

**Brandy Butler**

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**From:** Ruth McHargue  
**Sent:** Wednesday, October 25, 2017 9:19 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20170166

Customer correspondence

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

From: Consumer Contact  
Sent: Wednesday, October 25, 2017 9:08 AM  
To: Ruth McHargue  
Subject: To CLK Docket 20170166

Copy on file, see 1259292C. Also filed for water quality, see 1259293C. DHood

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

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Wednesday, October 25, 2017 8:38 AM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 124820

**CUSTOMER INFORMATION**

Name: Jesse Cohn  
Telephone: (904) 994-9472  
Email: [jcohn20@gmail.com](mailto:jcohn20@gmail.com)  
Address: 20705 Melville St Orlando FL 32833

**BUSINESS INFORMATION**

Business Account Name: Jesse Cohn  
Account Number:  
Address: 20705 Melville St Orlando FL 32833

Water County Selected: Orange

**COMPLAINT INFORMATION**

Complaint: Other Complaint against Pluris Wedgefield, Inc.  
Details:

I just received notice that Pluris wants to increase the charge on water in our community. I oppose this strongly. The water service provided by Pluris is poor. The quality of the water may meet legal requirements, but it tastes of chemicals and we refuse to drink it. We have lived here for over 3 years, and have never once been satisfied with the water quality. Additionally, the residents of Wedgefield have been petitioning OUC to take over our water service, and the quoted prices from OUC are lower than the ones Pluris currently charges. So in addition to providing poor water service, Pluris now wants to charge even more than their direct competitor, one which many of our residents would prefer to see come and take over our water service.

I also see no reason why Pluris should raise the charge on as their customer to recoup money they spent to nominally increase the quality of our services. That is the price of doing business, and should be seen as a direct response to

customer dissatisfaction. Reacting to dissatisfied customer's by trying to fix the issues, then turning around and increasing the charge is bad business. It makes me dislike Pluris even more, and further increase my dissatisfaction with them being the ONLY provider choice I have here in Wedgefield.

I'd also like to take a moment and point out that holding the community meeting regarding this price change on a Thursday at 9 in the morning seems like a surefire way of ensuring that as few people make it to the meeting as possible, as it is during the work week at the beginning of most people's work day. A little questionable setup time if you ask me.