



May 1, 2018

E-Filing

Carlotta S. Stauffer, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 20170166-WS- Application for limited proceeding rate increase in Orange County
by Pluris Wedgefield, Inc.
Our File No. 43085.20

Dear Ms. Stauffer:

The following are Pluris Wedgefield, Inc.'s ("Utility") responses to comments and complaints filed by Wedgefield customers since the August 2017, PSC customer meeting held at the Wedgefield community center, that were forwarded to the Utility from the PSC's Consumer Assistance Bureau. The Utility takes customer concerns seriously and reached out in an attempt to discuss these concerns with individual customers. The effort was undertaken by operations staff members. Joseph Kuhns, Pluris Regional Manager and Garth Armstrong, Pluris Senior Project Manager attempted to speak with each customer to address concerns.

I have attached a spreadsheet detailing this effort. It is in pdf format to meet the Commission's e-filing requirements, but is available in excel format upon request. The spreadsheet identifies each customer, their complaint and the Utility's effort to contact them. There were a total of 34 customers who registered a protest and/or complaint either directly to the docket file or through the PSC's consumer complaints bureau and Mr. Kuhns and Mr. Armstrong reached out to all 34 customers. Out of the 34 customers who made such filings, Mr. Kuhns and Mr. Armstrong were able to speak directly with 14 of them. All 34 customers were provided an email after the attempt to contact them by telephone that addressed and explained issues raised by the customer. Each customer was invited to take a tour of and personally inspect the Water Treatment Facility as this would provide additional information for the customer to consider. To date only 3 customers have shown an interest in accepting this invitation.

There has been considerable misinformation regarding water quality and Pluris acknowledges that raw water quality in the Floridan Aquifer in Central Florida is poorer than in most other areas of the State. Pluris has no control of the water quality in the aquifer beneath Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The water produced by Pluris meets all primary and secondary water quality standards. Pluris is proud that it has won the best tasting water contest in Central Florida two of the last three years.

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Should you or staff have any questions, please do not hesitate to give me a call.

Very truly yours,

/s/ Martin S. Friedman

MARTIN S. FRIEDMAN
For the Firm

MSF/

cc: Maurice Gallarda (via e-mail)
Danijela Janjic, Esquire (via e-mail)
Virginia Ponder, Esquire (via email)

Wedgfield Complaint Investigations								
FPSC REQUEST NUMBER	DATE FILED WITH PSC	NAME COMPLAINT FILED UNDER	ACCOUNT CUSTOMER NAME	SERVICE ADDRESS	EMAIL ADDRESS	CONTACT PHONE NUMBER	COMPLAINT COMMENTS	Pluris Follow Up
1275675W	4/16/2018	GARY FORGEY	GARY FORGEY	20409 MACON PKWY	gary4g@aol.com (from customer's account) Gary.Forgey@Trane.com (from complaint)	407-619-4276 (on complaint) C 407-832-1668 (on acct) H 321-804-4415 (on acct)	Well, we got another letter on how wonderful wedgfield water is today. If it is so wonderful and winning awards why is it eating through my pipes? Why does it smell so absolutely horrible? Why does it plug up all the screens in my faucets weekly because it is omitting scale and pieces of who knows what through the faucets? Why does it leave bleach spots on my family's clothes intermediately when there is no rhyme or reason? Why are there times big globs of slime balls come out of an open faucet? How can they even think of raising prices on water that is probably killing all of us? How long is this really going to go on? How long do good people have to keep getting sick?	Joe Kuhns spoke to Mr. Forgey on 4-23-2018 11:03 am to 11:25 am. The following email summarizes the conversation. From: Joe Kuhns Sent: Monday, April 23, 2018 2:23 PM To: 'gary4g@aol.com' Cc: 'Beverly Yopp (byopp@plurisusa.com)' Subject: FL_PSC CATS NO: 1275675W GARY FORGEY Gary, Thank you for speaking with me today at 11:03 am to 11:25 am and allowing me the opportunity to address your concerns in your complaint. As I mentioned during our call I am following up with a brief email outlining discussion points made during our call. We spoke about the Hydrogen Sulphur (rotten egg smell) odor that you at times have in different areas of your home. Pluris removes 98% of the Hydrogen Sulphur that originates from the raw water during the Magnetic Ion Exchange ("MIEX") process. There is a very small percentage that may enter a customer's home and become noticeable when the chlorine dioxide residual dissipates. Although the smell is unpleasant, this does not indicate that the water is unsafe for consumption. Discussed during our call was the bleaching of clothing. During the initial chlorine dioxide pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts actively evaluated whether chlorine dioxide may have potentially contributed to these type of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. I encourage you to read the reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system. Also, as we discussed, the use of certain laundry soaps such as but not limited to OxyClean may be a contributing factor in any bleaching of clothing. Discussed during our call was the subject of Total Trihalomethanes ("TTHM"). Pluris thoroughly researched an effective and a financially responsible solution to address the earlier elevated TTHM levels detected in routine FDEP mandated testing. As you recall, and although Pluris is in compliance with FDEP and the federal EPA requirements in delivering safe drinking water, customers wanted the TTHM addressed and Pluris responded to the concern with the present FDEP permitted use of chlorine dioxide. The laboratory results are showing that use of chlorine dioxide is effective in addressing TTHM. I am pleased to report to you that the most recent quarterly FDEP compliance testing results show TTHM not just meeting the FDEP limit of 80 micrograms per liter, but testing shows that TTHM are completely undetected. Customer newsletters have been provided to all Pluris customers advising of the most recent results. Last item we discussed was "particles" in your water. Pluris believes this may be a result of years of hard water being supplied to customers before Pluris ownership. The "particles" being old calcium deposits left on home plumbing by the hard water. Since taking ownership in early 2010, Pluris has listened to customers and the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures and actual damage to plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers. In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns. Joseph M. Kuhns
1275678W	4/16/2018	JEANETTE LAMASON	STEVEN LAMASON	20321 MAJESTIC ST	jlamason@aol.com	H 717-574-9573 (same on complaint)	I just received propaganda from Pluris Water that claims that American Water Works Assoc. has claimed them to be the best tasting water in Central Florida. I have lived here for 4 years and have never drank the water. It tastes horrible and smells even worse!! This is a false claim!!!! "	Joe Kuhns spoke with Ms. Lamason on 4-23-2018 at 12:15 pm to 12:40 pm. The following email summarizes the conversation. From: Joe Kuhns Sent: Wednesday, April 25, 2018 10:06 AM To: 'jlamason@aol.com' Cc: 'Beverly Yopp (byopp@plurisusa.com)' Subject: FL_PSC CATS NO: 1275678W JEANETTE LAMASON Ms. Lamason, Thank you for speaking with me on 4-23-2018 at 12:15 pm to 12:40 pm and allowing me the opportunity to address your concerns in your complaint. As I mentioned during our call I am following up with a brief email outlining discussion points made during our call. We discussed your dislike of the odor that you believe is emanating from the Water Treatment Plant ("WTP") when you walk at the County park located adjacent to the WTP. I explained that the WTP does not emit any odors specifically odors that you described. The County park has restrooms and a small sewer lift station located directly behind the restrooms that does emit an odor. I believe this may be the odor you are mentioning. We discussed the rate structure and your displeasure with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgfield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgfield customers pay. As a fellow Pennsylvanian, I understand your displeasure with the taste and odor of the Wedgfield water however, as we discussed everyone has different tastes and may have experienced water from other parts of the country and as such this does not translate into the Wedgfield water being unsafe for consumption. This holds true for the FSAWWA Region III best tasting drinking water award. The judging was conducted by independent representatives of the industry and member of the local media. In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. We will be able to further investigate the source of the odor you described at that time also. Just let me know. I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns. Joseph M. Kuhns
1275680W	4/16/2018	DURINDA CHEWNING (not ref on acct)	CRISTIAN ZULLAGA	2304 BAGDAD AVE	czulaga55@gmail.com	H 407-310-7823	So funny to see that they have been granted an award, what a joke. The water is awful!!! Bleaches clothes, has a color tint to it, dries the skin on my hands to the point of cracking, if set side by side with rain water my animals would rather drink the rain water. It smells more like bleach than my pool water. Last but certainly not least if you dont use one drop, thats right one drop, of water you will pay over \$55. Our lawn and plants really suffer through the dry months because we can NOT afford to water our grass. This is the worst water I have ever dealt with, and I have lived in the country with well water that's only down side was that it smelled like egg at times. I hope you will reconsider who you give these awards to in the future. A company like Pluris takes your award as a reason to continue to hike up prices and not give their consumers the quality of water that they are paying for. "	Joe Kuhns attempted to contact customer on 4-23-2018 at 11:33. Customer has not returned phone call. Joe Kuhns provided an email to summarize concerns from customer. The email is included below. From: Joe Kuhns Sent: Wednesday, April 25, 2018 10:32 AM To: 'czulaga55@gmail.com' Cc: 'Beverly Yopp (byopp@plurisusa.com)' Subject: FL_PSC CATS NO: 1275680W DURINDA CHEWNING Durinda, I am following up on my phone call on 4-23-2018 at 11:33 am to discuss your concerns raised in your complaint. I am providing a brief email outlining your concerns which will provide further clarification for your consideration. To address your bleaching of clothes concern, during the initial chlorine dioxide pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts actively evaluated whether chlorine dioxide may have potentially contributed to these type of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. I encourage you to read the reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system. Also, the use of certain laundry soaps such as but not limited to OxyClean may be a contributing factor in any bleaching of clothing. In your complaint you mentioned the rate structure and your displeasure with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgfield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgfield customers pay. In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns. Joseph M. Kuhns
1275683W	4/16/2018	DONOVAN VALENCIA	DONAVAN VALENCIA	20601 NETHERLAND ST	Dvalencia@comcast.net	H 305-282-9422	I cannot can not get over how expensive the water is here when compared to fade county from where we just moved. We've never seen such hard water before, my dishwasher looks like a chalk bomb went off in it. My family does not like the smell, nor the taste of the water. The rate increase will be a slap in the face when it comes to us. They are also claiming to have won an award for the best water service. I don't believe it. Please look into this matter. "	I am following up on my phone call on 4-23-2018 at 11:40 am to discuss your concerns raised in your complaint. I am providing a brief email outlining your concerns which will provide further clarification for your consideration. From: Joe Kuhns Sent: Wednesday, April 25, 2018 10:57 AM To: 'dvalencia@comcast.net' Cc: 'Beverly Yopp (byopp@plurisusa.com)' Subject: FL_PSC CATS NO: 1275683W DONOVAN VALENCIA Mr. Valencia, I am following up on my phone call on 4-23-2018 at 11:33 am to discuss your concerns raised in your complaint. I am providing a brief email outlining your concerns which will provide further clarification for your consideration. In your complaint you mentioned the rate structure and your displeasure with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgfield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgfield customers pay. Pluris has listened to customers over the past 8 years and since taking ownership the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers. I understand your displeasure with the taste and odor of the Wedgfield water however, everyone has different tastes and may have experienced water from other parts of the country and as such this does not translate into the Wedgfield water being unsafe for consumption. This holds true for the FSAWWA Region III best tasting drinking water award. The judging was conducted by independent representatives of the industry and member of the local media. In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns. Joseph M. Kuhns

1276034W	4/19/2018	DIERDRE MAIETTA	DIERDRE MAIETTA	2355 BALLARD AVE	Dierdre316@hotmail.com	H 407-459-0965	<p>Dear Chairman and Commissioners, Reference Docket # 20170166</p> <p>Please include this correspondence as my opposition to, and protestation of, the proposed water/wastewater rate increase as submitted by Pluris Wedgfield, Inc. in unincorporated Orange County, Florida to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) I strongly disagree with the proposed rate increases as I am very dissatisfied with the water service being provided and the current severely high rates I am already being charged. I urge you to vote no on this matter and urge you to look into all the issues we are currently having with this private water utility.</p> <p>The water is unsafe to drink, I have photos showing the particles floating in the water. The chlorine and chemicals remove the color from my hair, ruin clothes. The majority of is order water delivers at an additional expense due to the lack of water quality provided by Pluris. Not to mention the current rates are equal to or more than what I pay for electricity! Its ridiculous.</p> <p>Respectfully, Deirdre Maietta- A Wedgfield Resident "</p>	<p>Joe Kuhns spoke to Ms. Maietta on 4-25-2018 12:45 pm to 12:55 pm. The following email summarizes the conversation.</p> <p>From: Joe Kuhns Sent: Wednesday, April 25, 2018 11:16 AM To: 'Dierdre316@hotmail.com' Cc: 'Beverly Yopp (byopp@plurisusa.com)' Subject: FL_PSC CATS NO. 1276034W DEIRDRE MAIETTA</p> <p>Deirdre,</p> <p>Thank you for speaking with me on 4-23-2018 at 12:45 pm to 12:55 pm and allowing me the opportunity to address your concerns in your complaint. As I mentioned during our call I am following up with a brief email outlining discussion points made during our call.</p> <p>Discussed during our call was the bleaching of clothing. During the initial chlorine dioxide pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts actively evaluated whether chlorine dioxide may have potentially contributed to these type of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. I encourage you to read the reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system. Also, as we discussed, the use of certain laundry soaps such as but not limited to OxyClean may be a contributing factor in any bleaching of clothing.</p> <p>We discussed the rate structure and your displeasure with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgfield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgfield customers pay.</p> <p>We discussed that you had experienced some "particles" in your water recently. Water particles and/or discoloration can come from a variety of sources related to maintenance of interior plumbing, appliances and home water treatment systems. These critical home components must be maintained to ensure the quality of the water does not change once it enters the home. If you feel further investigation is needed please contact me and I will arrange a visit to your home at your convenience to further investigate the issue.</p> <p>Pluris has listened to customers over the past 8 years and since taking ownership the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers. Customers that do elect to keep their water softeners may need to verify the proper maintenance is performed as required on their system to assure proper operation.</p> <p>In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.</p> <p>I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns.</p> <p>Joseph M. Kuhns</p>
1276041C	4/19/2018	ROBERT HOPPE	STEPHANIE HOPPE	2259 BAKER AVE	robhoppe@robhoppe.com	321-388-5858 (on complaint) H 407-568-4315	<p>see pdf. Attached</p>	<p>Joe Kuhns attempted to contact customer on 4-25-2018 at 2:46pm. Customer has not returned phone call. Joe Kuhns provided an email summary of customer's concerns. The email is included below.</p> <p>From: Joe Kuhns Sent: Thursday, April 26, 2018 11:23 AM To: robhoppe@robhoppe.com Cc: Beverly Yopp <byopp@plurisusa.com> Subject: 1276041C Robert Hoppe</p> <p>Robert,</p> <p>Hi Mr. Hoppe,</p> <p>I reached out to you today at 2:46 pm and left a voicemail. I was calling to discuss your concerns voiced to the Public Service Commission ("PSC") on April 15, 2018. I would like to have a conversation with you regarding your concerns and ask that you would call me any time convenient for you on my cell phone at 813.526.0608. I would like to provide some written responses for your review ahead of our conversation and these are provided in the following. For convenience I have used the headers you presented in your complaint.</p> <p>False Information:</p> <p>Pluris knew at the acquisition of the utility in 2010 that there were a number of issues that had not been addressed by prior owners. Meter accuracy along with manual readings by meter readers were the subject of numerous complaints. A meter replacement program is common in utilities and yet prior owners either had no replacement program or just neglected following one. Meters do age and with aging become inaccurate. The majority of meters were well beyond the replacement life and measurement accuracy was an issue. In addition to the meter accuracy question, customers had complained prior to the acquisition that meter readers were not reading the meters accurately. These complaints continued even after Pluris' acquisition. Manual meter reading can be subject to human error and although the volume of water flowing through the meter is measured, customers believed that meter readers were not actually reading the meters but merely estimating water volume and entering these values. Based on the age of the meters and customer complaints on meter accuracy and meter readers, Pluris initiated a meter replacement project and replaced all of the meters. The new meters which you have received information on during the entire process are automated meter infrastructure ("AMI") meters. These meters electronically, at the meter record water use 24 hours a day, 7 days a week and 365 days a year and transmits the electronic data reads to the billing software directly. No human error occurs as there are no longer meter reading by meter readers. At no time has Pluris stated there would be no additional costs placed on customers for this upgrade. A partial monetary offset of the AMI meters occurred following installation as the meter readers were no longer needed and were let go.</p> <p>In addition to accuracy, there are other practical and useful features with AMI meters. All customers can log onto the Pluris website (the role out date was Wednesday, July 5, 2017) and create their own personal web portal. By doing so customers can actually observe the water use daily and set thresholds to help each customer know and manage how much water is being used on a daily basis. Since installation of the AMI meters, customer complaints regarding accuracy has all but ceased. In addition, customers are able to manage with online convenience water use in the home. The personal online web portal is available to all customers at no additional cost.</p> <p>Water Quality:</p> <p>There has been considerable misinformation regarding water quality and Pluris tends to agree that raw water quality in the Central Florida Aquifer is poorer than in most areas of the state. One of the primary known issues is the very Hard Water (13 – 15 grains per gallon) and from the beginning operations of the water plant back in the 1960s through around 2009, there was no water softening for the vast majority of home owners in Wedgfield. The prior owners of the utility attempted to provide soft water but the soft water units installed in the late 1990s were in our opinion not capable of treating the flow demand in the system. Even after the acquisition by Pluris in 2010 customers continually complained about the hardness of the water causing white film on glassware and plumbing fixtures. A number of customers who had installed home water softener units even complained about the water hardness. The vast majority of residents did not have home water softeners and were experiencing the effects of hard water daily and many let Pluris know it was the utility's fault. It should be noted that after 50 to 60 years of very hard water flowing through pipes that build up in pipes, particularly home plumbing would be significant and effects could include reduced flow, reduced pressure and damage to fixtures.</p> <p>After Pluris installed commercial grade water softeners at the water treatment plant hardness which was as high as 13 to 15 grains per gallon, was lowered on a continual basis down to 4.0 to 5.0 grains per gallon. As a result, a number of customers with water softeners stated they had disconnected their water softeners, saving monthly related maintenance and salt expenses. Although hardness is an issue in many parts of Florida, Pluris may be only one of the few utilities (including governmental utilities) that provides softened water in response to customer request.</p> <p>Rate Case Expenses</p> <p>The Utility President's travel expenses were not overstated as you allege. As with all rate case expenses, the Florida Public Service Commission ("PSC") requires utilities to provide an estimate of all rate case related expenses (utility costs, outside legal costs and any third party costs for accountants and professional engineers) when the application is submitted. The rate case was submitted in July, 2017. All estimates will be "true'd" up prior to final rate adjustments to reflect actual costs incurred.</p> <p>Mallings</p> <p>The mallings that you correctly state you have not received are for informing of the rate case conclusion and final rates to be applied. These mallings will be mailed to all customers once the Commission's decision on the rate case has been made.</p> <p>Discussions on Raw Water Metrics</p>
1276047W	4/19/2018	JESSE COHN	JESSE COHN	20705 MELVILLE ST	jcohn20@gmail.com	H 904-994-9472	<p>Dear Chairman and Commissioners, Reference Docket # 20170166</p> <p>Please include this correspondence as my opposition to, and protestation of, the proposed water/wastewater rate increase as submitted by Pluris Wedgfield, Inc. in unincorporated Orange County, Florida to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) I strongly disagree with the proposed rate increases as I am very dissatisfied with the water service being provided and the current severely high rates I am already being charged. I urge you to vote no on this matter and urge you to look into all the issues we are currently having with this private water utility.</p> <p>I have lived up and down the east coast, and in an apartment near UCF which was serviced by OUC. I have never paid as much for undrinkable water as I do with Pluris. Our water may be legally safe, but I will not allow my family to drink it. We boil it if we are going to cook with it, regardless of whether the recipe calls for boiling water, and have a contract with Crystal Springs to deliver drinking water. The service provided by Pluris is an insult, and quite honestly is pushing me towards selling my home and moving, either out of Orlando or out of the state entirely. It is criminal that Pluris is asking us to pay them more when they already charge more than OUC. It is criminal that they think sending a letter saying "we won an award!" will impress us here in Wedgfield. Because that water sure as hell wasn't taken from a house in the area. Probably wasn't even taken from their plant, but rather poured from a bottle. There is no way Pluris won an award for their water. Pluris as an entity should be ashamed of itself, and everyone associated with it should be investigated for fraud, because that is what they are engaged in. Active fraud.</p> <p>Do better by us. Reject these increase, fine them. Absolutely appalling that this rate increase is even being considered.</p> <p>Respectfully, Jesse Cohn - A Wedgfield Resident PSC was contacted previously "</p>	<p>Joe Kuhns spoke to Mr. Cohn on 4-23-2018 1:15 pm to 1:35 pm. The following email summarizes the conversation.</p> <p>From: Joe Kuhns Sent: Wednesday, April 25, 2018 11:32 AM To: 'jcohn20@gmail.com' Cc: 'Beverly Yopp (byopp@plurisusa.com)' Subject: FL_PSC CATS NO. 1276047W JESSE COHN</p> <p>Jesse,</p> <p>Thank you for speaking with me on 4-23-2018 at 1:15 pm to 1:35 pm and allowing me the opportunity to address your concerns in your complaint. As I mentioned during our call I am following up with a brief email outlining discussion points made during our call.</p> <p>We discussed "particles" and/or "yellow water" in your water. Pluris believes this may be a result of years of hard water being supplied to customers before Pluris ownership. The "particles" and/or "yellow water" being old calcium deposits left on home plumbing by the hard water. Since taking ownership in early 2010, Pluris has listened to customers and the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures and actual damage to plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers. This process stopped the addition of any deposits on customers home piping however, Pluris cannot undo the deposits that were created before Pluris' ownership.</p> <p>We discussed the rate structure and your displeasure with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgfield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgfield customers pay.</p> <p>In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.</p> <p>I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns.</p> <p>Joseph M. Kuhns</p>

1276125W	4/19/2018	BRANDI SANSONE HENDERSON	BRANDI SANSONE	20224 MARLIN ST	brandisky06@yahoo.com	407-582-8221 407-562-8221 (home on acct)	Dear Chairman and Commissioners, 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 to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) I strongly disagree with the proposed rate increases as I am very dissatisfied with the water service being provided and the current severely high rates I am already being charged. I urge you to vote no on this matter and urge you to look into all the issues we are currently having with this private water utility. Currently will not drink water after the look and smells on daily usage. Bath tub water has a green tint lately. We don't want to pay more for water that we can't drink or cook with. My sinks get slimy and yellow permanently and are stained throughout the house. Average monthly water bill for a family of 5 at our residence is \$145 lately. This is outrageous!! Please listen to your Wedgefield residents and take in consideration our complaints. Respectfully, Brandi Sansone Henderson	The email below is a follow-up to the voice mail left on customer's phone by Garth Armstrong on 4-23-18 at 2:21pm. From: Garth Armstrong Sent: Wednesday, April 25, 2018 1:04 PM To: 'brandisky06@yahoo.com' Cc: Beverly Yopp; Joe Kuhns Subject: FL PSC CATS NO: 1276125W Ms. Henderson: I am writing this email as a follow up to my telephone voice mail left 4-23-18 at 2:21pm in reference to your concerns voiced to the Public Service Commission. Your complaint stated that you had experienced some water discoloration recently. Water discoloration can come from a variety of sources related to maintenance of interior plumbing, appliances and home water treatment systems. These critical home components must be maintained to ensure the quality of the water does not change once it enters the home. If you feel further investigation is needed please contact me and I will arrange a visit to your home at your convenience to further investigate the issue. The Pluris Wedgefield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces THM production. We also introduced a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website. I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection (FDEP) strict requirements. In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. I can be reached at 863.940.9771. I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns. Sincerely, Garth Armstrong
1276136W	4/19/2018	WICKI FOSDYCK	WICKI FOSDYCK	2212 BANCROFT BLVD	wosdyck@directoneinc.com	H 407-568-5609 (on acct - none provided in complaint)	Please do not allow Pluris Wedgefield, Inc rate the rates again, it's had enough we pay 3-4 times more than anyone else in Orange County, FL and we can't even drink the water! This is totally ridiculous and out of control. Some of the water bills in Wedgefield run \$200 a month. My water bill has been more than my electric bill before.....who would have ever thought that would happen. The water is Very poor quality, yet the highest ever and they keep wanting to raise the rates on residents. What about the elders that live on Social Security who are on monthly budgets and others who can't afford the cost of the highly poor, smelly water provided by Pluris PSC was contacted previously "	The email below is a follow-up to the voice mail left on customer's phone by Garth Armstrong on 4-23-18 at 1:51pm. From: Garth Armstrong Sent: Wednesday, April 25, 2018 12:27 PM To: 'wosdyck@directoneinc.com' Cc: Joe Kuhns; Beverly Yopp Subject: FL PSC CATS NO: 1276136W I am writing this email as a follow up to my telephone voice mail left 4-23-18 at 1:51 pm in reference to your concerns voiced to the Public Service Commission. I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection (FDEP) strict requirements. As you are aware Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water. Our treatment level often exceeds most water utilities of similar size. For example the TTHM issue surfaced due to water chemistry changing where the constituents within the TTHM make up changed causing TTHM levels to increase. Pluris had to determine the financially fair and reasonable approach to meet the PSC requirements and also the technical solution that would meet the Federal EPA and FDEP requirement to provide safe drinking water. It was determined that the solution was to change our disinfection system from Chlorine to Chlorine Dioxide. This change in the disinfection process not only lowered TTHM levels to near non-detectable status but also improves the taste and odor of the water. Budgeting expenses is a huge priority for most folks. As a single father I can very much appreciate your concerns over utility costs and how they affect your household bottom line. Pluris Wedgefield Inc. introduced a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. It is a fantastic tool for budgeting. Registration is easy and can be done directly through our website. In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. I can be reached at the following number 863.940.9771. I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns. Sincerely, Garth Armstrong
1276147W	4/19/2018	SHERRI WANDA	PETER WANDA	2506 ABBEY AVE	swanda@bellsouth.net (on complaint)	H 407-568-8249	Dear Chairman and Commissioners, 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 to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) We strongly disagree with the proposed rate increases as we are very dissatisfied with the water service being provided and the current severely high rates we are already being charged for undrinkable water. We are a small family of three and consistently have a water bill higher than our electric bill. As we stated earlier we do not drink the water only use it for showering and laundry so on top of our Pluris bill we spend an additional \$75.00 monthly on bottled water. We urge you to vote no on this matter and urge you to look into all the issues we are currently having with this private water utility. Respectfully, Sherrri and Peter Wanda- Wedgefield Residents PSC was contacted previously "	Garth Armstrong contacted customer via phone on 4-23-18 at 1:35 pm. The email below is a follow-up to the telephone conversation. From: Garth Armstrong Sent: Wednesday, April 25, 2018 12:04 PM To: 'swanda@bellsouth.net' Cc: Joe Kuhns; Beverly Yopp Subject: FL PSC CATS NO: 1276147W Mrs. Wanda: I am writing this email as a follow up to our telephone conversation on 4-23-18 at 1:35 pm in reference to your concerns voiced to the Public Service Commission. Let me first say thank you for taking the time out from your day to speak to me regarding the issues that you voiced in your PSC complaint. I believe it is always best to keep open and direct lines of communication with our customers. I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection (FDEP) strict requirements. Pluris has listened to customers over the past 10 years and since taking ownership the water quality has improved in a number of areas. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers. Budgeting expenses is a huge priority for most folks. As a single father I can very much appreciate your concerns over utility costs and how they affect your household bottom line. Pluris Wedgefield Inc. introduced a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. It is a fantastic tool for budgeting. Registration is easy and can be done directly through our website. In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. Sincerely, Garth Armstrong
1276152W	4/20/2018	MERARI LEWIS	RIVERS LEWIS	2861 REGENCY OAK LN	RIP1229@yahoo.com Merri_lewis@yahoo.com (on complaint)	H 407-443-0909	Dear Chairman and Commissioners, 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 to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) I'm strongly against the proposed rate increases as I am very dissatisfied with the water service being provided and the current severely high rates I am already paying. As a government employee who is trying to raise my children in a decent neighborhood on a county government salary is making it impossible for me to keep up with this expensive Pluris bill I receive monthly. I or anyone in Wedgefield should not have to pay \$165.00 or more each month for this nasty, disgusting, smelly water. My clothes and linen have been bleached because of this water and I have incurred additional expenses in trying to replace the items that have been damaged. I have expressed my concerns to Pluris regional director Joe and different county agencies and still no one has not done anything to stop Pluris from price gouging us with their high water rates. From one public servant to another, I urge you to vote no on this matter and urge you to look into all the issues we are currently having with this private water utility. Respectfully, Merari Lewis-Wedgefield resident "	Garth Armstrong attempted to contact customer via phone on 4-23-18 at 1:30pm. The email below is a follow-up to the voice mail left on customer's phone. From: Garth Armstrong Sent: Wednesday, April 25, 2018 11:41 AM To: 'RIP1229@yahoo.com'; 'Merri_lewis@yahoo.com' Cc: Joe Kuhns; Beverly Yopp Subject: FL PSC CATS NO: 1276152W Ms. Lewis: I am writing this email as a follow up to my telephone voice mail left 4-23-18 at 1:30pm in reference to your concerns voiced to the Public Service Commission. The Pluris Wedgefield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces THM production. Budgeting expenses is a huge priority for most folks. As a single father I can very much appreciate your concerns over utility costs and how they affect your household bottom line. Pluris Wedgefield Inc. introduced a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. It is a fantastic tool for budgeting. Registration is easy and can be done directly through our website. In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. I can be reached at 863.940.9771. I look forward to hearing from you. Sincerely, Garth Armstrong

1276156W	4/20/2018	ASHLY PALACIOS	RAUL PALACIOS	2346 BAKER AVE	rgbra2006@yahoo.com	H 407-978-1054	When filling sinks, tubs and toilets the water is yellow. Also water is bleaching clothes when washing the darks. Water also has partials floating in it. Have pictures to prove all occurrences. All my towels and dark clothes have been ruined and I'm Afraid to let my children bath in it. Sad I pay \$200 a month for water I can't reply on or drink. "	<p>This email is a follow up to the telephone conversation Garth Armstrong conducted with customer on 4-23-18 FL PSC CATS NO: 1276156W RAUL PALACIOS Sent: Tue 4/24/2018 2:35 PM To: 'rgbra2006@yahoo.com' Cc: Joe Kuhns <jkuhns@plurisusa.com>; Beverly Yopp <byopp@plurisusa.com> Mrs. Palacios: I am writing this email as a follow up to our telephone conversation 4-23-18 at 3:42pm. In reference to your concerns voiced to the Public Service Commission. Thank you very much for taking the time to call me back yesterday. I would like to assure you that Pluris Wedgfield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements. Per our discussion I have attached a two phase study conducted by an independent engineering firm regarding the effects of Chlorine Dioxide disinfection as it relates to clothes laundering in the Mount Vernon, Ohio water utility system. Mount Vernon also uses Chlorine Dioxide as a disinfectant for their drinking water. Both phases rule out Chlorine Dioxide as a primary reason for laundry bleaching or spotting at levels used for potable water treatment. Your complaint stated that you had experienced some water discoloration recently. Water discoloration can come from a variety of sources related to maintenance of interior plumbing, appliances and home water treatment systems. These critical home components must be maintained to ensure the quality of the water does not change once it enters the home. If you feel further investigation is needed please contact me and I will arrange a visit to your home at your convenience to further investigate the issue. As I stressed yesterday, the Pluris Wedgfield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production. We also introduces a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website. In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns. Sincerely, Garth Armstrong</p>
1276158W	4/20/2018	CARMEN RESTITUYO	CARMEN RESTITUYO	20417 MARLIN ST	Carmenlvier@gmail.com	C 407-235-4086	Water has really had smell. It leaves bad hard water stain on toilets, faucets, shower and sink. My house was built in November of 2017 and I can't believe how bad these water stains are. The water is also green at times when my small children try to take bath our tub is white and it shows badly the tiny of the greenish/bluish water. I don't feel the water is safe to drink so our family doesn't drink it at all. We deserve better water for our children, families and community especially when we are paying such high prices for water. This is unacceptable. "	<p>Garth Armstrong contacted customer's husband via phone on 4-23-18 at 11:44am. During the conversation Mr. Restituyo stated that his wife was present and a separate contact was not needed. The email below is a follow-up to the telephone conversation. From: Garth Armstrong Sent: Wednesday, April 25, 2018 11:22 AM To: 'Carmenlvier@gmail.com' Cc: Beverly Yopp; Joe Kuhns Subject: FW: FL PSC CATS NO: 127616W Mrs. Restituyo: I am forwarding a follow up email that I wrote to your husband regarding the telephone conversation we had last Monday at 11:44 am. Your husband stated that you were present during the conversation and a separate call to you would not be needed. I would like to reach out to you separately to see if there any specific points that we did not cover during the original call. I would also like to extend an invitation to visit our facility to see how our treatment system works. Feel free to call or email me directly if you are interested. I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns. Sincerely, Garth Armstrong From: Garth Armstrong Sent: Wednesday, April 25, 2018 11:03 AM To: 'justinrestituyo@gmail.com' Cc: Joe Kuhns; Beverly Yopp Subject: FL PSC CATS NO: 127616W Mr. Restituyo: I am writing this email as a follow up to our telephone conversation on 4-23-18 at 11:44 am in reference to your concerns voiced to the Public Service Commission. Let me start off by saying thank you for taking the time to speak to me last Monday. Open lines of communication are always a positive thing. As I stressed Monday, the Pluris Wedgfield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production. We also introduces a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website. As you are aware Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water. Our treatment level often exceeds most water utilities of similar size. For example the TTHM issue surfaced due to water chemistry changing where the constituents within the TTHM make up changed causing TTHM levels to increase. Pluris had to determine the financially fair and reasonable approach to meet the PSC requirements and also the technical solution that would meet the Federal EPA and FDEP requirement to provide safe drinking water. In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. During our conversation you voiced concern about the process and time frame to get a proposal from us for to install an irrigation meter. I will be following up with your account to ensure things move forward in a timely fashion if you choose to have an irrigation meter added. I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns. Sincerely, Garth Armstrong</p>
1276161W	4/20/2018	JUSTIN RESTITUYO	JUSTIN RESTITUYO	20417 MARLIN ST	justinrestituyo@gmail.com	C 407-552-6826	This place is horrible. There trying to raise rates that already are to high and today turn water on and was greenish. Also I called service about 3 weeks ago for a quote on irrigation meter and never heard back from them. Decided to call today and they said were still waiting to speak to technician 3 weeks later. Unbelievable "	<p>Garth Armstrong contacted customer via phone on 4-23-18 at 11:44am. The email below is a follow-up to the telephone conversation. From: Garth Armstrong Sent: Wednesday, April 25, 2018 11:03 AM To: 'justinrestituyo@gmail.com' Cc: Joe Kuhns; Beverly Yopp Subject: FL PSC CATS NO: 127616W Mr. Restituyo: I am writing this email as a follow up to our telephone conversation on 4-23-18 at 11:44 am in reference to your concerns voiced to the Public Service Commission. Let me start off by saying thank you for taking the time to speak to me last Monday. Open lines of communication are always a positive thing. As I stressed Monday, the Pluris Wedgfield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only telling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production. We also introduces a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website. As you are aware Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water. Our treatment level often exceeds most water utilities of similar size. For example the TTHM issue surfaced due to water chemistry changing where the constituents within the TTHM make up changed causing TTHM levels to increase. Pluris had to determine the financially fair and reasonable approach to meet the PSC requirements and also the technical solution that would meet the Federal EPA and FDEP requirement to provide safe drinking water. In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. During our conversation you voiced concern about the process and time frame to get a proposal from us for to install an irrigation meter. I will be following up with your account to ensure things move forward in a timely fashion if you choose to have an irrigation meter added. I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns. Sincerely, Garth Armstrong</p>

1276163W	4/20/2018	DEREK CRUMLEY DEREK CRUMLEY	20427 MAJESTIC ST	Derekcrumley@gmail.com	H 407-448-4485	Tonight when filling the bath tub to give my toddler a bath the water had a yellow tint. Previously it had a chemical blue tint. This water has not been drinkable since I have lived here "2010". This water leaves a white film on the dishes that is impossible to take off. It has damaged multiple faucet valves, toilet parts, and rusted holes through sink bases. I just recently had to replace the shower valve. None of the shut offs under the sinks work. If I want to shut off the water under any given sink the valve sprays water out of the handle when turned. It is also the most expensive water in Orange County. Now I'm hearing of another price increase. This has to stop and Pluris needs to be replaced by OUC water. Please help us. This water is dangerous.	Garth Armstrong contacted customer via phone on 4-23-18 at 2:29pm. The email below is a follow-up to the telephone conversation. From: Garth Armstrong Sent: Wednesday, April 25, 2018 10:44 AM To: 'Derekcrumley@gmail.com' Cc: Joe Kuhns; Beverly Yopp Subject: FL PSC CATS No. 1276163W Mr. Crumley, I am writing this email as a follow up to our telephone conversation on 4-23-18 at 11:30 am in reference to your concerns voiced to the Public Service Commission. As I stressed to you during our conversation, the Pluris Wedgefield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only tilling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production. We also introduces a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website. I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements. During our conversation you inquired to what our policy is regarding filling pools. Your concern was that you would be billed for sewer even though the water used would not be entering our sewage collection system. Sewer charges are capped off monthly at 8000 gallons per month. Any usage above that is not charged for sewer. I appreciate you taking the time to speak to me and voice your concerns. In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns. Sincerely, Garth Armstrong
1276166W	4/20/2018	SHARON HAYES (has acct access)	2480 ABALONE BLVD	shayes004@hotmail.com (on acct)	H 407-350-0921 (on complaint) C 407-350-0922 (on acct)	Reference Docket # 20170166 My clothes have been bleached, pipes have been corroded which in turn have had to be replaced, I have to buy my own drinking water. To have the extra expense of a price increase, to already ridiculous price for WATER, a necessity, not a luxury, is against all that is AMERICAN. Water is our most needed resource and should not cost these astronomical amounts. And for water we do not feel is safe. There is stuff that floats in our drinking water. There is black sludge that comes out of my faucets. Would you drink it? And I don't mean take a sample. I mean drink it on a daily basis, knowing it could be destroying your insides as it has destroyed pipes and bleached clothing. I doubt it, Sharon Hayes. 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 to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) I strongly disagree with the proposed rate increases as I am very dissatisfied with the water service being provided and the current severely high rates I am already being charged. I urge you to vote on this matter and urge you to look into all the issues we are currently having with this private water utility. Respectfully, Sharon Hayes "	Garth Armstrong contacted customer via phone on 4-23-18 at 2:29pm. The email below is a follow-up to the telephone conversation. Sent: Tue 4/24/2018 1:45 PM To: 'shayes004@hotmail.com' Cc: Joe Kuhns <jkuhns@plurissusa.com>; Beverly Yopp <byopp@plurissusa.com> Ms. Hayes: I am writing this email as a follow up to my telephone call on 4-23-18 at 2:29pm in reference to your concerns voiced to the Public Service Commission. Let me start out by saying thank you for spending the time to speak with me yesterday. I want to reiterate that the staff at Pluris Wedgefield Inc. takes pride in providing drinking water that meets the strict regulatory standards of the Florida Department of Environmental Protection. As you are aware Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water. Our treatment level often exceeds most water utilities of similar size. For example the TTHM issue surfaced due to water chemistry changing where the constituents within the TTHM make up changed causing TTHM levels to increase. Pluris had to determine the financially fair and reasonable approach to meet the PSC requirements and also the technical solution that would meet the Federal EPA and FDEP requirement to provide safe drinking water. We believe we have the solution by replacing the existing Chlorine disinfection with Chlorine Dioxide. The most recent water quality data (posted on our website www.plurissusa.com) has confirmed reductions in TTHM levels to nearly a non-detectable range. As I stressed yesterday, the Pluris Wedgefield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only tilling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production. We also introduces a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website. Please feel free to contact me if you have any questions about the system improvements, water quality data, or portal features. My mobile number is as follows: 813-526-0396. Sincerely, Garth Armstrong
1276169W	4/20/2018	HELEN BARNABEI HELEN BARNABEI	19738 GLEN ELM WAY	hbmky@gmail.com (on acct) mikebarnabei@gmail.com (on complaint)	407-221-9455 (on complaint) H 407-221-7524 (on acct) C 321-804-4635 (on acct)	Dear Chairman and Commissioners, 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 to be considered on Friday, the 20th of April, 2018 (Docket No. 20170166-WS) I strongly disagree with the proposed rate increases as I am very dissatisfied with the water service being provided and the current severely high rates I am already being charged. I urge you to vote on this matter and urge you to look into all the issues we are currently having with this private water utility. Tonight, on the eve of the vote on the proposed rate increase, I drew three bathtubs of greenish yellow discolored water. I have pictures. My family and I have not drank the water due to water quality since Pluris took over operations. They are touting their award for best tasting drinking water in Central Florida as a reason for a rate increase when in reality, the water is totally unusable. I don't even want to bathe my children in the water provided by Pluris, but what choice do I have. The fact that they should ask for a rate increase is laughable. FOR PROFIT PRIVATE UTILITY COMPANIES should have rate requests denied WHEN THEY PROVIDE INFERIOR QUALITY/SERVICE. Pluris Wedgefield Inc. has demonstrated repeatedly that they have little regard for the voices of their customers and want to make it appear that they do all they can to provide quality drinking water. Unfortunately, this is not so. The residents of Wedgefield have the proof. Bleached clothes, extreme mineral deposits and corrosion of plumbing fixtures, smelly and discolored water are the reality of the quality of Pluris Wedgefield Inc. water services. Please do not approve this rate increase. Respectfully, Michael Barnabei - A Wedgefield Resident	From: Garth Armstrong <garmsr@plurissusa.com> To: 'mikebarnabei@gmail.com' Garth Armstrong attempted to contact customer on 4-23-2018 at 11:19 am and left voicemail with no return call. The email below was sent to address the concerns raised. To: 'mikebarnabei@gmail.com' Cc: Joe Kuhns <jkuhns@plurissusa.com>; Beverly Yopp <byopp@plurissusa.com> Subject: PSC Reference Document # 20170166 Sent: Tue 4/24/2018 11:55 AM Ms. Barnabei: I am writing this email as a follow up to my telephone voice mail left 4-23-18 at 11:19am in reference to your concerns voiced to the Public Service Commission. I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements. Your complaint stated that you had experienced some water discoloration recently. Water discoloration can come from a variety of sources related to maintenance of interior plumbing, appliances and home water treatment systems. These critical home components must be maintained to ensure the quality of the water does not change once it enters the home. If you feel further investigation is needed please contact me and I will arrange a visit to your home at your convenience to further investigate the issue. Pluris has listened to customers over the past 8 years and since taking ownership the water quality has improved in a number of areas. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only tilling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers. In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns. Sincerely, Garth Armstrong
1276255W	4/23/2018	ALAINA MOYNIHAN ALAINA MOYNIHAN	2101 ALBION AVE	admoyshp@gmail.com	407-928-5598	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. "	The email below is a follow-up to the voice mail left on customer's phone by Garth Armstrong on 4-24-18 at 3:00pm. From: Garth Armstrong Sent: Wednesday, April 25, 2018 1:24 PM To: 'admoyshp@gmail.com' Cc: Joe Kuhns; Beverly Yopp Subject: FL PSC CATS NO: 1276255W Ms. Moynihan: I am writing this email as a follow up to my telephone voice mail left 4-24-18 at 3:00pm in reference to your concerns voiced to the Public Service Commission. I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements. The Pluris Wedgefield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only tilling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production. We also introduces a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website. In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know and I can set up a tour at a time that suits your schedule. I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns. Sincerely, Garth Armstrong

1276257W	4/23/2018	GINA-MARIE PRADO	GINA-MARIE PRADO	2607 PINE GLEN CT	gina1103eml@yahoo.com	631-514-9378	<p>Dear Chairman and Commissioners,</p> <p>In reference Docket # 20170166</p> <p>Please include this correspondence as my opposition to, and protestation of, the proposed water/wastewater rate increase as submitted by Pluris Wedgfield, 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 Wedgfield know as Pluris.</p> <p>Sincerely, Gina-Marie Prado "</p>	<p>The email below is a follow-up to the voice mail left on customer's phone by Garth Armstrong on 4-24-18 at 3:10pm.</p> <p>From: Garth Armstrong Sent: Wednesday, April 25, 2018 2:06 PM To: 'gina1103eml@yahoo.com' Cc: Joe Kuhns; Beverly Yopp Subject: FL PSC CATS NO. 1276257W</p> <p>Ms. Prado:</p> <p>I am writing this email as a follow up to my telephone voice mail left 4-24-18 at 3:10pm in reference to your concerns voiced to the Public Service Commission.</p> <p>Your complaint referenced communication lapses during times when Boil Water Advisory (BWA) and Boil Water Advisory Clearances are issued. All water utilities experience instances where it is necessary to issue a BWA. Often they are due to main breaks or equipment malfunctions. I live in the Tampa area where main breaks are very common and certain areas of the city are on and off BWAs year around. Larger utilities often rely on robo-calls, television or print news media to notify their customers of the BWA. As you can imagine these broadcasts may or may not be seen and often are missed by large amounts of people. Our policy is to notify all customers affected by the BWA and clearance via telephone. Those customers that were not reached receive door tag notices. Our goal is to always try and reach 100% of the customers affected by the BWA.</p> <p>I would like to assure you that Pluris Wedgfield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements.</p> <p>Budgeting expenses is a huge priority for most folks. As a single father I can very much appreciate your concerns over utility costs and how they affect your household bottom line. Pluris Wedgfield Inc. introduced a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. It is a fantastic tool for budgeting. Registration is easy and can be done directly through our website.</p> <p>In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.</p> <p>I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns.</p> <p>Sincerely, Garth Armstrong</p>
1251092C	8/23/2017	ANSEL VELEZ (listed as spouse on acct)	LYDIANA VELEZ	2624 BROMPTON CT	boricobain@hotmail.com	407-666-9093	<p>PLEASE PLEASE PLEASE DO NOT APPROVE ANOTHER RATE INCREASE FOR PLURIS WATER IN WEDGEFIELD, WE ARE ALREADY PAYING AN EXTREMELY HIGH AMOUNT OF MONEY FOR OUR CRAPPY WATER. PLEASE THINK ABOUT US FOR ONCE. PLURIS IS A HORRIBLE WATER COMPANY AND WE CAN ONLY PRAY THAT ORANGE COUNTY BUYS THEM OUT. AMEN"</p>	<p>Garth Armstrong contacted customer via phone on 4-24-18 at 3:12pm. The email below is a follow-up to the telephone conversation.</p> <p>From: Garth Armstrong Sent: Wednesday, April 25, 2018 2:26 PM To: 'boricobain@hotmail.com' Cc: Joe Kuhns; Beverly Yopp Subject: FPSC Request # 1251092C</p> <p>Mr. Velez:</p> <p>I am writing this email as a follow up to our telephone conversation on 4-24-18 at 3:12 pm in reference to your concerns voiced to the Public Service Commission.</p> <p>Let me start off by saying thank you for taking the time to speak to me yesterday. Open lines of communication are always a positive thing. Your complaint stated that you had experienced some water discoloration recently. Water discoloration can come from a variety of sources related to maintenance of interior plumbing, appliances and home water treatment systems. These critical home components must be maintained to ensure the quality of the water does not change once it enters the home. If you feel further investigation is needed please contact me and I will arrange a visit to your home at your convenience to further investigate the issue.</p> <p>As I stressed yesterday, the Pluris Wedgfield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only getting Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production. We also introduces a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website.</p> <p>In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.</p> <p>I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns.</p> <p>Sincerely, Garth Armstrong</p>
1251172C	8/23/2017	JENNIFER HALL	JENNIFER HALL	19615 GLEN ELM WAY	Jenn@hallmanac.com (on complaint) utilities@hallmanac.com (on acct)	H 407-758-4616 (on complaint) C 321-285-9694 (on acct)	<p>Hi Commissioner Brown,</p> <p>I recently found out that Pluris has requested a rate increase with your Department. I am writing you today to please not approve this request. As a resident of Wedgfield for 11 1/2 years, I think it is absurd that that are asking again due to the "quality" of water they are providing us. Since the last increase, I have had several friends that have had a few loads of laundry ruined by this so called quality of water. Our house personally does not use this water for consumption. We use it for what we have to (laundry, dishes, showers, and toilets), but we get bottles water for everything else, including our dogs drinking water. We don't even water our lawn at all for the simple fact our water bill averages \$115.00 for a family of 4 with 2 dogs - mind you, just for the basics already stated above. That does not include the avg of 10 - 5 gal water jugs we buy/refill each month. If I could actually drink the water, I might not mind the price as much given we do live further out from the city. However, no one going to drink the same water that bleaches clothes.</p> <p>Thank you for your time. Please help our community by NOT approving a rate increase for Pluris.</p> <p>Warmly, Jennifer Hall 407-758-4616 Executive Director, Nations Traffic Safety School www.NationsTrafficSchool.com Certified Consultant, Scentsy Fragrance www.JenniferHall4820.scentsy.us"</p>	<p>The email below is a follow-up to the voice mail left on customer's phone by Garth Armstrong on 4-24-18 at 3:28pm.</p> <p>From: Garth Armstrong Sent: Wednesday, April 25, 2018 2:44 PM To: 'Jenn@hallmanac.com' Cc: Joe Kuhns; Beverly Yopp Subject: FPSC Request# 1251172C</p> <p>Ms. Hall</p> <p>I am writing this email as a follow up to my telephone voice mail left 4-24-18 at 3:28pm in reference to your concerns voiced to the Public Service Commission.</p> <p>I would like to assure you that Pluris Wedgfield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements.</p> <p>I have attached a two phase study conducted by an independent engineering firm regarding the effects of Chlorine Dioxide disinfection as it relates to clothes laundering in the Mount Vernon, Ohio water utility system. Mount Vernon also uses Chlorine Dioxide as a disinfectant for their drinking water. Both phases rule out Chlorine Dioxide as a primary reason for laundry bleaching or spilling at levels used for potable water treatment. Feel free to contact me at 863.940.9771 if you have any questions with the study I attached.</p> <p>The Pluris Wedgfield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only getting Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces TTHM production. We also introduces a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website.</p> <p>In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.</p> <p>I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns.</p> <p>Sincerely, Garth Armstrong</p>

1251170C	8/23/2017	MIGUEL & KRIS SOTO	KRIESTINE R SOTO	19136 TIMBER PINE LN	ksoto84@gmail.com	H 407-617-5386	<p>Dear "Commissioner Brown, We hope this finds you well. We imagine you're aware of Pluris's request for approval of a rate increase. As Pluris customers, we residents of Wedgefield already bear the burden of expensive water and sewer charges. Not only is the water significantly more expensive than Orange County water to begin with, but the poor quality of the water and its risk to our health make it necessary to buy bottled water for ingestion. Unfortunately, it has also been suggested that Pluris water is even risky to bathe in. Therefore cost is obviously not only financial. Worry, stress, and concern for our health and well-being take their toll as well. That doesn't mean the financial cost isn't significant. It is. In addition to the already high rates and the necessity to buy bottled water, numerous residents have also stated that the water has even damaged laundry.</p> <p>It is already a struggle for our community in our effort to resolve our current problems with Pluris. Increased rates would just compound the frustration. We don't see how increased rates are justifiable and respectfully request that Pluris's request for increased rates are not approved.</p> <p>Thank you, Miguel and Kris Soto"</p>	<p>The email below is a follow-up to the voice mail left on customer's phone by Garth Armstrong on 4-24-18 at 3:40pm.</p> <p>From: Garth Armstrong Sent: Wednesday, April 25, 2018 2:59 PM To: 'ksoto84@gmail.com' Cc: Joe Kuhns; Beverly Yopp Subject: FPSC Request# 1251170C</p> <p>Ms. Soto, I am writing this email as a follow up to my telephone voice mail left 4-24-18 at 3:31pm in reference to your concerns voiced to the Public Service Commission. In your complaint you referenced concern with the cost and safety of the water. I would like to assure you that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements. We treat the water at a higher level than most utilities our size and have the disadvantage of not being able to spread the cost of this service over a large customer base as a municipality or county government might.</p> <p>The Pluris Wedgefield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only tilling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces THM production. We also introduces a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. Registration is easy and can be done directly through our website.</p> <p>In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.</p> <p>I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns.</p> <p>Sincerely, Garth Armstrong</p>
1251176C	8/23/2017	MARIE SAAD (not on acct)	KHALIL SAAD	2737 LYNDSAPE ST	mariegenieve@hotmail.com (on complaint) kj_khalil@live.com (on acct)	321-960-1461 (on acct) 321-208-5776 (on complaint)	<p>Dear Commissioner Brown,</p> <p>We purchased a home in the Reserves of Wedgefield in 2015. Orlando did a good job hiding the Pluris water issues we deal with every day. We can not drink or consume the water and don't feel safe washing vegetables or foods with it. Five neighbors on my street alone(Landscape) are terminally ill with stomach cancer and have been residents of this community for 20 or more years...it's hard to believe this is coincidental. I am fearful of living here for much longer if this concerning water issues is not resolved. Please help us by removing Pluris water from our homes.</p> <p>Thank you, Marie Saad 321 208 5776 Sent from my iPad"</p>	<p>Garth Armstrong contacted customer via phone on 4-25-18 at 3:04pm. The email below is a follow-up to the telephone conversation Garth Armstrong contacted customer via phone on 4-23-18 at 2:29pm. The email below is a follow-up to the telephone conversation. From: Garth Armstrong</p> <p>Sent: Wednesday, April 25, 2018 3:49 PM To: 'mariegenieve@hotmail.com' Cc: Joe Kuhns; Beverly Yopp Subject: FPSC Request#1251176C</p> <p>Mrs. Saad: I am writing this email as a follow up to our telephone conversation on 4-25-18 at 3:04pm in reference to your concerns voiced to the Public Service Commission. Let me start off by saying thank you for taking the time to speak to me this afternoon. Open lines of communication are always a positive thing. As we discussed there is a fair amount of miscommunication within the community regarding the safety of Pluris Wedgefield drinking water. I would like to assure you again that Pluris Wedgefield meets FDEP Drinking Water Quality Standards and is safe for consumption, bathing and cooking. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements. As you may know the bottled water industry is not held to the same requirements.</p> <p>Thank you also for allowing me to give you some brief explanations on the cost of your water and what we do to treat it. As I mentioned we treat the water at a higher level than most utilities our size in part due to the source.</p> <p>In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know. I can be reached at 813-526-0396.</p> <p>I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns.</p> <p>Sincerely, Garth Armstrong</p>
1251167C	8/23/2017	FRANK CAPRIO	FRANK CAPRIO	20434 MACON PKWY	chevycap@gmail.com	407-529-5136	<p>"From: Chevy Cap [mailto:chevycap@gmail.com] Sent: Wednesday, August 23, 2017 11:22 AM To: Office of Commissioner Brown Subject: Pluris water Please do not approve this hike request...They are way to high already and the quality of water is not good.Thank You Frank Caprio..."</p>	<p>Garth Armstrong contacted customer via phone on 4-25-18 at 3:32pm. The email below is a follow-up to the telephone conversation.</p> <p>From: Garth Armstrong Sent: Wednesday, April 25, 2018 4:04 PM To: 'chevycap@gmail.com' Cc: Joe Kuhns; Beverly Yopp Subject: FW: FPSC Request#1251167C</p> <p>From: Garth Armstrong Sent: Wednesday, April 25, 2018 4:03 PM To: 'chevycap@gmail.com' Cc: Joe Kuhns; Beverly Yopp Subject: FPSC Request#1251167C</p> <p>Mr. Caprio: I am writing this email as a follow up to our telephone conversation on 4-25-18 at 3:32 pm in reference to your concerns voiced to the Public Service Commission. In your complaint you noted the cost of service as a primary concern. Pluris Wedgefield Inc. treats the water at a higher level than most utilities our size and have the disadvantage of not being able to spread the cost of this service over a large customer base as a municipality or county government might. As you are aware Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water. I stress that the Pluris Wedgefield Inc. staff has worked hard to implement upgrades to the system to further address water quality. These include the installation of a commercial water softeners at the water treatment plant that reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only tilling Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. The softening system also reduced film and deposits on the glassware and plumbing fixtures. Conversion to Chlorine Dioxide from Chlorine which improves taste, smell and greatly reduces THM production. Budgeting expenses is a huge priority for most folks. As a single father I can very much appreciate your concerns over utility costs and how they affect your household bottom line. Pluris Wedgefield Inc. introduced a free customer portal(Aqua Hawk) which allows customers to track usage, budget and set alerts for leaks and abnormal usage. I urge you to sign up for the portal if you have not already. It is a fantastic tool for budgeting. Registration is easy and can be done directly through our website.</p> <p>In the future if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.</p> <p>I have copied Joe Kuhns, Pluris Regional Manager and Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact any of us if you have any additional concerns.</p> <p>Sincerely, Garth Armstrong</p>
1251175C	8/23/2017	CONCETTA MACALUSO (not on acct)	JOSEPH MACALUSO	20612 MAJESTIC ST	conniemacaluso@gmail.com (on complaint) j.macaluso@hotmail.com (on acct)	H 321-804-4331 C 321-662-5389	<p>Dear Commissioner Brown</p> <p>I don't understand how Pluris could possibly ask for an increase when basically you can't drink their water & washing clothes is incredibly ridiculous when it bleaches the colors not to mention the stains on our toilets & sinks.</p> <p>I have a totally blind husband who is on seizure medication & I can not allow him to drink this water while taking both Phenoobarbital & Dilantin, I'm afraid it'll cause him severe reactions. We live on a fixed income & an increase would just be another hit to our already over stretched budget.</p> <p>I could understand it if the quality of water was better but come on with all the news reports I know your aware of the problems.</p> <p>Please reconsider & refuse the increase.</p> <p>Thank you Concetta Macaluso</p>	<p>Joe Kuhns attempted to contact customer on 4-25-2018 at 12:33 pm to discuss concerns raised in a complaint dated on August 23, 2017. The email below was sent to the customer to provide further clarification.</p> <p>From: Joe Kuhns Sent: Wednesday, April 25, 2018 1:27 PM To: 'conniemacaluso@gmail.com' Cc: Beverly Yopp [byopp@plurissusa.com] Subject: FPSC - 1251175C</p> <p>Concetta, I am following up on my phone call on 4-26-2018 at 12:33 pm to discuss your concerns raised in the PSC on August 23, 2018. I am providing a brief email outlining your concerns which will provide further clarification for your consideration.</p> <p>One of your concerns was the bleaching of clothing. During the initial chlorine dioxide pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts actively evaluated whether chlorine dioxide may have potentially contributed to these type of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. I encourage you to read the reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system. Also, the use of certain laundry soaps such as but not limited to OxyClean may be a contributing factor in any bleaching of clothing.</p> <p>Pluris has delivered safe drinking water since it acquired the utility and also believes water quality has improved under its ownership. It should further be noted that Pluris has an increasing number of customers contacting Pluris noting improvement in the odor, taste and color of the water during the pilot study, as a result of converting from Chlorine to Chlorine Dioxide.</p> <p>In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insuring ongoing safe drinking water for customers. Just let me know.</p> <p>I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns.</p> <p>Joseph M. Kuhns</p>

1251218C	8/24/2017	GREGORY LUSCH	GREGORY LUSCH	2714 ABALONE BLVD	gregll@aol.com	407-568-6464	<p>*From: Greg Lusch [mailto:gregll@aol.com] Sent: Wednesday, August 23, 2017 5:15 PM To: Office of Commissioner Brown Subject: Fwd: Docket 20170166-WS Pluris rate increase Commissioner Brown and other PSC commission members:</p> <p>My name is Gregory Lusch and I reside in the Subdivision known as Wedgefield which is serviced by the Utility known as Pluris. I am voicing my opposition to the requested Water Rate increase by Pluris for the following reasons: Quality Of Service: The recent history of Pluris delivering drinking grade water is spotty at best. I say this based on the Testing which has been reported for the last 5 years and Pluris recent Pilot Study with Chlorine Dioxide. Please see the table below for TTHM levels reported by Pluris per their own Consumer Confidence Reports. (CCRs) these can be found on the Pluris website.</p> <table border="1"> <thead> <tr> <th>PPB (Parts per Billion)</th> <th>TTHM Level</th> <th>Max Level –80 for Violation</th> </tr> </thead> <tbody> <tr> <td>2011</td> <td>55.2</td> <td></td> </tr> <tr> <td>2012</td> <td>56.5</td> <td></td> </tr> <tr> <td>2013</td> <td>53.4</td> <td></td> </tr> <tr> <td>2014</td> <td>2.3</td> <td></td> </tr> <tr> <td>2015</td> <td>2.7</td> <td></td> </tr> </tbody> </table> <p>As it is clear from the Testing Data Years 2014 and 2015 are skewed very low. When subsequent Testing was ordered by Orange County in 2016 TTHM levels were detected often well above the 80 ppb limit. As a customer of this one and only Water Utility in Wedgefield I have to ask the question how were the 2014 and 2015 levels achieved by Pluris when independent Testing at multiple user sources indicated high much higher TTHM levels ? Why did Pluris employ a Test Study utilizing Chlorine Dioxide in 2016 with plans for permanent use in Wedgefield to reduce TTHM levels to acceptable levels given the extremely low TTHM levels they reported</p>	PPB (Parts per Billion)	TTHM Level	Max Level –80 for Violation	2011	55.2		2012	56.5		2013	53.4		2014	2.3		2015	2.7		<p>Joe Kuhns spoke with the customer on 4-25-2018 at 12:34 pmt to 1:02 pm. Below is an email summarizing the conversation. From: Joe Kuhns Sent: Wednesday, April 25, 2018 1:40 PM To: Gregory L. (gregll@aol.com) Cc: Beverly Yopp (byopp@plurisusa.com) Subject: FPSC - 1251218C</p> <p>Mr. Lusch, Thank you for speaking with me on 4-26-2018 at 12:34 pm to 1:02 pm and allowing me the opportunity to address your concerns in your complaint. As I mentioned during our call I am following up with a brief email outlining discussion points made during our call. I also would like to take this opportunity to thank you for complimenting the quality of water. As you mentioned, we do not here that too often and your willingness to offer that is appreciated. We discussed "particles" and/or "yellow water" in your that you had heard neighbors mention. Pluris believes this may be a result of years of hard water being supplied to customers before Pluris ownership. The "particles" and/or "yellow water" being old calcium deposits left on home plumbing by the hard water. Since taking ownership in early 2010, Pluris has listened to customers and the water quality has improved in a number of areas. These include softening. Back in 2010 customers complained about the hardness causing white film on glassware and plumbing fixtures and actual damage to plumbing fixtures. At that time many customers had home water softeners (and many did not) on their homes to try and reduce the hardness. Pluris installed commercial water softeners at the water treatment plant and reduced the hardness which was as high as 13 to 15 grains per gallon down to 4.0 to 5.0 grains per gallon. This resulted in customers not only billing Pluris the water was softer but the customers no longer needed home water softeners, saving them the expense of the water softener maintenance. Pluris may actually be only one of the few utilities (including governmental utilities) in the region that provides softened water to customers. This process stopped the addition of any deposits on customers home piping however, Pluris cannot undo the deposits that were created before Pluris' ownership. We discussed the rate structure and your displeasure with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay. The TTHM issue surfaced this past year due to water chemistry changing where the constituents within the TTHM make up changed causing TTHM levels to increase. Pluris necessarily had to determine the financially fair and reasonable approach to meet the PSC requirements and also the technical solution that would meet the Federal EPA and FDEP requirement to provide safe drinking water. We believe we have the solution by replacing the existing Chlorine disinfection with Chlorine Dioxide. As we discussed, the most recent TTHM laboratory testing results showed TTHM non-detected. In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insure ongoing safe drinking water for customers. Just let me know. I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns. Joseph M. Kuhns</p>
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1251275C	8/24/2017	JESSICA KOHL	JESSICA KOHL	2705 ABALONE BLVD	jessicalynkohl@gmail.com	321-271-4521	<p>From: Jessica Kohl [mailto:jessicalynkohl@gmail.com] Sent: Thursday, August 24, 2017 10:27 AM To: Office of Commissioner Brown Cc: Mayor@ocfl.net; District5@ocfl.net; District6@ocfl.net; Jennifer.Thompson@ocfl.net; District3@ocfl.net; district2@ocfl.net; District1@ocfl.net Subject: Pluris Wedgefield Water Increase Request Commission Chairman Julie Brown ,</p> <p>I am writing to complain about the proposed price increase by Pluris for the residents of Wedgefield. My husband and I purchased a home in 2012. At the time the price of water was a base charge of 23.30 for water plus 21.07 for sewage (44.46 total) then 4.04 per 1000 gallons of water, and 3.82 per 1000 gal of sewage. We used 3700 gallons on average at our home. By Sept of 2013 they raised our rates several times over a short period of time, which resulted in a base charge for water of 24.62 plus 28.85 for sewage (53.47 total) then 7.76 per 1000 gallons of water and 4.21 per 1000 gallons of sewage. Again, we were averaging 3700 gallons in our home. Our last bill (and I can send attachments with the statements) was 2700 gallons used. A base fee of 24.71 (water) and 29.01 (sewage) (\$3.72 total) and 7.79 per 1000 gallons of water and 4.24 gallons of sewage. In comparison, OCU has fees such as hookup or other, which is fine. But they only charge \$1.10 per 1000 gallons under 3000 and 1.51 per 1000 for 4000-10,000 gallons. Every time we received notices about the rate increase we were being told it was being increased to compensate for future upgrades and repairs. Now, 5-6 years after the purchase of our home and the first increases, Pluris is wanting to raise our rates again. It appears the statement they are sending is that the increase is to cover the expenses that, according to their previous statements to the customers, was already supposed to be covered. Instead we have had to deal with EPA violations over those years.</p>	<p>Joe Kuhns attempted to contact customer on 4-25-2018 at 1:05 pm to discuss concerns raised in a complaint dated on August 24, 2017. The email below was sent to the customer to provide further clarification. Ms. Kohl did not return Mr. Kuhns' call and on 4.26.2018 filed FL_PSC CATS NO: 1276651W which is a duplicate statement she previously provided in CATS NO: 1251275C filed on 8-24-2017. From: Joe Kuhns Sent: Wednesday, April 25, 2018 2:07 PM To: jessicalynkohl@gmail.com Cc: 'Beverly Yopp (byopp@plurisusa.com)' Subject: FPSC - 1251275C Jessica, I am following up on my phone call on 4-26-2018 at 1:05 pm to discuss your concerns raised in your complaint to the PSC on August 24, 2017. I am providing a brief email outlining your concerns which will provide further clarification for your consideration. One of your concerns was the bleaching of clothing. During the initial chlorine dioxide pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts actively evaluated whether chlorine dioxide may have potentially contributed to these type of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. I encourage you to read the reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system. Also, the use of certain laundry soaps such as but not limited to OxyClean may be a contributing factor in any bleaching of clothing. You expressed concern of the rate structure and your displeasure with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay. You expressed a concern of being notified during precautionary boil water notices. Pluris utilizes a robo-call to contact all customers about the event. The robo-call will make three attempts to reach the customer. After the three attempts, a data base is generated to identify customers that were not reached. These customers then receive a door tag advising them of the event. Signs explaining the event are also erected at the entrances of the community. Pluris follows the rules and regulations of the FDEP to notify all customers of an event within 24 hours. In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insure ongoing safe drinking water for customers. Just let me know. I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns. Joseph M. Kuhns</p>																		
1251184C	8/23/2017	ROBERTA PLAYER (not on acct)	PAUL PLAYER	2232 BAGDAD AVE	pplayer@cfrr.com (on complaint)	407-227-8073	<p>From: Roberta [mailto:pplayer@cfrr.com] Sent: Wednesday, August 23, 2017 2:53 PM To: Office of Commissioner Brown Subject: Pluris Dear Commissioner Brown, My name is Roberta Player and I live in Wedgefield. Right now we have Pluris as our water company and they put in for an increase which not be fair to the customer of Wedgefield. Our water in Wedgefield bleaches my families cloths & my dog has skin issues. The water bills out here are already so high that having increasing is going to upset a lot of people in the community. We have been fighting to try to get Pluris out of our community. This increase can not happen. Please don't let it happen Thank you Sincerely, Roberta Player</p>	<p>Joe Kuhns attempted to contact customer on 4-26-2018 at 1:07 pm to discuss concerns raised in a complaint dated on August 23, 2017. The email below was sent to the customer to provide further clarification. From: Joe Kuhns Sent: Wednesday, April 25, 2018 2:33 PM To: 'pplayer@cfrr.com' Cc: 'Beverly Yopp (byopp@plurisusa.com)' Subject: FPSC - 1251184C Roberta, I am following up on my phone call on 4-26-2018 at 1:07 pm to discuss your concerns raised in your complaint to the PSC on August 23, 2017. I am providing a brief email outlining your concerns which will provide further clarification for your consideration. One of your concerns was the bleaching of clothing. During the initial chlorine dioxide pilot study, Pluris received a small number of calls from customers expressing bleaching of clothes during laundry washing. Pluris and our outside professional experts actively evaluated whether chlorine dioxide may have potentially contributed to these type of concerns. In addition, we have researched this topic with other utilities nationwide where chlorine dioxide is used as a primary disinfectant and discovered the attached study reports. I encourage you to read the reports. The utilities went to significant effort and confirmed bleaching of clothes is not a result of the chlorine dioxide residual levels experienced within the distribution system. Also, the use of certain laundry soaps such as but not limited to OxyClean may be a contributing factor in any bleaching of clothing. You expressed concern of the rate structure and your displeasure with the rates. Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The amount of treatment required directly relates to the rates Wedgefield customers pay. In closing, if you would like to visit the Water Treatment Facility for a detailed tour of the treatment process, including the new chlorine dioxide treatment, I will gladly meet you there. I believe you would gain additional understanding of the process Pluris goes to insure ongoing safe drinking water for customers. Just let me know. I have copied Beverly Yopp, Pluris Director of Customer Service on this email. Please feel free to contact us if you have any additional concerns. Joseph M. Kuhns</p>																		

1250731C	8/18/2017	ERIK & TIFFANY NOLEN	ERIK NOLEN	19640 GLEN ELM WAY	Erik - harleychef@msn.com Tiffany - tiffanynolen4@gmail.com	H 727-768-7736 M 727-902-8343 (on complaint)	I would like to formally complain about Pluris Wedgefield. We are being charged a RIDICULOUS amount of money for substandard water. MANY tests have been done to show this water is not fit for consumption. Clothes are being bleached in the washing machine, and smells come from faucets often. The water is not suitable for human nor animal consumption and I demand Orange County step in and do something! It's been ALL over the news, and petitions have been signed, it's time to see some action! "	<p>From: Beverly Yopp Sent: Tuesday, August 22, 2017 3:42 PM To: 'pscproply@psc.state.fl.us' <pscproply@psc.state.fl.us> Cc: Joe Kuhns <jkuhns@plurissusa.com>; Erica Gandy <egandy@plurissusa.com> Subject: RE: CATS NO. 1250731C ERIK & TIFFANY NOLEN</p> <p>Dear Ms. Hood, I understand a response is not required for CATS No. 1250731C but wanted to take the opportunity to provide information regarding the company making contact with the customers, Tiffany and Erik Nolen. Below is email correspondence from Pluris Florida Regional Manager, Joseph Kuhns, to Mr. and Mrs. Nolen providing them information regarding their water quality concerns. Included below is the Nolen's email reply.</p> <p>From: Tiffany Nolen <tiffanynolen4@gmail.com> Date: August 18, 2017 at 3:27:42 PM EDT To: Joe Kuhns <jkuhns@plurissusa.com> Subject: Re: CATS NO. 1250731C ERIK & TIFFANY NOLEN</p> <p>Joe, I appreciate your reply, however your justifications just aren't true and there are thousands of signatures to prove it. I am saddened to see that you guys just really don't care how the residents feel about Pluris, and continue to not only provide substandard water, but to now find out you are going to RAISE the prices AGAIN. We will not stop until you are gone. Tiffany Nolen On Fri, Aug 18, 2017 at 2:45 PM, Joe Kuhns <jkuhns@plurissusa.com> wrote: Erik and Tiffany, Pluris is regulated by two state agencies including the Florida Public Services Commission ("FPSC") in regards to authorized tariffs (rates that can be charged to customers) and the Florida Department of Environmental Protection ("FDEP") in regards to providing safe drinking water to customers. Most utilities draw water from the subsurface aquifer in Florida through wells and as with all utilities in Central Florida, Pluris does not create the water quality in the Floridian Aquifer beneath Wedgefield. Pluris however is responsible to provide safe drinking water in accordance with the requirements of the federal EPA as administered through the FDEP. Pluris has and continues to produce safe drinking water to residents in the Wedgefield service area. Pluris recognizes the cost to produce safe drinking water is higher in Wedgefield than in other geographical locations and it is related to the level of treatment required in Wedgefield. A few facts are warranted as some relate to the period before you moved into Wedgefield which was earlier in 2017. Presented in the following are some of the important ones. 1. 2010 - Pluris purchased the utility in 2010 and at that time the utility had been out of compliance with disinfection by-products total trihalomethanes (TTHMs) and Haloacetic Acids (HAAs). The elevated levels were due to levels of naturally occurring organics in the Floridian Aquifer. Pluris corrected the former facility owners' issues and returned the plant to compliance. 2. 2010 - Water pressure was a problem in the Wedgefield system when Pluris bought the utility and Pluris installed new variable frequency drive motors to insure a constant pressure throughout the system at all times. 3. 2015 - Water Hardness of the Floridian Aquifer is very hard with a hardness value of 13 grains per gallon. Customers complained about white film on glassware and cars after washing. Pluris installed 4 new commercial water softeners at the plant and reduced the hardness down to 3 grains per gallon (near soft water conditions). This allowed many customers without home water softeners to have soft water and allowed customers who had water softeners in their homes to disconnect and no longer have to maintain their water softeners. 4. 2016 - Pluris was awarded the American Water Works Association "Best Drinking Water in Central Florida Award". Other utilities competing included Orange County Utilities Department as well as the Orlando Utility Commission. To insure impartiality in the contest, the contest was a blind test so judges did not know what water came from which utility. Judges included members of the AWWA and two members of the local media. I am attaching the newsletter article for your review. Although you may be hearing differently from some customers, it is important to note that Pluris has an increasing number of customers contacting us with comments regarding the improvement in the odor, taste and color of the water during the pilot study, as a result of converting from chlorine to chlorine dioxide.</p>
1260253C	11/4/2017	TIFFANY NOLEN	ERIK NOLEN	19640 GLEN ELM WAY	tiffanynolen4@gmail.com	H 727-768-7736 M 727-902-8343	To whom it may concern; I am a resident of Wedgefield, in Orlando, FL. My address is 19640 Glen Elm Way. I 100% oppose this rate increase. Pluris is a HORRIBLE company taking advantage of us as residents. We are close to being treated like the residents of Flint, Michigan. The water is scary. It makes me itch if I bathe in it. I worry for my families health. The chlorine levels are SO high that the clothing is being bleached in washing machines. The smell from the faucet at times is putrid. There is NO reason we should be forced to have this as our water, let alone INCREASE the rates that are ALREADY through the roof? Orange County provides affordable, clean water to the rest of Orange County. Before we end up like Flint, DO SOMETHING! Tiffany Nolen	<p>From: Beverly Yopp Sent: Monday, November 06, 2017 4:45 PM To: Diane Hood <DHOOD@PSC.STATE.FL.US> Cc: Joe Kuhns <jkuhns@plurissusa.com>; Martin S. Friedman (mfriedman@ff-attorneys.com) <mfriedman@ff-attorneys.com> Subject: RE: CATS NO. 1260253C TIFFANY NOLEN</p> <p>Dear Ms. Hood, I wanted to take the opportunity to provide information regarding the company making contact with the customer, Tiffany Nolen. Below is email correspondence from Pluris Florida Regional Manager, Joseph Kuhns, to Tiffany Nolen providing her information regarding her water quality concerns. Included below are two replies from Ms. Nolen.</p> <p>Sincerely, Beverly Yopp</p> <p>From: Tiffany Nolen [mailto:tiffanynolen4@gmail.com] Sent: Friday, November 03, 2017 2:56 PM To: Joe Kuhns Subject: Re: PSC Request No. 1260253C</p> <p>Also for the record, my Flint comparison is to how you and the county officials are treating this. Like it's nothing and we aren't being taken advantage of, which we clearly are. I didnt say there was lead in the water but who knows what you're covering up with all that chlorine.</p> <p>From: Tiffany Nolen [mailto:tiffanynolen4@gmail.com] Sent: Friday, November 03, 2017 2:50 PM To: Joe Kuhns Subject: Re: PSC Request No. 1260253C</p> <p>Why would I need a taste test? I live here. It doesn't cost Orange county more to treat the water so why does it cost you more, and we still have sub par water and service? Please save your rebuttals. The proof is in the pudding.</p> <p>From: Joe Kuhns Sent: Friday, November 03, 2017 2:36 PM To: tiffanynolen4@gmail.com Cc: Beverly Yopp <byopp@plurissusa.com> Subject: PSC Request No. 1260253C</p> <p>Dear Ms. Nolen, I am in receipt of your recent Public Service Commission ("PSC") complaint dated November 2, 2017 and would like to provide you with information for your consideration. The complaint included a comparison of Wedgefield to the crisis that occurred in the City of Flint Michigan water treatment system, which made national headlines due to lead contamination. Lead levels in the City of Flint's drinking water was high in lead and copper contamination as result of the City of Flint making decisions to use a less expensive source of water which unfortunately had a higher corrosion potential. This in combination with decisions to cease the use of corrosion control treatment methods created the health crisis that the City of Flint is having to deal with and may likely have to deal with into the future.</p>
1260152C	11/2/2017	MARIA GUTIERREZ	MILTON GUTIERREZ	2743 BALLARD AVE	Herrera_cuello@yahoo.com	H 321-501-3806 C 321-228-9585	Pluris of Wedgefield is charging too much money for water and the water is not even safe to drink. Even if my family doesn't use one drop of water, we would still have to pay about \$56.00 dollars a month. In addition to the already high water price, Pluris is wanting to increase the rate again!!! This is not right!!! Please look into this!!! Thank you.	<p>From: Beverly Yopp Sent: Friday, November 17, 2017 11:48 AM To: Diane Hood <DHOOD@PSC.STATE.FL.US> Cc: Joe Kuhns <jkuhns@plurissusa.com> Subject: RE: CATS NO. 1260152C MARIA GUTIERREZ</p> <p>Dear Ms. Hood, I wanted to take the opportunity to provide information regarding the company making contact with the customer, Maria Gutierrez. Below is email correspondence from Pluris Florida Regional Manager, Joseph Kuhns, to Maria Gutierrez providing her information regarding her water quality concerns.</p> <p>From: Joe Kuhns Sent: Tuesday, November 07, 2017 7:10 PM To: Herrera_cuello@yahoo.com Cc: Beverly Yopp <byopp@plurissusa.com> Subject: PSC Complaint # 1260152C</p> <p>Dear Ms. Gutierrez, I am in receipt of your recent Public Service Commission ("PSC") complaint dated November 1, 2017 and would like to provide you with information for your consideration. Regarding the cost of water treatment in Wedgefield, it is important to note that Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and FDEP strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgefield area than in areas where the water quality is higher before treatment. The total trihalomethane (TTHM) issue surfaced this past year due to water chemistry changing where the constituents within the TTHM make up changed causing TTHM levels to increase. Pluris necessarily had to determine a cost to meet the PSC "fair and reasonable return" requirements and also a technical solution that would meet the Federal EPA and FDEP requirement to provide safe drinking water. We believe we may have the solution by replacing the existing Chlorine disinfection with Chlorine Dioxide. The most recent TTHM laboratory testing results showed TTHM non-detected. I have attached a copy of our most recent newsletter outlining the latest TTHM results. Pluris has delivered safe drinking water since it acquired the utility and also believes water quality has improved under its ownership. I am not certain if you were a customer at the time so I am attaching the newsletter article where Pluris competed against a number of Central Florida utilities, including Orange County Utilities and Orlando Utility Commission and won the best tasting water in Central Florida contest. The contest was a blind test so judges did not know what water came from which utility. Judges included members of the American Water Association ("AWWA") and two members of the local media. It should further be noted that Pluris has an increasing number of customers contacting Pluris noting improvement in the odor, taste and color of the water during the pilot study, as a result of converting from Chlorine to Chlorine Dioxide. Please let me know when you would have time to visit the water treatment facility. I could arrange for a taste test during the time of your visit. I have copied Beverly Yopp, Director of Customer Care, on this email. If you have any additional concerns and/or questions feel free to contact either one of us. Joseph M. Kuhns</p> <p>Sincerely, Beverly Yopp</p>

1260240C	11/2/2017	JOSEPH MACALUSO	JOSEPH MACALUSO	20612 MAJESTIC ST	jmacaluso@hotmail.com	H 321-804-4331 C 321-662-5389	I can't believe that Pluris is asking for another rate increase. I could understand it if the quality of drinking water had changed but nothing has changed. It's pretty sad that when living on a fixed income you have to spend your money on bottled water & stronger chemicals to clean your sinks, toilets & tubs. How truly pathetic. I have a totally blind/seizure victim spouse that is on strong medication for his seizures, we buy bottled water so the chemicals that Pluris uses won't affect him. Please reconsider your decision. They don't need an increase We need the county to act after all we are human beings. Thank you Connie Macaluso	From: Beverly Yopp Sent: Friday, November 17, 2017 12:07 PM To: Diane Hood <DHOOD@PSC.STATE.FL.US> Cc: Joe Kuhns <jkuhns@plurisusa.com> Subject: RE: CATS NO: 1260240C JOSEPH MACALUSO Dear Ms. Hood, I wanted to take the opportunity to provide information regarding the company making contact with the customer, Joseph Macaluso. Below is email correspondence from Pluris Florida Regional Manager, Joseph Kuhns, to Joseph Macaluso providing him information regarding his water quality concerns. Included below is a reply from Mrs. Macaluso. From: Joe Kuhns Sent: Tuesday, November 07, 2017 7:12 PM To: conniemacaluso@gmail.com Cc: Beverly Yopp <byopp@plurisusa.com> Subject: PSC Complaint # 1260240C Dear Mr. Macaluso, I am in receipt of your recent Public Service Commission ("PSC") complaint dated November 2, 2017 and would like to provide you with information for your consideration. Regarding the cost of water treatment in Wedgfield, it is important to note that Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and FDEP strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgfield area than in areas where the water quality is higher before treatment. The total trihalomethane ("THM") issue surfaced this past year due to water chemistry changing where the constituents within the THM make up changed causing THM levels to increase. Pluris necessarily had to determine a cost to meet the PSC "fair and reasonable return" requirements and also a technical solution that would meet the Federal EPA and FDEP requirement to provide safe drinking water. We believe we may have the solution by replacing the existing Chlorine disinfection with Chlorine Dioxide. The most recent THM laboratory testing results showed THM non-detected. I have attached a copy of our most recent newsletter outlining the latest THM results. Pluris has delivered safe drinking water since it acquired the utility and also believes water quality has improved under its ownership. I am not certain if you were a customer at the time so I am attaching the newsletter article where Pluris competed against a number of Central Florida utilities, including Orange County Utilities and Orlando Utility Commission and won the best tasting water in Central Florida contest. The contest was a blind test so judges did not know what water came from which utility. Judges included members of the American Water Association ("AWWA") and two members of the local media. It should further be noted that Pluris has an increasing number of customers contacting Pluris noting improvement in the odor, taste and color of the water during the pilot study, as a result of converting from Chlorine to Chlorine Dioxide. Please let me know when you would have time to visit the water treatment facility. I could arrange for a taste test during the time of your visit. I have copied Beverly Yopp, Director of Customer Care, on this email. If you have any additional concerns and/or questions feel free to contact either one of us. Joseph M. Kuhns From: Connie [mailto:conniemacaluso@gmail.com] Sent: Wednesday, November 08, 2017 1:21 PM To: Joe Kuhns Subject: Re: PSC Complaint # 1260240C Mr Kuhns, Thank you for your response but honestly my concern about water quality & rate increases is based on reality
1260298C	11/3/2017	ALBERT RUGGLES	ALBERT RUGGLES	2715 ABBEY AVE	jug55@yahoo.com	H 321-804-4007 321-442-7275	"From: Judy Ruggles [mailto:jrug55@yahoo.com] Sent: Thursday, November 02, 2017 11:11 AM To: Records Clerk Subject: Pluris Wedgfield Regarding rate increase of our water. We should be getting a rate decrease not increase. We have lived here for 30 years. Every since pluris took over we can not drink the water (not even my pets)and I don't cook with it. It is rough on our appliances, bleaching spots on clothing and smells bad. Definitely not worth what is being charged. Anybody that says it is safe to drink needs to drink a few glasses. I can't drink it because it makes me nauseated. It is a horribly overpriced water company that doesn't deserve a rate increase. I protest!!!! Judy Ruggles Albert Ruggles	From: Beverly Yopp Sent: Friday, November 17, 2017 12:13 PM To: Diane Hood <DHOOD@PSC.STATE.FL.US> Subject: RE: CATS NO: 1260298C ALBERT RUGGLES Dear Ms. Hood, I wanted to take the opportunity to provide information regarding the company making contact with the customer, Albert Ruggles. Below is email correspondence from Pluris Florida Regional Manager, Joseph Kuhns, to Albert Ruggles providing him information regarding his water quality concerns. From: Joe Kuhns Sent: Tuesday, November 07, 2017 7:06 PM To: jug55@yahoo.com Cc: Beverly Yopp <byopp@plurisusa.com> Subject: PSC Complaint #1260298C Dear Mr. Ruggles, I am in receipt of your recent Public Service Commission ("PSC") complaint dated November 2, 2017 and would like to provide you with information for your consideration. Regarding the cost of water treatment in Wedgfield, it is important to note that Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal EPA and FDEP strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgfield area than in areas where the water quality is higher before treatment. The total trihalomethane ("THM") issue surfaced this past year due to water chemistry changing where the constituents within the THM make up changed causing THM levels to increase. Pluris necessarily had to determine a cost to meet the PSC "fair and reasonable return" requirements and also a technical solution that would meet the Federal EPA and FDEP requirement to provide safe drinking water. We believe we may have the solution by replacing the existing Chlorine disinfection with Chlorine Dioxide. The most recent THM laboratory testing results showed THM non-detected. I have attached a copy of our most recent newsletter outlining the latest THM results. Pluris has delivered safe drinking water since it acquired the utility and also believes water quality has improved under its ownership. I am not certain if you were a customer at the time so I am attaching the newsletter article where Pluris competed against a number of Central Florida utilities, including Orange County Utilities and Orlando Utility Commission and won the best tasting water in Central Florida contest. The contest was a blind test so judges did not know what water came from which utility. Judges included members of the American Water Association ("AWWA") and two members of the local media. It should further be noted that Pluris has an increasing number of customers contacting Pluris noting improvement in the odor, taste and color of the water during the pilot study, as a result of converting from Chlorine to Chlorine Dioxide. Please let me know when you would have time to visit the water treatment facility. I could arrange for a taste test during the time of your visit. I have copied Beverly Yopp, Director of Customer Care, on this email. If you have any additional concerns and/or questions feel free to contact either one of us. Joseph M. Kuhns Sincerely, Beverly Yopp
1261847C	11/15/2017	MICHAEL & LENORA MAGROSKY	MICHAEL & LENORA MAGROSKY	2537 ALBION AVE	mmagrosk@bellsouth.net ldmagrosk@bellsouth.net	407-443-6092 (on complaint) H 407-443-6159	Water quality concerns. From: Beverly Yopp Sent: Tuesday, November 21, 2017 12:17 PM To: Diane Hood <DHOOD@PSC.STATE.FL.US> Cc: Joe Kuhns <jkuhns@plurisusa.com> Subject: RE: 1261847C Michael & Leonora Magrosky Dear Ms. Hood, I wanted to take the opportunity to provide information regarding the company making contact with the customer, Michael Magrosky. Below is email correspondence from Pluris Florida Regional Manager, Joseph Kuhns, to Mr. Magrosky providing him information regarding his water quality concerns. I have included Mr. Kuhns email attachments to Mr. Magrosky in my correspondence to you today. From: Joe Kuhns Sent: Friday, November 17, 2017 10:45 AM To: mmagrosk@bellsouth.net; ldmagrosk@bellsouth.net Cc: Beverly Yopp <byopp@plurisusa.com> Subject: PSC - 1261847C Michael & Leonora Magrosky Dear Mr. Magrosky, I am in receipt of your recent Public Service Commission ("PSC") complaint dated November 15, 2017 and would like to provide you with information for your consideration. Regarding the cost of water treatment in Wedgfield, it is important to note that Pluris did not create the water quality in Central Florida, but Pluris is responsible to treat the water, subject to the Federal Environmental Protection Agency ("EPA") and the Florida Department of Environmental Protection ("FDEP") strict requirements to insure the water is safe for consumption by customers. The cost to do this is higher in the Wedgfield area than in areas where the water quality is higher before treatment. The total trihalomethane ("THM") issue surfaced this past year due to water chemistry changing where the constituents within the THM make up changed causing THM levels to increase. Pluris necessarily had to determine a cost to meet the PSC "fair and reasonable return" requirements and also a technical solution that would meet the EPA and FDEP requirement to provide safe drinking water. We believe we may have the solution by replacing the existing Chlorine disinfection with Chlorine Dioxide. The most recent THM laboratory testing results showed THM non-detected. I have attached a copy of our most recent newsletter outlining the latest THM results. Pluris has delivered safe drinking water since it acquired the utility and also believes water quality has improved under its ownership. I am not certain if you were a customer at the time so I am attaching the newsletter article where Pluris competed against a number of Central Florida utilities, including Orange County Utilities and Orlando Utility Commission and won the best tasting water in Central Florida contest. The contest was a blind test so judges did not know what water came from which utility. Judges included members of the American Water Association ("AWWA") and two members of the local media. It should further be noted that Pluris has an increasing number of customers contacting Pluris noting improvement in the odor, taste and color of the water during the pilot study, as a result of converting from Chlorine to Chlorine Dioxide. It is not always possible for a utility to explain the increase or decrease in any customer's water consumption. Only customers have the ability to control how their water service is used and manage the amount of consumption. As outlined in FPSC Rule 25-30.340, F.A.C., a utility is obligated to demonstrate that the water consumed was recorded accurately. A utility is only required to make an adjustment to a customer's account in the event of proven meter error, or improper rates applied by the utility. Typically, high water bills are closely associated with several deficient conservation factors such as poor plumbing repair (leaking faucets, leaking hose pipes), appliance usage, open outside faucet, exterior water leak, careless and excessive irrigation, wasteful water consumption practices, increased residency, etc. Any one of these conditions could have contributed to higher than usual water consumption. In either event, it is important to understand that it is not possible for Pluris, the FPSC, or anyone else to precisely identify the reason for an increase or decrease in a customer's water consumption. In addition, Pluris has launched the AquaHawk portal for all Wedgfield customers. This new and free service allows customers to closely monitor their water usage. Some of the advantages of the customer AquaHawk portal are as follows: Receive timely leak alerts With the new portal you the customer can easily specify how you want to be contacted: e-mail, text or telephone. When your usage indicates high usage or a leak, you will automatically be contacted. This feature will help in early detection of possible leaks and will provide greater peace of mind when you're away from your home. Monitor your water usage An additional feature will allow you the customer to see how much water you're using and an estimate of your bill at any time during the billing cycle. Set your Threshold Alerts.	