

Antonia Hover

From: Angie Calhoun
Sent: Thursday, April 19, 2018 9:45 AM
To: Consumer Correspondence
Cc: Diane Hood
Subject: FW: To CLK Docket 20170166

Customer correspondence for docket 20170166.

-----Original Message-----

From: consumerComplaint@psc.state.fl.us [<mailto:consumerComplaint@psc.state.fl.us>]
Sent: Thursday, April 19, 2018 9:33 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126401

CUSTOMER INFORMATION

Name: Jesse Cohn
Telephone:
Email: jcohn20@gmail.com
Address: 20705 Melville St Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Jesse Cohn
Account Number:
Address: 20705 Melville St Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:
Dear Chairman and Commissioners,

Reference Docket # 20170166

Please include this correspondence as my opposition to, and protestation of, the proposed water/wastewater rate increase as submitted by Pluris Wedgefield, Inc. in unincorporated Orange County, Florida to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) I strongly disagree with the proposed rate increases as I am very dissatisfied with the water service being provided and the current severely high rates I am already being charged. I urge you to vote no on this matter and urge you to look into all the issues we are currently having with this private water utility.

I have lived up and down the east coast, and in an apartment near UCF which was serviced by OUC. I have never paid as much for undrinkable water as I do with Pluris. Our water may be legally safe, but I will not allow my family to drink it. We boil it if we are going to cook with it, regardless of whether the recipe calls for boiling water, and have a contract with Crystal Springs to deliver drinking water. The service provided by Pluris is an insult, and quite honestly is pushing me towards selling my home and moving, either out of Orlando or out of the state entirely. It is criminal that Pluris is asking us to pay them more when they already charge more than OUC. It is criminal that they think sending a letter saying "we won an award!" will impress us here in Wedgefield. Because that water sure as hell wasn't taken from a

house in the area. Probably wasn't even taken from their plant, but rather poured from a bottle. There is no way Pluris won an award for their water. Pluris as an entity should be ashamed of itself, and everyone associated with it should be investigated for fraud, because that is what they are engaged in. Active fraud.

Do better by us. Reject these increase, fine them. Absolutely appalling that this rate increase is even being considered.

Respectfully,

Jesse Cohn - A Wedgefield Resident

PSC was contacted previously