

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: January 26, 2018
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Penelope D. Buys, Engineering Specialist, Division of Engineering *ADB TJS*
RE: Docket No. 20170166-WS-Application for limited proceeding rate increase in Orange County by Pluris Wedgefield, Inc.

Please file the attached email from FDEP concerning complaints and boiled water notices in the above mentioned docket file.

Thank you

Penny Buys

Subject: FW: Public Records Request - Pluris Wedgefield - PWS-3480149 and FLA010900

From: Carr, Zoey [mailto:Zoey.Carr@dep.state.fl.us] **On Behalf Of** DEP_CD
Sent: Thursday, January 25, 2018 10:49 AM
To: Penny Buys
Cc: Ammon, Pamela
Subject: Public Records Request - Pluris Wedgefield - PWS-3480149 and FLA010900

Good morning,

Thank you for your recent records request regarding:

Pluris Wedgefield Complaints and BWNs since 2013

Since our complaints are not logged into OCULUS, I'm including screenshots below of the complaints we have received since 2013.

Pluris-Wedgefield	3480149	Water is undrinkable	Sharon Hayes, 2319 Ardon Ave, Orlando FL 32833, 407-350-0921, shayes004@hotmail.com	CD - Debra Knight	Debra inspected the facility and investigated the complaint. Facility in compliance. Could not reproduce complaint. Invalid.	December 10, 2013	Aaron Watkins
269							
Pluris Wedgefield	FLA010900	Hole opened up on the ground surface from a leaking sewer pipe (near Abalone Blvd.). Pluris is suppose to be fixing the pipe but they only put rock in the hole. The complainant noticed an opening/depression in the ground on August 5 or 6 but the opening in the ground grew larger (15'X15') on August 11. Complainant is concerned on the amount of time it's taking Pluris to fix the leaking	Cindy McIntier at 2831 Abalone Blvd, Orlando. Phone - 407-568-8558	CD - David Smicherko	Called utility on 8/15/14 regarding the complaint. Pluris will follow-up with Department on 8/18/14 (Monday) including a schedule for the repairs.		Gary Miller WW
780							

2641	Orange	Wedgfield WWTF	... Sewage in the roads and yards on Regency Oak Lane (between 2752 and 2746)	Kaitlon McCormick	Farrell, Jenny E.	Completed	9/19/2017	Normal	No	9/14/2017	9/14/2017	9/14/2017
1699	Orange	Pluris	... Concerned about recent test results and water quality in her community.	Natalie Harris	Hess, Nathan	Completed	5/18/2016	Normal	No	5/24/2016		5/13/2016
1698	Orange	Pluris	... Concerned about the recent test results and water quality in her community.	Melissa Lasser	Hess, Nathan	Completed	5/18/2016	Normal	No	5/24/2016		5/13/2016
1607	Orange	Pluris	... Concerned about recent test results and the water quality in her neighborhood.	Sharon Hayes	Hess, Nathan	Completed	5/18/2016	Normal	No	5/24/2016		5/13/2016
1606	Orange	Pluris	... Concerned about recent test results and the water quality in her neighborhood.	Nicole Lane	Hess, Nathan	Completed	5/18/2016	Normal	No	5/24/2016		5/13/2016
1605	Orange	Pluris	... Concerned about recent test results and the water quality in her neighborhood.	Robin Winn	Hess, Nathan	Completed	5/18/2016	Normal	No	5/17/2016		5/13/2016
1604	Orange	Pluris	... Complainant is concerned about the water quality in her community.	Natalie Harris	Hess, Nathan	Completed	5/29/2016	Normal	No	5/24/2016		5/24/2016
1154	Orange	Pluris-Wedgfield	... Taste and odor complaints.	Mr. Craig	Hess, Nathan	Completed	12/22/2015	Normal	No	12/21/2015	12/21/2015	12/17/2015
657	Orange	Pluris-Wedgfield	... No notification of PBWN.	Lea Williams	Hess, Nathan	Completed	6/20/2015	Normal	No	6/15/2015	6/15/2015	6/15/2015
606	Orange	Pluris-Wedgfield	... Water is contaminated, has too much chlorine, and is too expensive.	Martha Price	Hess, Nathan	Completed	5/26/2015	Normal	No	5/22/2015	5/22/2015	5/21/2015
435	Orange	Pluris-Wedgfield	... Poor water quality. Particles, odors, mineral deposits, and cost.	Evelyn Perez	Hess, Nathan	Completed	3/15/2015	Normal	No	3/12/2015	3/11/2015	3/10/2015
382	Orange	Pluris-Wedgfield	... Water odor, film on pots, rusting sink, outages.	Susan Arroyo	Hess, Nathan	Completed	2/18/2015	Normal	No	2/16/2015	2/12/2015	2/13/2015
380	Orange	Pluris-Wedgfield	... Poor water quality, high cost, poor customer service, frequent boil water notices.	Mike Ward	Hess, Nathan	Completed	2/17/2015	Normal	No	2/12/2015	2/12/2015	2/12/2015
378	Orange	Pluris-Wedgfield	... Water odor, color, and outages.	Sharon Hayes	Hess, Nathan	Completed	2/14/2015	Normal	Yes	2/16/2015	2/11/2015	2/9/2015

All of our boil water notices will be located in OCULUS since they have to have a very quick turnaround. You can see how to set up your search in the screenshot below. Be sure to include the dates exactly as seen, since that will make sure that the document date is between the first day of 2013 and today (instead of when we received it). You can also include "BWN" in the document subject (make sure the * is selected in the drop down), but

I like to leave that out just in case someone inserted something with a different

name: *

Search

Catalog

- Potable Water Systems
- Potable Water Systems_Restricted
- SCO - Siting Coordination Office
- Solid Waste
- Solid Waste_Restricted
- State Revolving Fund
- Storage Tanks

Search By

Profile

Profile

- Administrative
- Cleanup_Remediation
- Construction Operation Mgmt
- Discovery Compliance
- Enforcement_Legal
- Fiscal
- Permitting Authorization

Sort By Type

Creator Folder Name

Created To

County =

District =

Facility-Site ID = ...

Document Date From To

Received Date From To

Document Type =

Contractor ID =

Inspection Type =

Facility Type *

Application Number =

Permit Number =

Document Subject =

Please let me know if I can be of anymore assistance.

Thank you,

Central District
Florida Department of Environmental Protection
3319 Maguire Blvd, Suite 232
Orlando, Florida 32803-3767
407-897-4100
DEP_CD@dep.state.fl.us

From: Penny Buys [<mailto:PBuys@PSC.STATE.FL.US>]
Sent: Wednesday, January 17, 2018 2:45 PM
To: Synatschk, Joni <Joni.Synatschk@dep.state.fl.us>
Cc: Robert Graves <RGRAVES@PSC.STATE.FL.US>
Subject: Pluris Wedgefield - PWS-3480149 and FLA010900

Ms. Synatschk,

I am looking for some information concerning Pluris Wedgefield. The information will be used in a limited proceeding rate case, Docket No: 20170166-WS.

1. Does DEP have any records of Boiled Water Notices from Pluris Wedgefield from 2013 to the present? If so, please provide copies.
2. Does DEP have any records of complaints filed against Pluris Wedgefield from 2013 to the present? If so, please provide copies.

Please provide the information by February 14, 2018. If you have any questions, please contact me.

Thank you,

Penelope Buys
Engineering Specialist
Division of Engineering
Florida Public Service Commission
(850) 413-6518
Fax – (850) 413-6519
pbuys@psc.state.fl.us