

Sandra Soto

From: Angie Calhoun
Sent: Monday, April 23, 2018 7:59 AM
To: Consumer Correspondence
Subject: FW: To CLK Docket 20170166
Attachments: E-Form Other Complaint TRACKING NUMBER 126415; E-Form Other Complaint TRACKING NUMBER 126416; E-Form Other Complaint TRACKING NUMBER 126417; E-Form Other Complaint TRACKING NUMBER 126422; E-Form Other Complaint TRACKING NUMBER 126418; E-Form Other Complaint TRACKING NUMBER 126421; E-Form Other Complaint TRACKING NUMBER 126423

Customer correspondence for docket 20170166

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 19, 2018 9:32 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126416

CUSTOMER INFORMATION

Name: Ashly Palacios
Telephone: (407) 978-1054
Email: Rgpbra2006@yahoo.com
Address: 2346 Baker Ave Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Raul Palacios
Account Number:
Address: 2346 Baker Ave Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

When filling sinks, tubs and toilets the water is yellow. Also water is bleaching clothes when washing the darks. Water also has partials floating in it. Have pictures to prove all occurrences. All my towels and dark clothes have been ruined and I'm Afraid fo let my children bath in it. Sad I pay \$200 a month for water I can't reply on or drink.

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 19, 2018 9:32 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126415

CUSTOMER INFORMATION

Name: Ashly Palacios
Telephone: (407) 978-1054
Email: Rgpbra2006@yahoo.com
Address: 2346 Baker Ave Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Raul Palacios
Account Number:
Address: 2346 Baker Ave Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

When filling sinks, tubs and toilets the water is yellow. Also water is bleaching clothes when washing the darks. Water also has partials floating in it. Have pictures to prove all occurrences. All my towels and dark clothes have been ruined and I'm Afraid fo let my children bath in it. Sad I pay \$200 a month for water I can't reply on or drink.

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 19, 2018 9:49 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126417

CUSTOMER INFORMATION

Name: Carmen Restituyo
Telephone: (407) 235-4086
Email: Carmenlivier@gmail.com
Address: 20417 Marlin St. Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Carmen Restituyo Account Number: 00031007
Address: 20417 Marlin St. Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

Water has really bad smell, it leaves bad hard water stain on toilets, faucets, shower and sink. My house was built in November of 2017 and I can't believe how bad these water stains are. The water is also green at times when my small children try to take a bath our tub is white and it shows badly the tiny of the greenish/bluish water. I don't feel the water is safe to drink so our family doesn't drink it at all. We deserve better water for our children, families and community especially when we are paying such high prices for water. This is unacceptable.

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 19, 2018 9:53 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126418

CUSTOMER INFORMATION

Name: Derek Crumley
Telephone: (407) 448-4485
Email: Derekcrumley@gmail.com
Address: 20427 Majestic St. Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Derek Crumley
Account Number: 00024706
Address: 20427 Majestic St. Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

Tonight when filling the bath tub to give my toddler a bath the water had a yellow tint. Previously it had a chemical blue tint. This water has not been drinkable since I have lived here "2010". This water leaves a white film on the dishes that is impossible to take off. It has damaged multiple faucet valves, toilet parts, and rusted holes through sink bases. I just recently had to replace the shower valve. None of the shut offs under the sinks work, if I want to shut off the water under any given sink the valve sprays water out of the handle when turned. It is also the most expensive water in Orange County. Now I'm hearing of another price increase. This has to stop and Pluris needs to be replaced by OUC water. Please help us. This water is dangerous.

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 19, 2018 10:53 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126421

CUSTOMER INFORMATION

Name: Sharon Hayes
Telephone: (407) 350-0921
Email:
Address: 2480 ABALONE Blvd Wedgefield FL 32833

BUSINESS INFORMATION

Business Account Name: Joseph Hayes
Account Number:
Address: 2480 ABALONE Blvd Wedgefield FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.
Details:

Reference Docket # 20170166

My clothes have been bleached, pipes have been corroded which in turn have had to be replaced, I have to buy my own drinking water. To have the extra expense of a price increase, to already ridiculous price for WATER, a necessity, not a luxury, is against all that is AMERICAN. Water is our most needed resource and should not cost these astronomical amounts. And for water we do not feel is safe. There is stuff that floats in our drinking water. There is black sludge that comes out of my faucets. Would you drink it? And I don't mean take a sample. I mean drink it on a daily basis, knowing it could be destroying your insides as it has destroyed pipes and bleached clothing. I doubt it. Sharon Hayes

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.

Respectfully, Sharon Hayes

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 19, 2018 11:41 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126423

CUSTOMER INFORMATION

Name: Helen Barnabei
Telephone: (407) 221-9455
Email: mikebarnabei@gmail.com
Address: 19738 Glen Elm Way Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Helen Barnabei
Account Number: 00025506
Address: 19738 Glen Elm Way 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.

Tonight, on the eve of the vote on the proposed rate increase, I drew three bathtubs of greenish yellow discolored water. I have pictures. My family and I have not drunk the water due to water quality since Pluris took over operations. They are touting their award for best tasting drinking water in Central Florida as a reason for a rate increase, when in reality, the water is totally unusable. I don't even want to bathe my children in the water provided by Pluris, but what choice do I have. The fact that they should ask for a rate increase is laughable. FOR PROFIT PRIVATE UTILITY COMPANIES should have rate requests denied WHEN THEY PROVIDE INFERIOR QUALITY/SERVICE. Pluris Wedgefield Inc. has demonstrated repeatedly that they have little regard for the voices of their customers and want to make it appear that they do all they can to provide quality drinking water. Unfortunately, this is not so. The residents of Wedgefield have the proof. Bleached clothes, extreme mineral deposits and corrosion of plumbing fixtures, smelly and discolored water are the reality of the quality of Pluris Wedgefield Inc. water services. Please do not approve this rate increase.

Respectfully,

Michael Barnabei - A Wedgefield Resident

PSC was contacted previously

Sandra Soto

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, April 19, 2018 11:00 PM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126422

CUSTOMER INFORMATION

Name: Justin Restituyo
Telephone: (407) 552-6826
Email:
Address: 20417 Marlin St Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Justin restituyo
Account Number: 0031007
Address: 20417 Marlin St Orlando FL 32833

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

This place is horrible. There trying to raise rates that already are to high.and today turn water on and was greenish. Also I called service about 3 weeks ago for a quote on irrigation meter and never heard back from them. Decided to call today and they said were still waiting to speak to technician 3 weeks later . Unbelievable