

**Brandy Butler**

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**From:** Office of Commissioner Brown  
**Sent:** Thursday, August 24, 2017 9:09 AM  
**To:** Commissioner Correspondence  
**Subject:** FW: Docket 20170166-WS Pluris rate increase

Good Morning,

Please place the attached email in Docket Correspondence, Consumers and their Representatives, in Docket No. 20170166-WS. Thank you.

**From:** Greg Lusch [<mailto:greglll@aol.com>]  
**Sent:** Wednesday, August 23, 2017 5:15 PM  
**To:** Office of Commissioner Brown  
**Subject:** Fwd: Docket 20170166-WS Pluris rate increase

**Commissioner Brown and other PSC commission members:**

My name is Gregory Lusch and I reside in the Subdivision known as Wedgefield which is serviced by the Utility known as Pluris. I am voicing my opposition to the requested Water Rate increase by Pluris for the following reasons:

**Quality Of Service:** The recent history of Pluris delivering drinking grade water is spotty at best. I say this based on the Testing which has been reported for the last 5 years and Pluris recent Pilot Study with Chlorine Dioxide. Please see the table below for TTHM levels reported by Pluris per their own Consumer Confidence Reports. (CCRs) these can be found on the Pluris website.

	PPB (Parts per Billion)
	TTHM Level      Max Level =80 for Violation
2011	55.2
2012	56.5
2013	53.4
2014	2.3
2015	2.7

As it is clear from the Testing Data Years 2014 and 2015 are skewed very low. When subsequent Testing was ordered by Orange County in 2016 TTHM levels were detected often well above the 80 ppb limit.

As a customer of this one and only Water Utility in Wedgefield I have to ask the question how were the 2014 and 2015 levels achieved by Pluris when independent Testing at multiple user sources indicated high much higher TTHM levels ?

Why did Pluris employ a Test Study utilizing Chlorine Dioxide in 2016 with plans for permanent use in Wedgefield to reduce

TTHM levels to acceptable levels given the extremely low TTHM levels they reported to Customers. in 2014 and 2015?

Were years 2014 and 2015 not repeatable using the same equipment and personnel ? My conclusion is the 2014 and 2015 Test results were not valid and should have been flagged by FDEP.

The Water Quality of Wedgefield has caused residents to purchase Bottled Water and Filtering devices adding to the cost of a basic necessity which should be provided by Pluris in a safe and healthy manner. Not only are the current rates for Water and Sewage treatment from Pluris costly adding the purchased water and filtering systems makes this basic commodity very expensive.

Other service issues include timely notifications of Plant disruptions, earlier this year the Water level was depleted due to sensor error this was reported to Pluris by the customers. There have been multiple instances of bleaching of clothes during the Chlorine Dioxide experiment mentioned earlier. If this problem is affecting clothes in this way what about the health effects on residents?

I implore you to use your best judgment to deny Pluris another increase due to performance and quality of service.

If a survey were sent to Wedgefield residents about the Quality and Price of their water I think you would have an overwhelming negative response and that should weigh heavily on your decision for another hefty rate increase for Pluris.

As for any Cost Control measures employed by Pluris I saw that the law firm they used to process this rate increase request is charging a rate of \$330 per hour. Very excessive in my opinion, as are the other items driving this rate increase. Pluris customers have no say in the expenditures made by Pluris which is very alarming with regard to Cost control measures and Cost / Benefit decisions made by Pluris. The philosophy of just add it to the tab and send it to PSC for approval mentality is very prevalent with this sole source Private company. How are the residents / customers of this company able to hold anyone responsible for Costs?

Please use your best due diligence and deny this proposed increase based on Quality of service, Customer satisfaction and Lax cost controls.

Thank you for time,  
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