

Hong Wang

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**From:** Brandy Butler on behalf of Records Clerk  
**Sent:** Wednesday, October 25, 2017 5:02 PM  
**To:** 'Allison May'  
**Cc:** Consumer Contact  
**Subject:** RE: Docket number 20170166-WS

Good afternoon Ms. May,

We will be placing your comments below in consumer correspondence in Docket No. 20170166 and forwarding your comments to the Office of Consumer Assistance and Outreach.

Sincerely,

*Brandy Butler*

Commission Deputy Clerk I  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
Phone: (850) 413-7123

**From:** Allison May [<mailto:allison.margaret.may@gmail.com>]  
**Sent:** Wednesday, October 25, 2017 4:58 PM  
**To:** Records Clerk  
**Subject:** Docket number 20170166-WS

Docket number 20170166-WS

Hello,

I am a resident of the Wedgefield community. I am emailing you to comment on my opinion with the Pluris rate increase request. Pluris should not receive a rate increase. The Pluris water is not only disgusting, it is unsafe to drink. During the transition to their new disinfection, many of my neighbors and my own clothes were BLEACHED. Most were not compensated for our bleached and ruined items. If our clothes are being bleached, this water is not safe to drink. In regards to the unacceptable TTHM levels, the Wedgefield community should not pay for a mistake that should have been prevented and solved long before it got to unacceptable levels. We pay 3 times for water than what the rest of the city pays. We pay larger base fees (base fees total to close to \$60 dollars a month without using a drop of water) and higher than average usage rates. It is unacceptable that we would also pay for a fix that should have been taken care of with the fees we already pay. 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.

Thank you,  
Allison May