

**Brandy Butler**

---

**From:** Office of Commissioner Brown  
**Sent:** Wednesday, August 23, 2017 11:30 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Pluris rate increase request

Good Morning,

Please place the attached email in Docket Correspondence, Consumers and their Representatives, in Docket No. 20170166-WS. Thank you.

**From:** K Soto [<mailto:ksoto84@gmail.com>]  
**Sent:** Wednesday, August 23, 2017 10:58 AM  
**To:** Office of Commissioner Brown  
**Subject:** Pluris rate increase request

Dear "Commissioner Brown,

We hope this finds you well.

We imagine you're aware of Pluris's request for approval of a rate increase. As Pluris customers, we residents of Wedgefield already bear the burden of expensive water and sewer charges. Not only is the water significantly more expensive than Orange County water to begin with, but the poor quality of the water and its risk to our health make it necessary to buy bottled water for ingestion. Unfortunately, it has also been suggested that Pluris water is even risky to bathe in. Therefore cost is obviously not only financial. Worry, stress, and concern for our health and well-being take their toll as well. That doesn't mean the financial cost isn't significant. It is. In addition to the already high rates and the necessity to buy bottled water, numerous residents have also stated that the water has even damaged laundry.

It is already a struggle for our community in our effort to resolve our current problems with Pluris. Increased rates would just compound the frustration. We don't see how increased rates are justifiable and respectfully request that Pluris's request for increased rates are not approved.

Thank you.

Miguel and Kris Soto