

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: 11/15/17

TO: Office of Commission Clerk

FROM: Bureau of Consumer Assistance, Office of Consumer Assistance & Outreach

RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 20170166.

RECEIVED-PPSC
2017 NOV 15 AM 10:50
COMMISSION
CLERK

11/6/2017

Dear Florida Public Service Commission,

As you are aware there was a neighborhood meeting regarding the Pluris price increase the other day in Wedgefield.

We feel holding a meeting during the week when most residents are at work defeats the purpose of trying to get a true count of how many residents are opposed to the rate increase. The water is not drinkable or fit for bathing; it causes rashes and/or other sickness to the residents and their families here in Wedgefield. We all deserve clean water and fair pricing! It is unbelievable that Pluris would even ask for a rate increase, due to all the problems that they have faced over the last several years.

You DO NOT see how many people pay for other water that is delivered to their homes because they don't trust that the water from Pluris to drink or cook with. Pluris has NOT taken care of or tested the water to show the water is drinkable on weekly or monthly bases until they are challenged or put on the news to show the deceitful practices in our Wedgefield neighborhood. We keep fighting for good water daily.

Why is Pluris not held accountable for their lack of protocol? The only time they get a slap on the wrist is when they are challenged by the residents time and time again? This problem has not gone away because they are not an honest or a caring company, it is all about how to make a buck.

You have not heard from the people that Pluris has price gouged. Wedgefield has residents that have charges from \$100.00 monthly for years, to then jump to a double and triple their water bill for a single month! Then the bill magically goes back to the \$100.00 a month and Pluris is saying there is nothing they can do! These same people have to pay that price gouges and if they don't pay the bill while it is in a dispute Pluris turns off the water.

I personally know a few people in Wedgefield that could not afford an attorney so they paid that bill or they had to have the news come in to have the gouged bill waived. There was no proof what so ever of why the bill changed so drastically, Pluris only stated nothing was wrong with their meters. The residents either lived alone or were out of town for a few months with no changes to their water useage. So the gouged water bill did not make any sense on the raise hike from one month to another and then back down to the normal price.

There are ALOT of people that live in Wedgefield have been diagnosed with Cancer or some type of skin issues and the doctors cannot diagnosis it because they have seen nothing like it anywhere. These are concerns since the water did have cancer causing agents for a long time.

We have gotten the signatures needed to get Pluris water out of our community. We hope Orange County Utilities will be able take over this water plant and give us the clean water we deserve. This is appalling that you would approve this rate increase, with all these problems. **Your office is not listening to the people of Wedgefield!**

The water has to be monitored on a daily, weekly or monthly basis to determine that it doesn't have the cancer causing chemicals, feces, dirt or smell in the water that causes sickness and/or rashes. Not wait until there is an issue that is reported to the news!

We invite you to come to the meetings that are being held to show you all the people that have signed to get Pluris out of our community. If that is needed to stop this price hike please let us know.

I can be reached at ldmagrosk@bellsouth.net or you can call me 407-443-6159 any time.

RECEIVED-PPSC
2017 NOV 14 AM 8:52
COMMISSION
CLERK

(over)

If I don't answer please leave me a message and I will return your call after I am done working.

Thank you,

(From a few of the homeowners of Wedgefield)

Michael and Leonora Magrosky

Dylan Shreve

Brenda Tamburini

Sara Tamburini

Mr. and Mrs. Ron Scala

Mr. and Mrs. Daniel Soares

Mr. and Mrs. David Perez

Yvette Schreve

Tori Schreve



Mr & Mrs Michael Maguire
2557 Albin Ave
Ocala FL 32833



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2017 NOV 14 AM 7:10



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