

Charlie Smith

From: Charlie Smith on behalf of Records Clerk
Sent: Thursday, March 21, 2024 1:32 PM
To: 'Allison May'
Subject: RE: Docket Number 20230083 - WS

Good Afternoon Allison May and David Pendry,

We will be placing your comments below in consumer correspondence in Docket No. 20230083, and forwarding them to the Office of Consumer Assistance and Outreach.

Best regards,

Charlie Smith II

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
850-413-6770

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your email message may be subject to public disclosure.

From: Allison May <allison.margaret.may@gmail.com>
Sent: Wednesday, March 20, 2024 5:45 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Docket Number 20230083 - WS

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

Hello,

I am a resident of the Wedgefield community. I am emailing you to provide my comment on the Pluris rate increase request. Pluris should not receive a rate increase. The Pluris water is not only disgusting, it is also: unsafe to drink, has ruined appliances and clothes, and has forced us to install expensive equipment to filter the water for my family's safety.

During the transition to their new disinfection, many of my neighbors and my own clothes were BLEACHED. If our clothes are being bleached, this water is not safe to drink.

When the unacceptable TTHM levels were reported, I decided to install a whole house water filter and whole house UV light on my house. I installed the carbon filter to hopefully protect us from TTHMs and the UV light to protect us in the multiple times Pluris neglected to notify us that the water treatment was disrupted and it was NOT SAFE to use. Attached to this email are photos of one of the filters after only ~10 weeks and when the filter is new. The brown stained filter is when the filter is taken out after ~10 weeks and the white filter is when

it is new. All these filters and maintenance have cost us \$300-\$400 a year to maintain, not to mention the filter system costs ~\$3,000.00 plus about \$500 to hire a plumber to install. Even with these filters, I DO NOT drink the water and I pay for bottled water for my family, pets for drinking and cooking.

Not only do I pay to ensure the safety of the water and essentially attempt to correct Pluris' water quality issues, Pluris' rates are currently 3 times MORE than what the rest of the city pays. We pay larger base fees (base fees total to \$60+ dollars a month without using a drop of water) and higher than average usage rates. It is unacceptable that we have to pay to fix water quality issues ourselves plus pay ASTRONOMICAL water bills that are sometimes HIGHER than my electric bill.

Please do not reward Pluris for their mistakes. A water company needs to be able to provide SAFE and AFFORDABLE drinking water and Pluris currently does neither of these. Please deny the rate increase for Pluris.

Please know that my sincerest recommendation is to DENY a rate increase to Pluris.

Sincerely,
Allison May and David Pendry
20522 Marlin St. Orlando FL 32833

AFTER



NEW

