

**Antonia Hover**

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**From:** Diana Vizcarrondo  
**Sent:** Thursday, July 12, 2018 9:50 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20170166  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 127030

Customer correspondence.

Sincerely,

Diana Vizcarrondo  
Regulatory Specialist II  
Office of Consumer Assistance

Note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

-----Original Message-----

From: Consumer Contact  
Sent: Thursday, July 12, 2018 9:43 AM  
To: Diana Vizcarrondo  
Subject: To CLK Docket 20170166

Also filed for water quality, see 1282463W. DHood

-----Original Message-----

From: [consumerComplaint@psc.state.fl.us](mailto:consumerComplaint@psc.state.fl.us) [<mailto:consumerComplaint@psc.state.fl.us>]  
Sent: Thursday, July 12, 2018 8:58 AM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 127030

**CUSTOMER INFORMATION**

Name: Amanda Harris  
Telephone: (407) 867-7989  
Email:  
Address: 2979 lyndscape street Orlando FL 32833

**BUSINESS INFORMATION**

Business Account Name: Amanda Harris  
Account Number: 00025184

Address: 2979 Lyndscape street Orlando FL 32833

Water County Selected: Orange

COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

Details:

Pluris water company is price gouging its residents and delivery sub par product. The water here is hard, ruins clothes and home appliances. You can't even drink it without filtering it yourself first. They just approved another 11% hike rate to our . Which is absurd. I could an increase in rates ok if I knew what they were spending the money on in the first place... my bill was \$161.81 last month. They charged me \$65 alone in delivery/ removal charges before I even pour water out of my faucet! I've had enough. Along with all the other residents here in Wedgefield.