

Antonia Hover

From: Ellen Plendl
Sent: Thursday, September 14, 2023 1:55 PM
To: Consumer Correspondence
Subject: Docket No. 20230083
Attachments: FW: Pluris Rate Hikes--NEED HELP; Consumer Inquiry - Pluris Wedgefield, LLC

See attached customer correspondence and reply for Docket No. 20230083

Antonia Hover

From: Office of Commissioner Clark
Sent: Thursday, September 14, 2023 1:34 PM
To: Ellen Plendl
Subject: FW: Pluris Rate Hikes--NEED HELP

Good afternoon Ellen,

Please see the below email from a Pluris-Wedgefield customer.

Thank you!

Hannah E. Branum

Executive Assistant to Commissioner Clark
Florida Public Service Commission
[2540 Shumard Oak Blvd.](#)
[Tallahassee, FL 32399](#)
(850) 413-6004



From: Kearns, Michelle <michelle.kearns@seaworld.com>
Sent: Thursday, September 14, 2023 1:25 PM
To: Office of Chairman Fay <Commissioner.Fay@psc.state.fl.us>
Cc: Office of Commissioner Graham <Commissioner.Graham@PSC.STATE.FL.US>; Office of Commissioner Clark <Commissioner.Clark@psc.state.fl.us>; Office of Commissioner La Rosa <Commissioner.LaRosa@psc.state.fl.us>; Office of Commissioner Passidomo <Commissioner.Passidomo@psc.state.fl.us>
Subject: Pluris Rate Hikes--NEED HELP

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Good Afternoon Commissioner Fay,

I've already submitted a formal complaint on this but I also wanted to send you a note personally. If I'm being honest, the PSC has a bad rep out there. Many will tell me that the PSC is nothing but a rubber stamper. But I am hoping YOU will prove that to be WRONG. I along with other residents of the Wedgefield community are in a very DESPERATE situation. The Private water company out here is looking to increase our already very high rates to an amount that people simply will not be able to pay. With the new rate proposal, the lowest bill will still be over \$200 a month for the necessity of water. I honestly don't understand how they can get away with this. There should be some sort of CAP on water rates because if it not then where is the ceiling. Would we be expected to pay over \$500 a month one day. I honestly don't know how Florida allowed a private FOR PROFIT company to supply their residents with the necessity of water.

I know I'm only one person, hopefully many more have sent in complaints. But PLEASE put your self in my shoes. We are just a middle class family just trying to stay in our house and not be forced out by our water bill. So this is my PLEA....I am literally BEGGING YOU to not allow them to get that increase.

PLEASE PLEASE HELP US!

Thank you for your time
Michelle Kearns
407-304-6862

Antonia Hover

From: Ellen Plendl
Sent: Thursday, September 14, 2023 1:53 PM
To: 'michelle.kearns@seaworld.com'
Subject: Consumer Inquiry - Pluris Wedgefield, LLC

Ms. Michelle Kearns
michelle.kearns@seaworld.com

RE: FPSC Inquiry 1429413C

Dear Ms. Kearns:

This is in response to your E-mail to Commissioner Gary Clark, Florida Public Service Commission (FPSC) regarding Pluris Wedgefield, LLC (Pluris). Given the nature of your concerns, Commissioner Clark believes it would be appropriate for the specialized staff of the FPSC's Office of Consumer Assistance and Outreach to respond directly to you.

You expressed a concern about Pluris' application for an increase in water and wastewater rates in Orange County. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 20230083.

You may review all the information filed with the FPSC by accessing our website at <https://www.floridapsc.com/>. Tap on the section for Clerk's Office, then Dockets and type in Docket No. 20230083 (just the number). Once you reach the Docket, tap on Document Filings Index to view all the information filed by the utilities and other parties in this Docket.

If you have any questions or concerns please contact me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl
Regulatory Analyst IV
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)