

Charlie Smith

From: John Plescow
Sent: Wednesday, September 13, 2023 1:39 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: Wednesday, September 13, 2023 1:36 PM
To: John Plescow <JPlescow@PSC.STATE.FL.US>
Subject: To CLK Docket 20230083

By DHood

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>
Sent: Wednesday, September 13, 2023 1:21 PM
To: Consumer Contact <Contact@PSC.STATE.FL.US>
Subject: E-Form Improper Billing TRACKING NUMBER: 192500

CUSTOMER INFORMATION

Name: Fallon Valdes
Telephone: 4074291879
Email: fallonsalerno83@gmail.com
Address: 2712 Bancroft Blvd Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Fallon Valdes
Account Number: 00036218
Address: 2712 Bancroft blvd orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Improper Billing against Pluris Wedgefield, LLC
Details:
Subject: Concerns Regarding Pluris Rate Hike Proposal

I am writing to express my deep concerns regarding Pluris' proposed rate hike for water services in our area. As a loyal customer of Pluris for several years, They have not provided us quality water and the current quality-to-cost ratio is causing me significant financial strain.

The proposed rate hike, especially in the context of the existing water quality, is alarming. The current water rates are already a challenge for my monthly budget, and any further increase will make it even more difficult for me to manage my expenses. To illustrate the impact, I recently considered filling a Kids pool for my nephew, and the estimated cost for

this would be well over \$300. This is a substantial amount that I simply cannot afford, and it restricts my ability to provide simple recreational opportunities for my family.

I kindly urge you to reject the proposed rate hike by Pluris. While I understand that companies need to cover their operational costs, it's essential that this does not come at the expense of their loyal customers' financial well-being. I believe there must be alternative solutions or measures that can help Pluris maintain its services without imposing such a burden on its customers.

I, along with many others in our community, depend on reasonable and fair water rates to meet our basic needs and ensure a decent quality of life. I hope you take this matter seriously and work towards a resolution that considers the affordability of water services for all customers.

Thank you for your attention to this matter. I look forward to hearing from you soon and hope for a positive outcome that benefits the entire community.

Sincerely,
Fallon Valdes