Antonia Hover

From: John Plescow
Sent: Thursday, August 3, 2023 1:56 PM
To: Consumer Correspondence; Diane Hood
Subject: FW: To CLK Docket 20230083

Please, add to docket 20230083.

-----Original Message-----
From: Diane Hood <DHOOD@PSC.STATE.FL.US> On Behalf Of Consumer Contact
Sent: Thursday, August 03, 2023 1:41 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: To CLK Docket 20230083

-----Original Message-----
From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Wednesday, June 14, 2023 3:59 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Other Complaints TRACKING NUMBER: 191080

CUSTOMER INFORMATION
Name: Amelia Frederick
Telephone: 4074303047
Email: aacfrederick@gmail.com
Address: 2628 Abbey Ave Orlando FL 32833

BUSINESS INFORMATION
Business Account Name: Amelia Frederick Account Number: 00025795
Address: 2628 Abbey Ave Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION
Complaint: Other Complaints against Pluris Wedgefield, LLC
Details:
I have been a resident of the Wedgefield community since 2009. In the last 14 years, we have faced unprecedented rate hikes with our water and wastewater; more contamination and "boil water" notices than I can even count; and the worst quality water money could buy - it has damaged every surface of our home that it touches.
To add insult to injury, we pay a MINIMUM of $125 monthly for a family of 3 to shower, cook, and, clean. We don't have a sprinkler system. We don't use the water for our pool.
Without even making any improvements to the quality of our water, they're now trying to raise our rate AGAIN. It is unfair, and every single resident I'm Wedgefield will agree. They are overcharging for the lowest quality they can offer. Now, with our latest bill, they provided a letter that could easily be considered a threat - to speak up about Orange County purchasing the water system or deal with another rate hike. We are not customers: we are victims.