

Antonia Hover

From: Angie Calhoun
Sent: Thursday, April 26, 2018 3:38 PM
To: Consumer Correspondence
Subject: FW: To CLK Docket 20170166
Attachments: E-Form Other Complaint TRACKING NUMBER 126437; E-Form Other Complaint TRACKING NUMBER 126438

Customer correspondence for docket 20170166.

From: Diane Hood
Sent: Thursday, April 26, 2018 3:31 PM
To: Angie Calhoun
Subject: To CLK Docket 20170166

Copies on file. DHood

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, April 21, 2018 12:33 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126437

CUSTOMER INFORMATION

Name: Alaina Moynihan
Telephone: (407) 928-5598
Email: admoyshp@gmail.com
Address: 2101 Albion Ave Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Alaina Moynihan
Account Number: 29897
Address: 2101 Albion Ave Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

I live in a home built within the last 4 years and has been on water and sewer provided by Pluris. So far the kitchen sink faucet had to be replaced due to the poor quality of the water corroding a hole in the side of the faucet. I have had to replace the cartridge in the main shower after it started leaking due to the quality of the water. I had to stop giving our dog tap water due to her developing diarrhea every time and we also have had to put the family cat down after the tap water made her sick. My family and our pets only drink bottled water now and we spend at least \$50/month on this. Even with bleaching our washing machine regularly and using odor fighting detergent our laundry often smells sour due to the poor quality of this water. Now I am looking at replacing the dishwasher since it is no longer cleaning the dishes, but instead leaving a waxy residue on everything. And I get to pay around \$50 to have the "pleasure" of being hooked up to this water system every month before I turn a tap on.

Antonia Hover

From: consumerComplaint@psc.state.fl.us
Sent: Saturday, April 21, 2018 3:45 AM
To: Consumer Contact
Subject: E-Form Other Complaint TRACKING NUMBER: 126438

CUSTOMER INFORMATION

Name: Gina-Marie Prado
Telephone: (631) 514-9378
Email: gina1103emt@yahoo.com
Address: 2607 Pine Glen Ct Orlando FL 32833

BUSINESS INFORMATION

Business Account Name: Gina-Marie Prado
Account Number:
Address: 2607 Pine Glen Ct Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

Dear Chairman and Commissioners,

In reference Docket # 20170166

Please include this correspondence as my opposition to, and protestation of, the proposed water/wastewater rate increase as submitted by Pluris Wedgefield, Inc in unincorporated Orange County Florida. I strongly disagree with the proposed rate increases as I am extremely dissatisfied with the water service being provided and the current high rates that I am already being charged. We are paying top dollar for water that is undrinkable. My bill for a household of two is between \$90-\$120. My household spends an additional \$50 a month buying bottle water for our drinking and cooking needs. I urge you to vote no on this matter and urge you to please look into all the issues we are currently having with Pluris and their unreliable customer service. Twice in the last two years we were under a boil water notice due to a mistake at the Pluris plant. During both of the boil water notices, we received conflicting information from Pluris customer service, with no updated information on what happened. I sent them an email with my concerns and questions and received no response. Besides their terrible customer service, the water quality is even more horrible. The taste, smell and clarity is concerning. It doesn't appear to be clean and often has a chemical smell. Compared to the rest of Orange County Utility Customers that I know, our bill is double, sometimes triple, the amount of what they are paying, and again that's with us not drinking or cooking with Pluris water. We are hopeful that the county and people in charge will find a way to get rid of this nightmare that people in Wedgefield know as Pluris.

Sincerely,

Gina-Marie Prado