

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: March 22, 2018

TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk

FROM: Penelope D. Buys, Engineering Specialist III, Division of Engineering *PDB RSH*

RE: Docket No. 20170166-WS - Application for limited proceeding rate increase in Orange County by Pluris Wedgefield, Inc.

Please add the following e-mails to the Correspondence side of the docket file. The e-mails are in response to a Consumer Contact that was filed in the docket.

Thank you.

Penny Buys

From: Martin S. Friedman <mfriedman@ff-attorneys.com>
Sent: Thursday, March 22, 2018 1:04 PM
To: Penny Buys
Cc: Maurice Gallarda; Joe Kuhns; Dan Winters
Subject: Pluris Wedgefield LP/Vargas Complaint
Attachments: PSC Complaint; 20854 Nettleton St - 6.5.13 Service Order.xlsx

Penny,

At your request, Mr. Joseph Kuhns, Pluris Regional Manager, thoroughly investigated Col. Vargas's complaint (Document No. 02451-20148) filed with the Public Service Commission on March 20, 2018, relating to events that occurred five years earlier in 2013. During the investigation it was found that Col. Vargas contacted Pluris Customer Service on June 5, 2013 to report a visible leak on the Utility side of the meter. Pluris Wedgefield ("Pluris") staff responded and determined the leak was due to a faulty curb stop before the meter. Pluris removed the affected curb stop and replaced with a new one on June 5, 2013 and officially closed the work order on June 6, 2013.

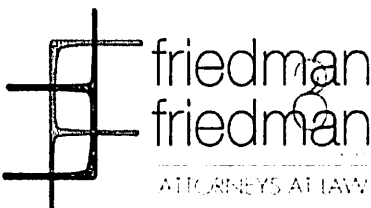
Mr. Kuhns contacted Col. Vargas on March 22, 2018 at 10:15 am and discussed with him the repair and the requirements that create the need for a backflow device to be installed. Col. Vargas was informed that if he did not have a separate irrigation system installed and/or working on his property that a backflow device would not be required by the Utility. Mr. Kuhns apologized for any miscommunication that may of occurred by the Pluris staff member during the repair in 2013. Mr. Kuhns offered to install a backflow device at this time however, Col. Vargas declined due to if it was not required then there would be no need for the installation. I have included a copy of the follow up email Mr. Kuhns sent to Col. Vargas after their conversation.

In addition, I have included the original work order created when Col. Vargas originally called Pluris Customer Service to report the leak. Due to the age of the work order Pluris Customer Service had to access an older software version used for work orders. This is why this attached work order is in the format shown.

Let me know if you need anything g else. Regards, Marty

PLEASE NOTE OUR NEW OFFICE LOCATION

MARTIN S. FRIEDMAN, ESQ.
Shareholder



600 Rinehart Road
Suite 2100
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From: Joe Kuhns [mailto:jkuhns@plurisusa.com]
Sent: Thursday, March 22, 2018 11:34 AM

To: Martin S. Friedman <mfriedman@ff-attorneys.com>
Cc: Maurice Gallarda <mgallarda@plurisusa.com>; Dan Winters <dwinters@plurisusa.com>
Subject: RE: Pluris Wedgefield LP

Please see the first draft for our response to the PSC complaint referenced.

Dear Ms. Buys,

Mr. Joseph Kuhns, Pluris Regional Manager, thoroughly investigated Mr. Vargas's complaint (Document No. 02451-20148) filed with the Public Service Commission on March 20, 2018. During the investigation it was found that Mr. Vargas contacted Pluris Customer Service on June 5, 2013 to report a visible leak on the Utility side of the meter. Pluris Wedgefield ("Pluris") staff responded and determined the leak was due to a faulty curb stop before the meter. Pluris removed the affected curb stop and replaced with a new one on June 5, 2013 and officially closed the work order on June 6, 2013.

Mr. Kuhns contacted Mr. Vargas on March 22, 2018 at 10:15 am and discussed with him the repair and the requirements that create the need for a backflow device to be installed. Mr. Vargas was informed that if he did not have a separate irrigation system installed and/or working on his property that a backflow device would not be required by the Utility. Mr. Kuhns apologized for any mis-communication that may have occurred by the Pluris staff member during the repair. Mr. Kuhns offered to install a backflow device at this time however, Mr. Vargas declined due to if it was not required then there would be no need for the installation. I have included a copy of the follow up email Mr. Kuhns sent to Mr. Vargas after their conversation.

In addition, I have included the original work order created when Mr. Vargas originally called Pluris Customer Service to report the leak. Due to the age of the work order Pluris Customer Service had to access an older software version used for work orders. This is why this attached work order is in the format shown.

In closing,

Joseph M. Kuhns
Regional Manager



Pluris Holdings LLC

O 863.940.9771 M 813.526.0608

O 1102 S. Florida Ave., Lakeland, FL. 33803

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From: Martin S. Friedman [<mailto:mfriedman@ff-attorneys.com>]
Sent: Wednesday, March 21, 2018 1:46 PM
To: Joe Kuhns
Cc: Maurice Gallarda
Subject: Pluris Wedgefield LP

Joe,

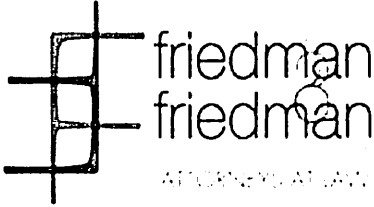
I got a call from Penny Buys at the PSC regarding the attached "complaint". She would like me to provide her with a response.

Marty

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MARTIN S. FRIEDMAN, ESQ.

Shareholder



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Penny Buys

From: Joe Kuhns <jkuhns@plurisusa.com>
Sent: Thursday, March 22, 2018 10:49 AM
To: LTCVargas@outlook.com
Cc: Beverly Yopp
Subject: PSC Complaint

Mr. Vargas,

Thank you for speaking with me this morning, March 22, 2018 concerning your recent complaint filed with the Florida Public Service Commission on March 21, 2018. During our call we discussed that the leak you notified Pluris Customer Service and Pluris staff responded to was on June 4, 2013. Pluris staff responded the same day and replaced the Utility owned curb stop valve before the meter that was leaking and that controls the flow of water to your service line and therefore your home plumbing.

During the time the Pluris staff member was present repairing the leaking curb stop he mentioned the installation of a back flow device to be installed on your service line after the Utilities meter. We discussed and I confirmed with you today that a backflow device is not required unless you have a separate irrigation system. The purpose of the backflow device is to prevent any cross contamination if irrigation piping was erroneously connected to the potable water piping. This would eliminate the possibility of untreated irrigation water entering the potable water system. You confirmed during our conversation that you do not have a separate irrigation system and in fact use Pluris potable water as the source of your irrigation. I offered to install a backflow device during our conversation and you stated if it is not required then there was no need to install it.

I apologize for any miscommunication that may of occurred at the time of the repair in June 2013. Please feel free to contact myself and/or Beverly Yopp, Director of Customer Care, which I have copied on this email.

In closing, I noticed that in signing the complaint you referenced that you are retired from the USAF. Please accept my gratitude and thank you for your service to our country.

Joseph M. Kuhns
Regional Manager



Pluris Holdings LLC

O 863.940.9771 M 813.526.0608

O 1102 S. Florida Ave., Lakeland, FL. 33803

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