

**Brandy Butler**

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**From:** Shalonda Hopkins  
**Sent:** Friday, October 20, 2017 11:40 AM  
**To:** Commissioner Correspondence  
**Subject:** Docket No. 20170166-WS - Correspondence  
**Attachments:** 10.13.17, Letter from Commissioner Bonilla.pdf

Good Morning,

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

***Shalonda M. Hopkins***

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Executive Assistant to Chairman Brown  
Florida Public Service Commission  
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October 13, 2017

Public Service Commission  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

To Members of the Commission:

I am writing to express concern with the quality and cost of Pluris' services in Wedgefield in East Orange County. Wedgefield is one of the many communities that I represent in Orange County District 5. Since I was first elected, the citizens of Wedgefield have consistently expressed their disappointment in Pluris' poor water quality and ever increasing and inflated rates. Countless residents have met with my office in opposition to Pluris' services due to foul water quality which has been known to irritate skin and have a murky appearance combined with a musty odor. Some have also reported their clothing being stained by the water. Furthermore, Pluris Wedgefield, Inc., charges rates two to three times higher than those of Orange County Utilities, which has a fixed charge of \$8.20 compared to Pluris's fixed charge of \$28.32.

This community is so irate that they have organized themselves and are collecting petitions in an effort to have Orange County consider stepping in to help. They have close to 1,000 petitions to date and are marching forward to advocate for not only their rates to be comparable to other utilities providers but for their water to be consumable and safe. I am extremely disappointed that the customers in this area have been neglected and their requests have not been heard. Therefore, I am urging the members of the Public Service Commission to listen to the request of the taxpayers, not the requests of Pluris. Please deny the excessive rate increase from occurring, not to just hold Pluris accountable, but to set a precedent which prohibits big utility companies from controlling the wallets of Florida residents.

On behalf of the citizens of Wedgefield and Orange County, I implore that each member of the Public Service Commission commit to ensuring that Florida consumers receive safe, reasonable, and reliable services. Thank you in advance for your response to this very important issue.

Best Regards,

A handwritten signature in blue ink, appearing to be "Emily Bonilla", written over a horizontal line.

Commissioner Emily Bonilla

CC: Julie Imanuel Brown  
Donald J. Polmann  
Art Graham  
Ronald A. Brisé  
Gary F. Clark



**COMMISSIONER EMILY BONILLA, DISTRICT 5**

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Commissioner Bonilla

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