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February 8, 2024
via efilng

Adam Teitzman, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 20230083-WS – Application for Increase in Water and Wastewater Rates in Orange County by Pluris Wedgefield, LLC.

Dear Mr. Teitzman:

On behalf of Pluris Wedgefield, LLC (“Pluris” or “Utility”) this letter is the response to Staff’s Sixth Data Request dated January 25, 2024.

1. For each of the customers that raised a quality of service issue at the Customer Meeting held on January 24, 2024, please describe what actions, if any, Pluris has taken to resolve the issue with its customer.

Response: See attached.

Should you or Staff have any questions regarding this response please do not hesitate to contact me.

Very truly yours,

/s/ Martin S. Friedman
Martin Friedman

MSF:

Cc: Greg Davis (via email)

CUSTOMER TESTIMONY – COMPANY COMMENTS
(in the order of the speaker sign in sheet¹)

Introduction: A number of customers made general comments that they did not drink the water without specifying objections to taste, color or odor. Pluris believes that choosing not to drink the water is a result of the misconception that the water is not safe to drink, which is not the case. Pluris Wedgefield water meets all primary and secondary water quality standards. The transcripts from the customer meeting is not available and Pluris’ responses are based on notes taken by the two representatives of Pluris of the comments by each customer who spoke.

Dennis Marlow: He uses water filters and blames the water for corrosion of his copper piping, requiring replacement. Pluris Wedgefield water meets all primary and secondary water quality standards, so the use of water filters is a personal decision. Copper piping corrodes for many reasons, and such corrosion does not mean that the water quality is not in compliance with water quality regulations.

Sheila Mayhew: She had a bad experience with customer service representatives when she set up her account and after receiving her first bill. The Utility’s customer service records reflect that customer service had to contact her several times to obtain the documentation to set up her account, but customer service representatives were not rude to her. She does not drink the water unless filtered. Pluris Wedgefield water meets all FDEP primary and secondary water quality standards, so the use of water filters is a personal decision.

Jeff Lapere: He complained about iron staining of his toilets and sinks. Iron was sampled and tested for as part of the FDEP compliance monitoring in May of 2023 and was undetected. The source of his “iron staining” may be attributed to another type of “staining” caused by an in-home filtration system which is a personal decision.

Jessica Kohl: No complaint related to quality of service.

Helen Unser: She made no specific quality of service complaint, but just doesn’t like the water.

Philip Unser: He made no specific quality of service complaint, but just doesn’t like the water.

Leonora Magrosky: She buys bottled water, the water caused rashes in her grandchildren, replace faucets and stains in sinks.

Mohamed Abdel-Rahman: He made no specific quality of service complaint.

Franklin Lott: He purchased a water softener. In 2015, Pluris installed system wide water softening which has resulted in a reduction in hardness of 13-15 grams from the source to an average of 7.0 grams delivered to the customers. There is no regulatory standard for hardness.

Nicole Krause: She made no specific quality of service complaint.

¹ Joseph Scully was allowed to be the first customer to make a presentation due to a scheduling conflict.

Albert Stallcup: Signed up but did not speak.

Colleen Wollam: Signed up but did not speak.

Margaret Preston: Drinks bottled water, and residue in ice cubes. Installed faucet filters. Pluris Wedgefield water meets all FDEP primary and secondary water quality standards, so the use of water filters is a personal decision.

Joseph Scully: He purchased a water softener and only uses water for laundry and showers, without specifying his problem with the water. In 2015, Pluris installed water softening which has resulted in a reduction in hardness of 13-15 grams from the source to an average of 7.0 grams delivered to the customers. There is no regulatory standard for hardness.

Tony Meimary: Comments ranged from water damaging his clothes and his wife's hair. He installed a water softener and replaced his hot water heater. The hardness of the water has been addressed above. There is no explanation for alleged damage to clothes and hair in light of compliant water quality.

Paulette Paule: Signed up but did not speak.

Cliff Kearns: Uses bottled water but did not explain why he did so, but it appears that he does not believe that it is safe to drink. Pluris Wedgefield water meets all FDEP primary and secondary water quality standards.

David Pendry: His major concern was with the quality and safety of the water, which Pluris has addressed above. He uses water filters, and re-piped his house, both of which issues have been addressed above.

Megan Gee: Never drinks the water but did not explain why. Pluris Wedgefield water meets all FDEP primary and secondary water quality standards.

Craig Cooke: He owns the golf course and has an agreement with Pluris to accept treated effluent for irrigation. He complained about the quality of the treated effluent and this has been addressed as part of the Agreement entered into by Craig Cooke and Pluris.

Susan Grode: She complained of staining, buys bottled water and filtered refrigerator water. Iron was sampled and tested as part of the FDEP compliance monitoring in May of 2023 and was undetected. The source of his "iron staining" may be attributed to another type of "staining" caused by an in-home filtration system which is a personal decision.

Diane Johnson: Purchased an RO system for her house but did not elaborate whether it was her perceiving water as not being safe, or if for aesthetic reasons. In-home filtration systems are a personal decision.

Michael David: He raises no quality of service issues.

Mike Araga: He complained of taste and odor. Culligan salesman said he would not drink the water. He/she was trying to sell a water softening system so that is a common statement of such sales people. In 2015, Pluris installed system wide water softening which has resulted in a reduction in hardness of 13-15 grams from the source to an average of 7.0 grams delivered to the customers. There is no regulatory standard for hardness. In addition, water softening to a point below 4 grains of hardness can cause a corrosive effect and shorten the normal life expectancy of home piping and appliances. In-home water softening systems are a personal decision.

Cindy Zwarich: Not a customer. Without explaining why she said she does not drink Pluris water when visiting friends.

Natalie Harris: She says that Orange County water testing – which occurred several years ago – showed high TTHMs. Pluris water is and has been compliant with regulatory standards for TTHMs. It is common for all water utilities, which use chlorine as the disinfectant to address bacteria such as Giardia and Cryptosporidium, to have isolated exceedances of the disinfectant by product of chlorine TTHM standards, but such isolated instance is not a violation of FDEP regulatory standards. Attached are the last three years of results for reference.

CUSTOMERS WHO SPOKE – CONTACT WITH UTILITY
CUSTOMER SERVICE CENTER **IN PAST YEAR**

1. Dennis Marlow – no complaints
2. Shela Mayhew – staff had to reach out to her several times for documents needed to establish the account. Ms. Mayhew spoke to 3 different representatives when setting up her account. After receiving the first statement she called questioning the charges. The representative provided explanation of each charge and she seemed satisfied. We have had no other contact from her.
3. Jeff La Perre – no complaints
4. Jessica Kohl – no complaints
5. Helen Unser – no complaints
6. Philip Unser – installed a new hot tub in August of 2023 and requested a sewer adjustment for the fill. His usage for the event month was not elevated above his 6 month usage average to qualify for an adjustment. When he was notified the account did not qualify for a sewer adjustment his comment was “we would not honor the request and he knew that we would not” and hung up.
7. Leonard Magrosky – no complaints
8. Mohamed Abdel-Rahman – no complaints
9. Franklin Lott – no complaints
10. Nichole Krause – no complaints
11. Albert Stallcup – no complaints
12. B Colleen Woolam – no complaints
13. Margaret Preston – no complaints
14. Joseph Scully – no complaints
15. Tony Meimary – no complaints
16. Paulette Beaulieu Paule – no complaints
17. Cliff Kearns – no complaints
18. David Pendry (joint owner with account holder - Allison May) – no complaints
19. Megan Gee – no complaints
20. Craig Cooke – representing Wedgefield Golf Club & Restaurant – no complaints
21. Susan & Jon Grode – no complaints
22. Diane Johnson – no complaints
23. Michael David – owner of the 2 addresses he listed and both are rentals – no complaints
24. Mike Araya – no complaints
25. Cindy Zwarich – property is not in the Pluris Wedgefield service area
26. Natalie Harris – 1/23/2024 – Natalie called requesting to have the meter box checked due to a missing metal plate and the box was broken. Meter box was replaced.