

**Antonia Hover**

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**From:** Diana Vizcarrondo  
**Sent:** Thursday, July 12, 2018 10:22 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20170166  
**Attachments:** E-Form Other Complaint TRACKING NUMBER 127032; E-Form Other Complaint TRACKING NUMBER 127033

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.

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, July 12, 2018 9:54 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 127032

### CUSTOMER INFORMATION

Name: Amanda Paul  
Telephone: (321) 987-1648  
Email: [mandy101793@yahoo.com](mailto:mandy101793@yahoo.com)  
Address: 20132 Macon Pkwy Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Richard D Paul  
Account Number: 00024697  
Address: 20132 Macon Pkwy Orlando FL 32833

Water County Selected: Orange

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

#### Details:

I am filing this complaint because I am completely shocked that you approved an increase in our water bill! The water is not fit to drink and is already priced so much higher than almost every other water company in the state. There are a lot of retired people on fixed incomes that live in Wedgefield and cannot take another hit to their budgets. Many people have decided it's time to move because of the approval of the latest rate increase. I would like for someone to please explain to me how you could have possibly approved this increase! Do you not care about the citizens that live in Wedgefield? Pluris keeps getting everything they want and the residents suffer the consequences. It is a truly sad day when people decide to start leaving their homes because you people gave in to some big business and let them line their pockets with more of our money. What is wrong with all of you?? You should be ashamed! I bet if any of you lived in the area, you would have thought twice about approving this increase! Shame on all of you! I really hope you are all proud of yourselves.

PSC was contacted previously

## Antonia Hover

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**From:** consumerComplaint@psc.state.fl.us  
**Sent:** Thursday, July 12, 2018 9:58 AM  
**To:** Consumer Contact  
**Subject:** E-Form Other Complaint TRACKING NUMBER: 127033

### CUSTOMER INFORMATION

Name: Richard Paul  
Telephone: (321) 299-6618  
Email: [classiccontractors@att.net](mailto:classiccontractors@att.net)  
Address: 20132 Macon Pkwy Orlando FL 32833

### BUSINESS INFORMATION

Business Account Name: Richard Paul  
Account Number: 00024697  
Address: 20132 Macon Pkwy Orlando FL 32833

Water County Selected: Orange

### COMPLAINT INFORMATION

Complaint: Other Complaint against Pluris Wedgefield, Inc.

#### Details:

What in the world is wrong with you people? You approved a rate increase for Pluris? When the water they supply isn't even fit to drink? and it is already one of the highest bills in the state? Do you not care about the Wedgefield residents? People are moving out of Wedgefield because they can't take another hit to their monthly budgets! And Pluris has us over a barrel. We do not have any other option for our water so they get to charge whatever they want and you keep letting them! You all should be ashamed of yourselves! I would bet money that none of you pay any where close to what our water bills are! and I bet your water is safe to drink! I really hope you are all proud of yourselves for this decision!

PSC was contacted previously