

Brandy Butler

From: Brandy Butler on behalf of Records Clerk
Sent: Friday, November 03, 2017 8:40 AM
To: 'Natalie Harris'
Cc: Consumer Contact
Subject: RE: "No" on Pluris Rate Increase Docket 20170166

Good morning Ms. Harris,

We will be placing your comments below in consumer correspondence in Docket No. 20170166 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

Brandy Butler

Commission Deputy Clerk I
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
Phone: (850) 413-7123

From: Natalie Harris [mailto:gnatbug711@gmail.com]
Sent: Thursday, November 02, 2017 5:30 PM
To: Records Clerk; Consumer Contact
Subject: "No" on Pluris Rate Increase Docket 20170166

Hello,

I was unable to attend the meeting in my community, Wedgefield, this morning as I had to work at 9am but needed to be sure to let you know my position on the Pluris rate increase. I am protesting their rate increase. Please do NOT grant them this rate increase. I have called your agency several times with complaints regarding Pluris's customer service, lack of response, and irregular billing.

I complained originally because I received a \$475 bill when I am a single person who does not use that much water. There was NO way for them to prove that was how much I used, and I made a big deal of it to both you and them. I was receiving random bill amounts UNTIL my complaint, after which my bill has remained steadily at around \$80, which is more consistent with my use. I believe Pluris bills those they do not think will complain exorbitant amounts, and then corrects themselves in order to avoid a problem.

I am well aware that your agency does not manage the quality of the water, but I believe it is important to these proceedings. Our water has a heavily chlorinated odor. There are times when I turn on my faucet and my eyes water from the fumes. My toilets are stained from the particles in the water. Last year, due to all of these issues, I complained to Orange County regarding our water quality. They sound out their Environmental Protection Division to test my water, as well as water from multiple other homes in our neighborhood serviced by Pluris. When Pluris found out we were testing, they began flushing the lines, something we had not seen them do for almost a year. Flushing would reduce the amount of TTHM in the water, which is a Group 2 Carcinogenic chemical. The federal limit for TTHM is 80ppb. My home tested at 160ppb, double the federal limit. Almost every home in the sample tested over 100 ppb. So then Pluris doubted Orange County's testing ability and

wanted to run their own tests. They scheduled the test and flushed the lines daily before the tests took place. These tests were MONTHS apart, yet Pluris failed their own test and the same homes tested at even higher levels of TTHM. They had months to figure out how to get the water up to standard and COULD NOT DO IT. At this point, I will mention Pluris's annual Consumer Confidence Reports (CCR). They were reporting levels of 0ppb and 2ppb respectively for TTHM in 2014 and 2015. These levels were also reported to FDEP. It is not logical that Pluris was able to get absolutely zero ppb of TTHM if there was any chlorination in the water, and even if that crazy number were true, why were they unable to replicate it when they were testing our water. It is my supposition that they were falsifying reports.

They are now trying out a new system which is causing laundry to be bleached at random times. Can you imagine what the water is doing to our bodies, if it is bleaching clothes?? Not to mention, we have an elementary and middle school being serviced by Pluris. What is the County or State going to do if an entire school of children become ill? Pluris is not doing their due diligence in this pilot study, and the FDEP is not regulating them.

After what has happened in Flint, water is a major issue in our country. Our community has been suffering under Pluris for years and it is the jobs of our state officials to protect us. We are being EXPLOITED. We are paying a high price for a utility that has not been and still is not doing what they need to be or using our money in a way to fix our water. We are paying for their MISTAKES. There was a sinkhole on Maxim Parkway due to a wastewater pipe breakage and Pluris did NOTHING to maintain safety when it happened. They bought flushers because the TTHM levels could not be fixed (although they were reporting levels of 0ppb). There is raw sewage sometimes visible in our canals. Their plant RAN OUT OF WATER and nobody at Pluris even knew about it until we called them! Then we were told different stories because nobody knew what was going on. I have had brown water coming out of my faucets on hot days and called Pluris and received ZERO response. You must not approve this rate increase. We are not receiving adequate service or care from this company. They are exploiting us, as we have no other choice than to pay. Water is a basic right. As you said this morning, it is a monopoly and it is up to you to investigate them. We, as a community, have done as much research as we can. We have provided it ALL to you and to the FDEP. We voted to remove a Commissioner who did not support us. This is not an issue we will let go. We are counting on you to deny this rate increase.

Pluris was also located in Hillsborough County but was denied a rate increase by their commissioners, who held the authority to approve or deny instead of the PSC. The complaints of Pluris customers in Hillsborough were very similar to our complaints. Poor water quality, irregular billing, high prices, lack of service. The commissioners there felt Pluris was exploiting the neighborhoods it served, so denied the rate increase and eventually removed Pluris altogether. There is precedent for denying rate increases to Pluris. Please research this!

I have spoken at length with your office and was told that you NEVER deny a rate increase and that if things are very bad you might dock them a percentage point or cap the salary of execs at the utility. That is not good enough this time and we will be watching for it. We do not get to choose the commissioners on the Public Service Commission, but we do get to vote for the governor who appoints them. We have been successful in making this a news worthy issue, an election issue, and we will not stop. You have been put in place to represent us, so please get to work. We have given you all that we can and are tired of being exploited. We did choose to live in this part of the county, however, we pay taxes, we vote, and the county is expanding. There will be more and more citizens located out here and our protests over the water rate will not go away. If any wrongdoing on the part of Pluris or FDEP is discovered, hopefully PSC will not be a party to it. We are counting on you to do the right thing and investigate Pluris's activity. Protect us from this exploitative private utility. The eyes of the state are upon you.

Natalie Harris
20745 Maxim Pkwy

Orlando FL 32833
607-592-0044