

Brandy Butler

From: Office of Commissioner Brown
Sent: Thursday, August 24, 2017 12:09 PM
To: Commissioner Correspondence
Subject: FW: Pluris Wedgefield Water Increase Request

Good Afternoon,

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

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

From: Jessica Kohl [<mailto:jessicalynnkohl@gmail.com>]
Sent: Thursday, August 24, 2017 10:27 AM
To: Office of Commissioner Brown
Cc: Mayor@ocfl.net; District5@ocfl.net; District6@ocfl.net; Jennifer.Thompson@ocfl.net; District3@ocfl.net; district2@ocfl.net; District1@ocfl.net
Subject: Pluris Wedgefield Water Increase Request

Commission Chairman Julie Brown ,

I am writing to complain about the proposed price increase by Pluris for the residents of Wedgefield.

My husband and I purchased a home in 2012. At the time the price of water was a base charge of 23.39 for water plus 21.07 for sewage (44.46 total) then 4.04 per 1000 gallons of water, and 3.82 per 1000 gal of sewage. We used 3700 gallons on average at our home.

By Sept of 2013 they raised our rates several times over a short period of time, which resulted in a base charge for water of 24.62 plus 28.85 for sewage (53.47 total) then 7.76 per 1000 gallons of water and 4.21 per 1000 gallons of sewage. Again, we were averaging 3700 gallons in our home.

Our last bill (and I can send attachments with the statements) was 2700 gallons used. A base fee of 24.71 (water) and 29.01 (sewage) (53.72 total) and 7.79 per 1000 gallons of water and 4.24 gallons of sewage.

In comparison, OCU has fees such as hookup or other, which is fine. But they only charge \$1.10 per 1000 gallons under 3000 and 1.51 per 1000 for 4000-10,000 gallons.

Every time we received notices about the rate increase we were being told it was being increased to compensate for future upgrades and repairs.

Now, 5-6 years after the purchase of our home and the first increases, Pluris is wanting to raise our rates again.

It appears the statement they are sending is that the increase is to cover the expenses that, according to their previous statements to the customers, was already supposed to be covered. Instead we have had to deal with EPA violations over those years.

It appears as though they want to raise our base water fee by 3.64 (up to 28.59), our water per 1000 gallons by 1.15 (9.01 total), and our sewage by 1.29 (total of 10.16 per 1000).

If this is the case that seems as though the company has a severe mismanagement of finances and overall management of services.

This mismanagement is greatly impacting my family.

On average we spent \$100 a month on 3000 gallons of water for 2 adults and one toddler that we do not drink because first the quality was filled with chemicals that could injure especially a baby. Now we are under an experiment that hasn't even finished a full year. We do not use irrigation. We have purchased a washer that conserves water. We have never been late. We always pay our bills. But this is getting stressful and ridiculous. We are running out of options other than to simply move and take our money elsewhere. From the years of nothing happening with this situation in Orange County, I am tired and wondering if this is even a place I want to call home anymore. This is just basic water. We need water to live.

I am not behind the scenes for the quality of water at the moment. I do know that for months residents at multiple sites have been complaining about their clothes getting bleached. Pluris has decided they have no responsibility for those situations anymore despite having no resolution. I also know that for months I have occasionally set the tap water down for my cats to try and they will not touch it. They will then drink bottled water immediately.

Because of all the events happening through now and with this 'experimental' program which has not even finished out a full year, I am hesitant to trust in this company with chemical compositions. Even with my phone number being added to their system to contact, I have not been contacted by phone when there were problems that required water to be boiled. When emergencies have happened, I was unable to contact their offices. This is not the way a company should be run.

Do not approve their request. They already should be making a significant profit off the water in this neighborhood both from residents and now the school. If they are not it is not due to a lack of resources, but instead of the management of those resources. The residents should not be responsible for that sort of negligence.

Thank you.

Jessica Kohl

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