

**Brandy Butler**

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**From:** Brandy Butler on behalf of Records Clerk  
**Sent:** Monday, November 13, 2017 8:14 AM  
**To:** 'Angela Koelling'  
**Cc:** Consumer Contact  
**Subject:** RE: DOCKET # 20170166-WS

Good morning Mrs. and Mr. Koelling,

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

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**From:** Angela Koelling [<mailto:angela.koelling@yahoo.com>]  
**Sent:** Thursday, November 09, 2017 7:24 PM  
**To:** Records Clerk  
**Subject:** DOCKET # 20170166-WS

Please do not approve the increase request from Pluris Water company in the above docket #. The items that they are stating they need the increase for, should have already been budgeted for with the astronomical amount of money that we already pay in our current water and sewer bills here in Wedgefield. Our bills run 3 - 4 times more than Orange County water. There has been no explanation to the residents here as to why our water and sewer is so much more than any where else in Florida (only thing that we do know is that in the past their increases continually get approved for some strange reason). The only way to hold this company accountable for running the business with some sort of budget and to protect the residents here is to not only **deny the increase request but in fact decrease the rates that they are currently charging.**

Since the new cleaners have been added to our water this year, we now get spotted clothing. Even on our white clothes. We have a whole house charcoal filter, filter on our fridge and a water softener on our house that we have put on in the past year and that's the only way we will drink the water here.

Our hope is that someone that can do something about these rates, will actually stand up and work for the people that reside here in Wedgefield.

Thank you for your time.  
Angela and Glen Koelling  
19220 Timber Pine Ln  
Orlando, FL 32833