sent: Saturday, January 05, 2013 1:27 PM To: Pamela DMarzio, Maurice Gallardo Subject: RE: Bacteriological Sampling and Testing</p> <p>Pamela,</p> <p>To confirm our phone conversation, we will begin our monthly bacteriological sampling at 10:00 AM EST on 1.7.13 at the Water Treatment Plant. We welcome your presence to observe the sampling procedure. Another resident and customer of Pluris Wedgefield, Walter Malowski, will be attending the sampling event. To add further clarification, the sampling is done over two consecutive days to comply with the Florida Department of Environmental Protection rules and regulations. The second day of sampling will be conducted at 10:00 AM EST on 1.8.13 and you are welcome to attend then also.</p> <p>Joseph M. Kuhns</p> <hr/> <p>Ms. Dmarzio was present on 1.7.13 to witness the monthly bacteriological sampling at Wedgefield. Mr. Kuhns sent Ms. Dmarzio an email at 10:29 AM EST on 1.9.13 thanking her for being present at the sampling. Ms. Dmarzio affirmed that sampling was done in accordance with the FDEP regulations including sampling, refrigeration, and chain of custody by Tri-Tech Laboratories when picked up. Ms. Dmarzio was present for the sampling on 1.7.13 but did not attend the 1.8.13 sampling. Mr. Maslowski attended both days (see his comment box above). Mr. Kuhns will notify both Ms. Dmarzio and Mr. Maslowski of the monthly sampling date for their attendance in February. On Tuesday 1.15.13 Mr. Kuhns emailed Ms. Dmarzio and Mr. Maslowski with the certified laboratory test results on the 8 bacteriological samples taken a week earlier on 1.7.13 and 1.8.13. All eight (8) samples came back absent of any coliform. Mr. Kuhns asked again in his email if either had any questions or comments. Mr. Gallardo emailed both Ms. Dmarzio and Mr. Maslowski at 2:12 PM CST on 1.15.13 following up with both as to the results and whether either had any questions or comments regarding the FDEP protocol both witnessed in the sampling and requested a return email with any comments or concerns. As of 1.21.13 neither Mrs. Dmarzio or Mr. Maslowski have replied. Mr. Gallardo also invited both Ms. Dmarzio and Mr. Maslowski to attend the next</p>

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Name	Address	Telephone	Email	Comments at Customer Hearing	Pluris Wedgefield Follow up
Jose Gonzalez	2128 Bancroft Blvd	C-321-263-7297		Concerns stated: water quality and rate increase.	Maurice Gallardo called Mr. Gonzalez at 8:53 AM EST on 12/31/12 to set up a meeting with Pluris to discuss his water quality concerns. Mr. Gonzalez said the water was not safe to drink because of getting all the letters saying the water was not safe to drink. I asked him who sent him these letters and he said Pluris and the prior owners. He said the letter was hung on his door. I told him that was precautionary boil water notice related to the two outages since Pluris had acquired the system. He said there were pipe breaks all the time and I told him there were only two since we acquired the utility. He said Pluris was the only utility that had animal waste in its water and I asked him where he got this data. He just knew was his response. I asked him if he would like to see actual FDEP required test data for not only Pluris but Orange County Utilities, the Town of Cocoa and Orlando Utilities Commission and he said yes. He said he would only believe the water is safe to drink if he can take the water and get it tested at Orange County Utilities. I asked him if Joe Kuhns could come by with a hard copy of the comparative laboratory data and review it with him to show him the water is safe to drink and meets all the requirements of the FDEP and he said yes. He asked that Mr. Kuhns schedule Monday, Tuesday or Wednesday (January 7th, 8th or 9th) to come by. Mr. Kuhns will schedule a meeting. I asked if I could email him a copy for him to look at before Mr. Kuhns came by and he said he did or have email. Mr. Gonzalez said he wanted all of the distribution lines replaced and when I shared with him that would significantly increase the cost of water to customers he said he did not care. Mr. Kuhns attempted to reach Mr. Gonzalez on 1/8/13 at 9:15 AM EST to schedule a time to meet to discuss his concerns raised at the PSC meeting. - Mr. Kuhns left a voice with his information to contact him.
Ryan Clawson	20827 Neville St.	217-822-5986 321-607-9900		Concerns stated: Receiving rate increase notice and new statement with coliform bacteria notice at the same time as the water outages. Referenced the issue with the power outage causing delay in delivery of July statement and when he called to get his balance he was told he had a credit on the account then was told he did not have a credit.	Maurice Gallardo attempted to reach Mr. Clawson at 10:39 AM CST and reached his voicemail. Left a message for Mr. Clawson to call back and provide email address so the comparative consumer confidence report data for Pluris, Orange County Utilities, Orlando Utility Commission and the town of Cocoa could be sent to him.
Brian Goodwin	20364 Nettleton St	C-321-652-4335	goodwin6672@gmail.com	States he is a property manager and cannot keep properties in WF rented because of the high rates. He questions meter calibration. He also stated his usage fluctuates but he does irrigate his yard.	Joe Kuhns attempted to reach Mr. Goodwin at 1:15 PM EST on 12/18/12. A voicemail message was left on his telephone requesting a meeting with him. On 1/13/13 Maurice Gallardo sent Mr. Goodwin the following email: From: Maurice Gallardo Sent: Thursday, January 03, 2013 10:38 AM To: goodwin6672@gmail.com Cc: Joe Kuhns Subject: Follow Up to Pluris Customer Meeting Hello Mr. Goodwin, Joe Kuhns, regional manager for Pluris Wedgefield tried to reach you by telephone on December 18th and left a voicemail message asking if you would meet with him to discuss the concerns you stated in the customer meeting. We have not heard back from you and I am emailing you to see if you can afford the time to meet with Mr. Kuhns. He can make the time convenient for you. One of the items you raised in the customer meeting was in regards to meter calibration. For meter testing in Florida, Pluris uses Mars Company ("Mars"), an independent state of Florida certified meter bench testing company. Their website is at www.marswater.com and I encourage you to visit their website for additional information on the company. In summary the company has been in business for 27 years and in addition to the state of Florida certifications, Mars's large meter testing facility in Ocala is the only Institute of Standards and Technology's (a federal government agency) traceable test facility in the eastern United States. Mars has also been active in the American Water Works Association ("AWWA") in developing meter testing standards. The company's CEO and Founder, Floyd Salser is the standing chairman of the AWWA subcommittee on revision of Manual M9 (Water Meters - Selection, Installation, Testing and Maintenance). In 2007, Mr. Salser was presented the AWWA's George Anderson Award. This award was established to recognize outstanding, long-term contributions by user members, consultants, and manufacturers to the field of water metering. I hope this information helps. The other concern you expressed was in regards to your water usage. If you would like Mr. Kuhns will be happy to place a second meter in line with your current meter for a period of time (at no cost to you) to observe consistency in readings. You will need to contact him to have the second meter installed. Mr. Kuhns left his contact information on the message he left with you on December 18th but it is provided again here: Joseph M. Kuhns Regional Manager Pluris Holdings LLC Office: 888.758.7471 x101 Cell: 813.526.0608 Address: 6526 Wilton Way, Tampa, FL 33610 Please contact Mr. Kuhns to further assist you. He is presently in Wedgefield this week. Sincerely, Maurice Gallardo Mr. Goodwin emailed Mr. Gallardo at 7:37 AM CST on Sunday, 1/6/13 with a cell number to use to reach him. He said he will contact Joe Kuhns in regards to having a second meter installed for a period of time to confirm the consistency of the reads on the primary meter at his residence. Mr. Gallardo sent Mr. Goodwin a reply email on 1/6/13 thanking him for the email and copied Mr. Kuhns in order for Mr. Kuhns to reach him this coming week to schedule the second meter. Joe Kuhns attempted to reach Mr. Goodwin at 9:10am on 1/8/13 and

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Name	Address	Telephone	Email	Comments at Customer Hearing	Pluris Wedgefield Follow up
Joan Johnson	2211 Albion Ave	860-575-3961 860-575-3963		Says meter has been changed 3 times in the past year (account indicates no meter replacement since Pluris took over). Says water has been shut off even though she is on autopay (account indicates no delinquencies or disconnects since Pluris took over). She also stated she doesn't believe the water testing results.	Joe Kuhns called Ms. Johnson on 1.4.13 at 10:05 AM EST to arrange a time to meet and left a voicemail.
Dana Dann	20637 Netherland St	407-733-2662 917-887-7758		Concerns stated can PSC revoke Pluris WF certificate? Asked for Webinar for February meeting in Tallahassee	Joe Kuhns called Mr. Braun (customer immediately below) on 1.4.13 at 10:20 AM EST to schedule a meeting to discuss his and Ms. Dann's concerns raised at the Public Service Commission meeting. Mr. Kuhns scheduled a meeting on 1.4.13 at 2:00 PM EST with Mr. Braun and Mrs. Dann as they reside together at the same address. Mr. Kuhns arrived for the meeting on 1.4.13 at 1:55 PM EST. Mrs. Dann questioned Mr. Kuhns extensively about the ownership of Pluris. Mr. Kuhns explained that Pluris Holdings, LLC is the parent company to Pluris Wedgefield, Inc and the owner is also President and CEO of Primors Services Company a publicly traded company that Mr. Pratt's father founded back in the 1940s. Mrs. Dann questioned Pluris process of due diligence of the Wedgefield system prior to ownership to recognize the needs that were there. Mr. Kuhns explained that there was indeed a thorough due diligence completed before ownership. Mrs. Dann questioned the approval process of the PSC for the purchase of a utility that is under PSC jurisdiction. Mr. Kuhns explained that he personally did not know the exact procedures in place however, but that the PSC does its own investigation to insure the acquiring company has the expertise and financial ability to own and operate the utility which Pluris has. Mr. Kuhns again shared that he was not informed enough to give Mrs. Dann exact details. Mrs. Dann and Mr. Braun questioned Mr. Kuhns on the TTHM and HAAS issues that were present at the time of the purchase of Wedgefield. Mr. Kuhns explained that Pluris immediately made the necessary operational corrections to get the water treatment plant into compliance with the FDEP rules and regulations and that there has not been any exceedences of TTHM and HAAS since that time. Mr. Kuhns went on to explain the procedures for completing the annual Consumer Confidence Report (CCR) and why there are less than the 150 constituents listed on the CCR - both accepted Mr. Kuhns' explanation. Mr. Kuhns inquired if they had a water softener installed in their home and Mr. Braun stated that they were using one. Mr. Kuhns explained that Pluris softens the water at the water plant and that there was no need for them to use a water softener however, it is a personal choice that they would need to make. Mr. Kuhns requested to conduct a hardness test of the water from their kitchen sink as Mr. Braun stated that all taps and faucets are hooked up to the water softener. The results of the hardness test were <1 grains per gallon. Mr. Kuhns added that the additional softening of the water possibly could affect the plumbing throughout the home due to the corrosiveness of the water after additional softening (Baylis Curve). Mr. Braun requested that Mr. Kuhns look at the shower door that had spots on it that would not come off. Mr. Kuhns observed the spots and concluded that they were most likely a soap residue that is difficult to rinse off due to the additional water softening and reduced phosphates in the soap manufacturing process. Mrs. Dann asked Mr. Kuhns to inspect a "hole" in her front yard she said that Pluris created. Mr. Kuhns accompanied Ms. Dann to where she was referring to and observed a main water line valve box that Pluris had uncovered during its normal annual inspection to get ready to raise to ground level. The valve box lid was painted blue and the "hole" was approx. 6" to 8" deep and should be pointed out that the valve box is not on Ms. Dann property but on the easement on the adjacent property. Pluris staff is scheduled to raise the valve box and pour a small concrete structure around the lid on 1.7.2013. Ms. Dann and Mr. Braun both seemed pleased with the water quality part of our discussion however, are still not satisfied with the Pluris request of a 15% extra on their bills. After having spent nearly 2 hours with Ms. Dann and Mr. Braun, Mr. Kuhns left the residence at 3:40 PM EST.
Robert Braun	20637 Netherland St	407-733-2662 917-887-7758		Concerns: Water quality is his foremost concern. He has been a resident since 2001.	See Dana Dann comments immediately above as Mr. Kuhns met with both of them at their sole residence at 20637 Netherland Street
Michael Moody	2529 Albion Ave.	407-963-6855	mail.moody.me	Questions about water quality. Pluris should meet FDEP standards	Beverly Yopp contacted Michael Moody at 1:52 PM EST on Monday December 17, 2012 to schedule a meeting with he and his wife. Mr. Joe Kuhns reached Mr. Moody by telephone and schedule a meeting for Tuesday, December 18, 2012 at his residence to discuss his concerns. Mr. Joe Kuhns called Mr. Moody at 1:14 PM EST on Tuesday December 18, 2012 to set up a meeting with Mr. Moody. Got the message machine and left a message for him. Mr. Moody called back at 1:24 PM EST and set a meeting for today 12.18.12 at 2:30 PM at his home. Joe Kuhns and Maurice Gallardo met with Mr. Moody's residence at 2:30 PM and Mr. Moody complained about the rate case. He cited his water softener and a \$100 bill each month for his filter system. We shared with him that the water softener was not necessary; that the water was softened at the water plant. Pluris asked if he would allow Pluris staff to return and disconnect his system and then test the water from Pluris at his house. He agreed to allow this and Joe Kuhns committed to the work within two weeks. Joe will schedule the work convenient to Mr. Moody. Mr. Moody did compliment customer service and acknowledged that although he was late in payments Pluris had not disconnected his water. Beverly Yopp has monitored the situation closely for months as Mr. Moody has heart related health issues. She has withheld disconnecting water to Mr. Moody because of health issues. Mr. Moody spent considerable amount of time in the meeting asking that Pluris hire him as a local call center employee. Mr. Gallardo shared with him that as a result of the customer meeting Pluris had extended offers to call center personnel in Shreds Ferry and that unfortunately there were no openings at the time. Mr. Kuhns contacted Michael by telephone to arrange a time to conduct a chlorine test at his residence at 10:00 AM EST on 12.21.12. During that call, Mr. Moody again suggested that Pluris hire him as a local call center employee. Mr. Kuhns arrived at Mr. Moody's residence on 12.21.12 and Moody stated it was a bad time due to his wife being sick and agreed to meet on 12.27 or 12.28 to do the chlorine residual test. Mr. Moody forwarded a copy of a letter to the PSC in support of Mr. Beverly Yopp and the customer service group under Ms. Yopp on 1.17.13. The letter will be filed with the PSC.

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Name	Address	Telephone	Email	Comments at Customer Hearing	Pluris Wedgefield Follow up
Eric Kumor	20422 Macon Pkwy	321-460-4600 407-370-2437		Stated he is 32 years old and has lived in WF 4 years. Concerns: no rate increase, says company has done nothing, provides substandard product. Water hardness issues	<ul style="list-style-type: none"> Maurice Gallarda attempted to reach Mr. Kumor at 8:25 AM CST on 12.31.12. Mr. Gallarda reached both reported telephone answering machines and left a message asking Mr. Kumor to call to set up a meeting with Joe Kuhns this week. Maurice Gallarda again attempted to reach Mr. Kumor again at 9:58 AM CST on 1.3.13. Mr. Gallarda reached both reported telephone answering machines and left a message asking Mr. Kumor to call to set up a meeting with Joe Kuhns. I left both my office and cell numbers. Maurice Gallarda again attempted to reach Mr. Kumor again at 2:43 PM CST on 1.8.13. Mr. Gallarda reached both reported telephone answering machines and left a message asking Mr. Kumor to call to set up a meeting with Joe Kuhns. I left both my office and cell numbers.
Ata Deevers	2215 Bagdad Ave	407-568-5402	atadeevers@att.net	States moved to WF in 1979 and water has gone from bad to worse. She was not informed when her meter was replaced in August. She stated concerns about water causing health problems.	Joe Kuhns spoke to Ata and her daughter due to Ata being in hospital to arrange a meeting. A meeting is scheduled on 1.8.13 at 11:00 AM EST at Ata residence. Mr. Kuhns met with Mrs. Deevers and her daughter and Mrs. Deevers questioned the proposed rate increase. Mr. Kuhns provided an explanation for the rate increase which included the improvements that Pluris has made to the water treatment plant and distribution system. Mr. Kuhns then showed Mrs. Deevers that Pluris does not have highest rates in Florida as stated by Mrs. Deevers at the customer meeting. Mrs. Deevers asked why would most of her neighbors become ill and pass away if it was not for the bad quality of the water. Mr. Kuhns informed Mrs. Deevers that it is unfortunate that people do develop illnesses but that it was not due to the water quality. Mr. Kuhns went on to provide Mrs. Deevers the comparative drinking water quality reports from Orange County Utilities, Orlando Utilities Commission, and the City of Cocoa showing that those utilities, although well within FDEP compliance have tested and detected more constituents in their water than Pluris Wedgefield. Mrs. Deevers then questioned why when she thought she had a leak in her home she called customer service and they sent a utility technician out to investigate but reported that there was no leaks. Mrs. Deevers said she then contacted a plumbing company that indeed found a leak in the wall behind her kitchen sink. Mrs. Deevers admitted that the plumber stated that the leak indicator on the meter would not indicate a leak was present constantly possibly explaining why the Pluris Wedgefield technician, upon his investigation concluded "no leaks". In a goodwill gesture Mr. Kuhns informed Mrs. Deevers that he would contact Pluris customer service director Beverly Yopp to have her bill credited for the amount of usage used during the leak event. Mrs. Deevers questioned the hardness of the water and Mr. Kuhns informed her that the water is not hard and provided a chart to provide validity. Mrs. Deevers does not have water softener and she said being elderly that she drank bottled water. Mr. Kuhns told her she did not have to drink bottled water that the tap water was good but Mrs. Deevers said she wanted to drink bottled water. Mr. Kuhns then told Mrs. Deevers that he would personally pay to install an under counter sink R.O. unit so she did not have to buy bottled water and Mrs. Deevers accepted the proposal after Mrs. Deevers was also provided the \$5.00 credit for proving her email address to be part of the Pluris periodic email updates group. Mr. Kuhns provided Mrs. Deevers no direct contact information and left the residence at 12:30 PM EST. Mr. Kuhns had the R.O. unit installed on 1.15.13 and told Mrs. Deevers that replacement filters for the first year would be covered by him.
James and Mary Clendenen	20115 Macon Pkwy	407-568-1038 407-373-9966	maryclendenen@gmail.com	Stated always had bad water and Cocoa has good water and a facility close by - why can't they provide water	Met with Mr. Clendenen in regards to his concern at 9:17 AM while speaking with customer Mr. Ochieta in his driveway. We discussed water softening and agreed to provide him with a comparative annual drinking water report for 2012 between Cocoa and Pluris. Mr. Kuhns obtained his email address for periodic updates and will be meeting with Mr. Clendenen to deliver a hard copy of the comparison report. Mr. Gallarda completed the comparison report which is included as a tab in this excel workbook. The City of Cocoa was under two current boil water notices on 12.12.12, the day Pluris met with Mr. Clendenen for water pipe breaks. Hardness of the water was reported at 6.7 grains per gallon as compared to Pluris' 2.2 grains per gallon. On 12.17.12 at 9:45 AM EST Joe Kuhns and Maurice Gallarda met with Mary and James Clendenen at their residence. We provided Mr. Clendenen with a copy of the comparative report for Orange County Utilities, The City of Cocoa, Orlando Utilities Commission and Pluris Wedgefield. Specific attention was addressed to the City of Cocoa's CCRs and their reporting of the detection of Total Coliform, Fecal Coliform and E.coli. Mr. Clendenen was surprised that Cocoa had bacteria detection but that they also had individual detection of HAA5s and TTHMs. We covered water quality and tested their water for hardness. They were both surprised to find out that they did not need a water softener. We also showed them from the data that the water is safe to drink and bathe in. They were satisfied after the meeting and Joe Kuhns is returning to meet with Mr. Clendenen during an exercising of a hydrant. They provided an email address for updates and were given the \$5.00 credits on their next water bill for doing so. Most all of their questions were from the prior owners' water quality regarding TTHMs. They acknowledged that Pluris has not had a violation of the TTHM MCL since acquiring the utility. They also asked about the rates and were shown the comparison of the 14 government owned utilities and Pluris in regards to monthly bills. They acknowledged Pluris was the 13th in the 15 utilities reported (15th being the lowest monthly bill for 5,000 gallons of use). We left at 12:43 PM EST having spent nearly 3 hours with the Clendenens. Presented in the following is a reproduction of a letter written by the Clendenens that was mailed to Mr. James McRoy with the PSC. <p><i>"My husband and I had the pleasure of talking to Maurice Gallarda and Joe Kuhns. Mr. Gallarda is president of Pluris and Joe Kuhns is our regional manager. They did many tests on our water, including from the street to inside after going through our personal softening system. We were pleased with the results and surprised. The results were - the water is safe straight from the faucet. We feel good now, finally the water is safe to drink and the quality really good. The VBS system is a true blessing. It is important to know immediately if there is a problem concerning water/sewer in our neighborhood. Also I have had occasion to talk to their customer service dept and they are extremely helpful, especially Beverly Yopp.</i></p> <p><i>In closing we are extremely confident that the water quality is safe and will remain that way. I can not say enough for the time Mr. Gallarda and Mr. Joe Kuhns spent with us, around three hours more or less. That to me says a lot about management."</i></p>

Follow up to the 24 Pluris Wedgefield, Inc. Customers Who Spoke at Customer Meeting on November 5, 2012

Name	Address	Telephone	Email	Comments at Customer Hearing	Pluris Wedgefield Follow up
Michael Duggar	20305 Majestic St	407-694-1980 321-202-5382 321-251-7766 AVVO	ing8r59@yahoo.com	Water quality concerns. Stated in Nov 2011 he had cloudy water and contacted DEP. Meter was broken during testing and had to be replaced. In Sept of 2012 was informed of high usage and had plumber check - found no issues. Stated meter was incorrectly read from meter replacement date to September. IB Yoop comment - Mr. Duggar did not state that the issue was resolved and he was provided a \$100 credit although it was not warranted)	Maurice Gallardo emailed Mr. Duggar a note on Monday, December 17, 2012 asking for a meeting with him. Maurice Gallardo called Mr. Duggar at 1:51 PM EST at both numbers. A voicemail message was left on the 407 number requesting a time to meet this week. The second number rang and the recorded message stated that Mr. Duggar's voice mailbox was full and could not receive additional messages at this time. At 7:58 AM EST on 12/19/12 tried to find additional contact information on matrimonial-website www.lawyer.com in an effort to reach Mr. Duggar. Emailed a second email to his email address listed on this sheet requesting a meeting with him to discuss his concerns. This email along with a response received from Mr. Duggar is presented immediately below. From: Maurice Gallardo <mgallardo@plurisuia.com> To: "ing8r59@yahoo.com" <ing8r59@yahoo.com> Cc: Joe Kuhns <jkuhns@plurisuia.com> Sent: Wednesday, December 19, 2012 8:10 AM Subject: Pluris Wedgefield Hello Mr. Duggar, I attempted to reach you yesterday at 1:51 PM EST at 407-694-1980 and 321-202-5382. I was able to leave a voice mail message on the 407 number. When I tried the 321 number a recorded message came on saying the mailbox was full and could not receive additional messages. I would like to meet with you to discuss the concerns raised at the customer hearing and will schedule the time to be convenient for you. Please let me know when you might be available. Thank you, Maurice Gallardo From: michael duggar [mailto:ing8r59@yahoo.com] Sent: Wednesday, December 19, 2012 8:37 AM To: Maurice Gallardo Subject: Re: Pluris Wedgefield Mr. Gallardo, As you might have heard at the 5 hour PSC meeting, I am working in Jacksonville and not in Orlando at this time. Because I plan to use anything you say or do in future correspondence or complaints, I would not feel comfortable meeting with you without your lawyer. And incidentally, if your lawyer were Mr. Friedman, as he has as much of a reputation for dishonesty as you do, that would be a fruitless endeavor. Respectfully, Michael J. Duggar
Ms. Delcastillo	2438 Abalone Blvd	321-230-2642 321-239-2734	addie0328@cliff.com	Concerns stated: water quality	Maurice Gallardo attempted to reach Ms. Delcastillo (at both numbers provided) at 10:48 AM CST on 12/31/12 to discuss her concerns. Her voicemail was reached and two messages left with Mr. Gallardo's contact numbers. An email was sent to Ms. Delcastillo immediately following the attempt to reach her by telephone. Mr. Delcastillo called Mr. Gallardo's cell and office number and sent an email on the morning of New Year's Day and left a message. Mr. Gallardo called Mrs. Delcastillo back at 10:46 AM CST and spoke for 1 hour and 32 minutes. Subjects covered included the CCR comparative data report for Orange County Utilities, The Town of Cocoa, Orlando Utilities Commission and Pluris Water softening and the hardness data was discussed along with the comparative rate and monthly bills table for the 15 utilities where Pluris was 13th lowest in cost when compared with the 14 government owned systems. Mr. Gallardo asked if Mr. Kuhns could stop by this week and test their water for hardness and Mrs. Delcastillo requested that Mr. Kuhns will call and schedule a time. Mr. Gallardo emailed Mrs. Delcastillo a copy of the CCR data and water bills comparative table.
Louise Pellicco	2700 Bancroft Blvd	407-568-4428		Said called about sewer coming up by house about 3 months ago and took several calls to get response (BY - reviewed account work order was submitted same day and field responded and resolved same day)	Mr. Kuhns attempted to reach Mrs. Pellicco on 1/8/13 at 9:20 AM EST to schedule a meeting to address concerns raised at the PSC meeting. Mr. Kuhns left a voice mail with his contact information.

Follow up to the 24 Pluris Wedgfield, Inc. Customers Who Spoke at Customer Meeting on November 5, 2012

Name	Address	Telephone	Email	Comments at Customer Hearing	Pluris Wedgfield Follow up
Customers Who Did Not Speak at Customer Meeting but Pluris Met With					
Dave Budd	2611 Abbey Ave		davebudd@rnslds.com	Water quality only	Joe Kuhns and Maurice Gallarda met with Dave and his wife at 5:42 PM EST on Monday December 17, 2012. The only subject was water quality. Mrs. Budd wanted to know that the water is good for drinking. They had no questions on bathing. The water quality comparisons for Orange County Utilities, the City of Cocoa and Orlando Utilities Commission and Pluris Wedgfield were discussed and that Pluris's water meets and/or exceeds the drinking requirements of the Florida Department of Environmental Protection (FDEP) as does the other governmental utilities listed. Mr. Kuhns provided them with his business card and stated that if they have any questions in the future that they contact him directly. They had no further questions and provided their email address and received the \$5.00 credit to become part of the email update group.
Pat Clellan & Darrell Dotson	20343 Macon Pkwy	407-376-3766	pat_clellan@bellsouth.net	Hardness of water and rate increase	Joe Kuhns and Maurice Gallarda met with Ms. Clellan and Mr. Dotson their residence at 5:15 PM EST on Monday December 12, 2012. The primary subject was hardness of water. Ms. Clellan wanted to know why the water was so hard. Mr. Kuhns ask if he could test the hardness of the water before the water softener and Ms. Clellan agreed to allow the test. The hardness test was 2.47 and both Ms. Clellan and Mr. Dotson were surprised that the water was borderline hard and not what they had been told by the Culligan water softener salesman. Mr. Gallarda and Mr. Kuhns shared with them that the water softener was not necessary and Ms. Clellan was happy to know she could save money by not softening the water. Ms. Clellan stated that she had no issues with customer service and was pleased with the voice broadcasting system Pluris used on the prior outage. They were not to happy with rate increases and Mr. Gallarda explain the improvements Pluris made since the acquisition. They had no further questions and provided their email address and received the \$5.00 credit to become part of the email update group. Ms. Clellan sent a letter following the meeting to the PSC. Pluris received a copy and has filed the letter with the PSC.
Michael and Alice Brooks	2207 Archer			Water quality, toilet fixtures and rates going up	Joe Kuhns and Maurice Gallarda met with Mr. Brooks and his wife at 8:05 AM EST on Monday December 17, 2012. The couple were from Chicago and moved to Wedgfield 5 years ago. They asked about the history of the water in the area and Mr. Gallarda provided the background including the construction of the MEX system and improvements made by Pluris on the MEX system and other water plant and wastewater plants. They were shown the water quality data for Orange County Utilities, the City of Cocoa and Orlando Utilities Commission and Pluris Wedgfield and Mr. Gallarda showed them that Pluris's water meets and/or exceeds the drinking requirements of the Florida Department of Environmental Protection (FDEP) as does the other governmental utilities listed. They had questions about metal toilet fixtures having to be replaced due to corroding away and that Mr. Brooks replaced the toilet fixtures with plastic fixtures. Mr. Gallarda stated that he had to replace his metal toilet parts with plastic as well. He shared with them that the water is not hard and that the sodium level in the water was half the MCL but that cheaper metal parts in toilets like his own could corrode over time. Mr. Brooks said he could no longer turn valves off and Mr. Gallarda asked if he could look at the valves under the kitchen sink. With Mr. present Mr. Gallarda was able to easily turn the valves off and on without problems. Mr. Gallarda commented that the builder used very inexpensive valves and that they tend to not be able to close completely and could leak over time. Mr. Brooks actually agreed with the statement. They also asked about rate cases and how rates are approved. Mr. Gallarda explained that the PSC has jurisdiction over rates and has a process that takes about 8 months to complete whereupon the PSC will approve the final rates to be implemented. Mr. Gallarda further explained that in the event the PSC approves final rates that are less than the interim rates that Pluris would be responsible for crediting back the difference to customers. Mr. Kuhns provided them with his business card and stated that if they have any questions in the future that they contact him directly. They provided their email address and received the \$5.00 credit to become part of the email update group. Mr. Gallarda and Mr. Kuhns left the residence at 9:16 AM EST.
Michael Johnson	2405 Archer	C - 407-579-1387 H - 321-230-3423	mj5728@bellsouth.net	Water quality, toilet fixtures and rates going up	Joe Kuhns and Maurice Gallarda met with Mr. Johnson at his residence in the evening on Monday December 11, 2012. The primary subject was in regards to the recent outages and how Pluris was addressing them. Mr. Johnson is a contractor and understood pipe breaks in old systems. Mr. Kuhns noticed that Mr. Johnson had a water softener and told him it was not necessary due to water softening at the water plant. He was unaware of the water not being hard and asked if we could test the water at his kitchen sink. He was surprised that the water was borderline between soft and hard and planned on discontinuing the use of the water softener. Mr. Johnson had no further questions and provided his email address and received the \$5.00 credit to become part of the email update group. Pluris notes that Mr. Johnson sent a letter following the meeting to the PSC. The letter is dated 12.13.12 and addressed to Mr. James McRoy. A copy of the letter has been filed with the PSC.
Frank Caprio	20434 Macon Pkwy			Hardness of water	Joe Kuhns met with Mr. Caprio on 12.27.12 to discuss water hardness at his home. Mr. Caprio called in to complain about the hardness and him having to use a water softener. Mr. Kuhns performed a hardness test in Mr. Caprio's presence and the result was 2.8 grains per gallon. Mr. Caprio was surprised at the result and acknowledged the water was not hard and that he did not need a water softener. He was unaware that the water is softened at the plant. He thanked Mr. Kuhns for taking the time to meet and test his water and stated that he was satisfied with the quality of water in Wedgfield. Mr. Kuhns departed at 3:35 PM EST.

Follow up to the 24 Pluris Wedgefield, Inc. Customers Who Spoke at Customer Meeting on November 5, 2012

Name	Address	Telephone	Email	Comments at Customer Hearing	Pluris Wedgefield Follow up
Shirland Leader	2852 Ballard Ave	407-568-1147	ceeyo@aol.com	Lateral Line Repair and interconnect into Pluris Sewer Main	<p>Joe Kuhns and Maurice Gallarda met with Mr. and Mrs. Leader at their residence in the evening on 12/11/12 to discuss their issue with a lateral line and Pluris' sewer main. Mr. Leader believed that the problem with his lateral line was caused by Pluris. The lateral line and Pluris's main were actually situated in close proximity to his property where a tree was located. Over time roots had entered both the lateral and Pluris main line. From the appearance the roots had initially entered through a crack at the interconnect and extended into both the Pluris main and the lateral. Mr. Gallarda assured Mr. Leader that Pluris would cover the repair cost. Mr. Leader was relieved and had no issues with water quality or customer service. Mr. Leader provided his email address and received the \$5.00 credit to become part of the email update group. With no further questions Mr. Gallarda and Mr. Kuhns left the residence. Mr. Leader sent a letter to Pluris for forwarding to the PSC in regards to the meeting. The letter is dated 12/17/12 and a copy of the letter was emailed to Mr. James McRoy with the PSC and also filed with the PSC Clerk.</p>

Mr. Joe Kuhns
Pluris Wedgefield
6608 Walton Way
Tampa, FL 33610

January 3, 2013

Dear Mr. Kuhns,

I was very pleased with the items we discussed and the clarification you provided. I am reassured that the issues I had expressed have been recognized and action is being taken to correct any deficiencies I noted.

Based on your notes, and email following our meeting of January 2, 2013, I'll provide you with my comments:

- Independent bench tests of Meters used for Customer billing.

Mr. Kuhns provided me with paperwork from Pluris' independent meter bench test company. Mars Company ("Mars") is recognized by the National Institute of Standards and Technology, a federal agency and that they (Mars) comply with American Water Works Association ("AWWA") policies and procedures for the proper bench calibration/comparison test of meters. I agreed to provide you the additional paperwork, certificate of calibration, from Mars that will show that Mars has the proper calibration records for their bench meter that is used to calibrate/compare Pluris' meters.

My desire is that when a customer states that a water meter is suspected of being out of calibration, that Pluris supply the results of the "Mars" testing showing the serial number of the meter identified by the customer along with the above documentation.

- Annual Consumer Confidence Report ("CCR").

We discussed the procedure that is used to complete the annual CCR in that although there are many constituents tested and analyzed yearly, only those detected during the analytical process are required to be entered on the CCR. We also discussed that the CCR is a report that is generated from a template that originates from the Florida Rural Water Association ("FRWA") and is thoroughly reviewed and approved by the Florida Department of Environmental Regulation ("FDEP") before it is delivered to our customers.

The CCR is indeed in compliance with FDEP requirements, but I suggest that a statement be included that states: "Although the testing is for the (number of tested contaminants) only those that were detectable are reported here. Those constituent of the water that were below the maximum sensitivity of the test laboratory are not shown here."

- Hydrogen Sulfide presence.

Mr. Kuhns discussed that hydrogen sulfide is naturally present in water originating from the Florida aquifer that Pluris also pumps from and that the concentration of hydrogen

sulfide can and will vary from different areas. We discussed that the prior owner used the existing aeration trays located at the top of the ground storage tank to disperse of the hydrogen sulfide due to hydrogen sulfide being a volatile vapor. Mr. Kuhns explained that the Magnetic Ion Exchange ("MIEX ") process at the water treatment removes about 95% of the hydrogen sulfide and that Pluris is investigating the installation of a filter that may be used in conjunction with aeration trays to remove remaining hydrogen sulfide that may be present. This minimal residual of hydrogen sulfide vapor is what may sometimes be noticed in water that is not circulated that often and especially water from the hot water heater.

Hydrogen sulfide dissolved in the water is a problem in the region as well as most of the southeastern United States. I am aware of the current conditions and would like to be informed as to when the proposed and mentioned aeration system is placed back into operation. May I suggest that Pluris take the opportunity to be proactive and make a public announcement that this additional effort has been completed. The value of this effort would then tend to convey that Pluris has reacted to the customer base's concerns in a positive manner and prior to a future complaint.

- Valve location(s) and exercising program.

Mr. Kuhns discussed that Pluris staff does indeed know the exact location of each valve within the distribution system. Each valve is exercised, at a minimum, annually as is required by the FDEP. Records are kept of the valve exercising.

My suggestion is that Pluris take the time to educate Pluris' sub-contractors that they are the face of Pluris when performing work on the system and that they should always strive to present a professional and knowledgeable attitude. In any situation where they don't have an answer, refer all inquiries to Pluris employees or management.

- pH readings.

Mr. Kuhns discussed the pH readings that Pluris staff obtains using a meter that is calibrated daily by a known standard. Typical readings are between 7.4 and 7.6. It was discussed that you had obtained your readings using a pool test kit and that the pool test kits should not be used to provide an accurate reading. FDEP requires all utilities to calibrate meters used for reporting purposes to be calibrated daily to a known standard.

My informal tests were in fact uncalibrated and not intended to be a substitute for calibrated tests. I was made aware that a reading of 7.4 to 7.6 is a nominal value and should not be cause for concern.

- Hardness and relation to corrosion and/scaling.

During our conversation it was discovered that I had thought the Pluris Wedgefield water was a "hard" water and very corrosive. Mr. Kuhns discussed that the water when it is pumped from the Florida Aquifer averages about 4.4 grains per gallon in hardness. This falls within the "moderately hard" category as illustrated on a hardness chart such as the

one we reviewed together. Pluris softens the water from the wells at the water treatment plant to approximately 2.2 grains per gallon, which is in the "slightly hard" category as illustrated on the hardness chart.

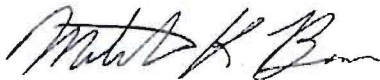
I was unaware of the actual hardness as measured, but made an assumption based on personal observation of the character of the scale left behind that the water was far more "hard" than it has been tested against known standards. From my conversation with Mr. Kuhns, I find my assumption of "very hard" water was in fact erroneous. Mr. Kuhns provided factual and accurate data support by calibrated test that went a long way to reversing my initial perceptions.

We then reviewed a chart that illustrated a relationship between pH and Alkalinity and confirmed that Pluris' water is not corrosive.

- Conclusions

Mr. Kuhns was very well prepared to dismiss my incorrect perceptions and provided the factual data to back up the statements with accurate and scientifically valid measurements. Mr. Kuhns was very knowledgeable in all areas that had initially been of great concern to me. His explanations were thorough and well presented. I can sometimes be rather skeptical, but Mr. Kuhns was patient and informative as well as sincere. I can safely say that I am satisfied that Pluris has taken positive actions to address my concerns without taking an adversarial position, but rather taking the time to address each of my concerns in a positive light. I highly commend Mr. Kuhns for his actions in this situation.

Very truly yours,



Mitchel K. Baum
20625 Nettleton St.
Orlando, FL 32833

December 13, 2012

Mr. James McRoy
State of Florida Public Services Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Pluris Wedgefield, Inc. Customer Service

Dear Mr. McRoy,

My name is Pat Clellan. I share my home with my sister and brother-in-law, Susun & Darrell Dotson, who is the official Pluris customer. We were unable to attend the customer hearing on Pluris but we would like our comments to be added to the public record regarding Pluris's customer service. This letter is a follow up to the email I sent you on December 5th, 2012.

Like most consumers we do not like rate increases. But my background in telecommunications gives me the understanding that any rate increase for Pluris will be determined after the investigation by the FPSC. My family and I are hopeful that the FPSC will weigh all the facts and come to a conclusion that will be in the best interest of all parties.

We were certainly not happy with the water outage in November. But realistically, old pipes break, outages happen, hopefully only on rare occasions. When and if they do the response and resolution make a big difference. And we must give credit to the Pluris team for both.

When we called the customer service line the call center agents were courteous and calm. My sister and I both have extensive call center experience so we know how hard it is to deal with angry customer in crisis situations.

I also received a call back from the repair team with status of the repair, details of the issue, and approximate time for water restoral. And since I walk my dog in the neighborhood close to the break I saw the crew working well into the evening to get the water flowing again. All of us were very glad that water was restored before the Thanksgiving Holiday. We also received phone calls through the voice broadcasting system announcements which are great improvement and much appreciated. And my family was pleasantly surprised by the unexpected inconvenience credit we received after this outage. Sometimes customers who pay on time every month feel a little forgotten since we have little regular contact with the call center.

The level of personal service extends from the call center staff to the field personnel, to top management. Mr. Joe Kuhns, the local regional manager here, called, emailed me, and scheduled a meeting with my brother-in-law, Darrell and me in our home. Mr. Maurice Gallarda, the managing member and principal engineer for Pluris attended with Mr. Kuhn. Since I work during the day they accommodated my schedule and met after hours.

They arrived at 5:15 PM on Wednesday December 12th and tested the water. The test results showed no need for the water softener the builder stated was necessary when our home was completed in 2003. Mr Kuhns explained that the water is actually softened at the plant. This is very valuable news since it will result in monthly cost savings for water used to backwash, electricity, and salt for the home water softener. In addition it alleviates the environmental, health, and home appliance repair issues the added salt creates.

At the end of their visit both gentlemen gave us their cards and the option to call either of them anytime if we need further assistance. My brother-in-law and I both felt they went above and beyond to build our confidence in Pluris and its commitment to us and our community.

Sincerely,


Pat Clellan

James M^cRay
State of Florida, Public Service Commission
Capital Circle Office Center
2546 Shumard Oak Blvd
Tallahassee, Fl. 32309

My husband and I had the pleasure of talking to Kevin
Hallarda and Joe Kuhns. Mr. Hallarda is president of Pluron and
Joe Kuhns is our regional manager.

They did many tests on our water. Including from the
street to inside after going through our personal softening system.
We were pleased with the results and surprised.

The results were -- the water is safe straight from the
faucet. We feel good now, finally the water is safe to drink and
the quality is really good.

The WBS system is a true blessing. It is important to know
immediately if there is a problem concerning water/sewer in our
neighborhood.

Also I have had occasion to talk to their customer service
dept and they are extremely helpful, especially Beverly Yopp.

In closing we are extremely confident that the water quality
is safe and will remain that way.

I can not say enough for the time Mr. Hallarda +
Joe Kuhns spent with us. Around three hours more or less.
That to me says a lot about management !!

Respectfully,
Mary-James Clendenin
20115 Macos Parkway
Orlando, Fl. 32833

December 13, 2012

Mr. James McRoy
State of Florida Public Services Commission
Capital Circle Office Center
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. McRoy,

My name is Michael Johnson and I live at 2405 Archer Blvd, Orlando, FL 32833 in Wedgefield. I could not be at the meeting on Pluris but wanted to get my comments about Pluris in the record.

I am writing to you about the level of customer service that I have received from Pluris. I have been very happy with the service. I was not happy with the water outage just before Thanksgiving but I am a long time facility technician, repair plumber, and HVAC/R service technician. Also I understand that the pipes here date back to the 1960s and can break from being old. Pluris did a good job insuring that water was not interrupted on Thanksgiving Day and their crews worked through the night to make that happen.

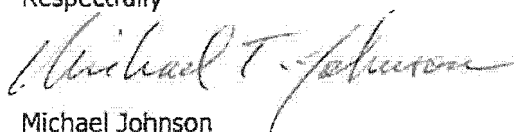
I thought the voice broadcasting system announcement updates were a great way to be kept updated through the precautionary boil water notice period.

Mr. Gallarda the head of Pluris called me several times to discuss the outages and explain what had happened. I must admit that I have never had someone that high up in a utility call me personally. Mr. Gallarda asked if he and Joe Kuhns, a regional manager for Pluris here could stop by and meet with me about my water softener that I have had for years. They came by on the 11th of December after hours to accommodate my schedule.

Mr. Kuhns stated that the water was not hard here in Wedgefield and that I did not need a water softener that the water treatment plant already softens the water. Mr. Kuhns and Mr. Gallarda tested the water at my tap in the kitchen after I soften the water and then tested the water outside before the softener in my house. As a result of the testing I realize that I do not need to use the water softener. Because of Pluris' visit to my home I can save on costs related to the salt for the water softener and on the amount of water used in the softener.

I think Pluris goes above and beyond what is expected of a utility and that they don't get enough credit here in the development.

Respectfully


Michael Johnson

Date: 1/18/13

Name: Michael Moody

Address: 2529 Albion Ave, Orlando, FL 32833

I have been a customer of Pluris Utilities here in the Wedgefield Community since August of 2010. I was at the PSC hearing to protest the rate increase that was being requested, and I touched on a number of different aspects, but the one that I didn't comment on, Customer Service, I wish to address now.

I struggle from paycheck to paycheck due to health issues, and my wife is trying to support us on her own, working two jobs, so as many times as not, I have had trouble paying our water bill. More than 50% of the time I have had to go well beyond the amount of time that is usually given to pay the bill. Beverly Yopp and her crew have been extremely understanding and patient with me, and have always granted me as much time as I needed to pay my water bill without criticizing or making me plead, especially after I had been a customer for a while, and showed that I will pay the bill, just not always on time. I probably call Customer Service more than most, because every month is rough, and I try to keep them informed about the payment of my bill.

When I first became a customer, I had problems with a couple rude people, but Beverly has rooted out the rude personnel, and taken care of the situation. Now, for the past 2 years (approximately) when I call about my bill, the people who are there are very courteous and pleasant, and very helpful and understanding, probably more so than most companies. Because of their understanding and compassion, I have never had my water shut off, and I don't even get the dreaded doorknob hanger regarding my bill, which I am very grateful for. And believe me, there were times when they probably should have turned it off, but didn't.

When I was at the PSC meeting here in Wedgefield, I listened to the complaints that the people were addressing, and I must say in all fairness, that I agreed with many of them, but when it came to Customer Service, I was kind of surprised by what I heard, as I have not experienced any of the problems that were stated. It may have been that people were either talking about a time period before Pluris took over, or immediately following their take over, before Beverly had the chance to get her department up to speed. Whatever the reason, I must say that contacting Customer Service at Pluris is every bit as good an experience as any other corporation, if not even slightly better.

Although I am still very doggedly against the rate increase, I want to commend and thank Beverly for her kindness, understanding, and patience with me, as well as the rest of her crew, especially Ericka. Whatever the

problems with Pluris, I don't believe that there is much fault with the Customer Service Department. It seems to be consistently improving in my humble opinion.

So, while there may be problems with other parts of the company, I firmly believe that Beverly Yopp and her crew should be commended for a job well done. And a very difficult job it is whenever you have to deal with the public.

Sincerely,

Michael Moody

407-963-8855

FROM THE DESK OF SHIRLAND LEADER

2852 BALLARD AV

ORLANDO FL32833

DECEMBER 17 2012

PLURIS HOLDINGS LLC

2100 MCKINNEY AV

SUITE 1550

DALLAS, TX 75201

SIR/MADAM,

I am writing to let you know of the experience I recently had with you Company and the compassion it showed in light of the of a serious problem that I experienced with a sewer backup and the cost to undo it. The event could not have happened at a worse time, with visitors around. Anyway on November 11 in the pm we discovered this backup and the local sewer cleaning services was called.

The tech showed up at approx 11:00am and started working on the problem. He worked until 5:30 pm and no relief was found. He came back the following day with additional help and before long discovered the problem was located in the street where my line connected with connected to Pluris' main line. I immediately went to your yard and found one of your employees, Larry who immediately came to see what was happening.

He then determined that with additional proof Pluris would pay for the job. There was a change of heart the following Friday when Larry showed up with another employee causing me to write to Mr Joe Kuhns . I was very glad to see your management personnel. Mr Kuhns and Mr M. Gallardo show up on Dec 11 with the good news that Pluris would pay for the repairs which was very close to a thousand dollars this close to Christmas.

I can tell you it changed my holiday plans. It was indeed a blessing as this bill would have hampered our plans as we are retired and on fixed incomes. I am living in Wedgefield for more than twenty year, and they have been trouble free years. Until recent there were no shut offs and my relationship has always been favorable with Pluris, although not to happy with an increase in cost, hopefully it will be with compassion in mind as we are mostly all retired on on fixed incomes. And this kind act shows that Corporations also have hearts of compassion and could work with the consumer to ochleve harmony and togetherness to a common goal.

Thonks again and may GOD bless your Corp.

Walter Maslowski

December 21, 2012

20248 Marlon St.

Orlando, FL 32833

407-568-4264

To whom it may concern:

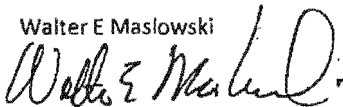
On December 5, 2012 I attended a meeting at the wedge field country club that was being conducted by the Florida Public service commission (FPSC). The purpose of the meeting was for the customers of PLURIS Utilities Wed field Inc to address their concerns for the quality of the water and their position as to a proposed rate increase.

During the above meeting I made a small presentation and stated that the water was causing a stain in my shower. My shower has a very white grout around the tiles, the grout being lower than the tile, water tended to deposit in the lower grout areas thus causing those areas to be darker in color. With PLURIS management assistance we determined that the water in fact was not staining the grout, but because the grout was latex base grout and lower than the tile, residue water was causing the appearance of a stain. Therefore, the quality of the water was not staining my shower grout.

It also should be noted that I have spent many hours with several PLURIS employees comparing our water (PLURIS) to Cocoa utilities, Orange County utilities and Orlando utilities. The comparisons were testing, water quality, noncompliance and compliance. Based on the information that I looked at and talking with DEP (Barbara Browning) the PLURIS water is in compliance with EPA standards/ DEP testing results. It also should be noted our water is at least as good as the other three utilities.

Sincerely

Walter E Maslowski



February 1, 2013

Dear Pluris Wedgefield Customer,

Pluris continues to provide safe drinking water and presented in the following table is a summary of most recent monthly test results by the Florida state certified testing laboratory (Tri-Tech Analytical Laboratories, Inc. in Orlando; Florida Department of Health #E83294). All 8 of the samples passed, coming back absent of any coliform.

Bacteriological Sampling and Testing Results		
Sampling Date	Sampling Point	Bacteriologic Test Result
7-Jan-13	Pluris Well # 1	0
7-Jan-13	Pluris Well # 2	0
7-Jan-13	2333 Archer Blvd	0
7-Jan-13	2530 Alabaster Avenue	0
8-Jan-13	2654 Abney Avenue	0
8-Jan-13	2873 Glen Elm Way	0
8-Jan-13	3019 Leflore Lane	0
8-Jan-13	2228 Abalone Blvd	0

Two of the samples are from the water wells Pluris receives its water from before entering the water treatment plant and the other six samples are taken from locations selected by Pluris operations staff and approved by the Florida Department of Environmental Protection ("FDEP"). Sample locations are selected and approved by the FDEP to insure a representative sampling within the water distribution system.

In this last sampling, two Wedgefield customers were present for the sampling to observe the FDEP protocol in obtaining the samples including the manifesting (written log from the point of sampling to the laboratory signed by all persons).

Pamela DiMarzio along with Walter Maslowski attended the first sampling conducted on Monday, January 7, 2013 and Walter Maslowski attended the sampling on the second day of sampling on Tuesday January 8, 2013. Mrs. DiMarzio holds a chemical engineering degree and Mr. Maslowski is retired from the Navy. Mr. Maslowski has volunteered to be present for a 6 month period to be present at the monthly sampling. Following the sampling and refrigeration (required while waiting pick up by the laboratory courier) both Mrs. DiMarzio and Mr. Maslowski stated they thought all sampling techniques and procedures were adhered to per the FDEP sampling protocol.

If you would like to observe the monthly sampling along with the comprehensive annual sampling as required by the Pluris Wedgefield Inc. water permit and FDEP rules and regulations, or if you would like a tour of the water and wastewater treatment plants, please email me directly at jkuhns@plurisusa.com.

Lastly, as the current posted Pluris signs reflect - please send in your email address to info@plurisusa.com and receive a \$5.00 credit on your next bill after confirming. The email address will be used to keep you informed of utility activities throughout the year.

Sincerely,

Joe Kuhns
Pluris Regional Manager