

Charlie Smith

From: Charlie Smith on behalf of Records Clerk
Sent: Friday, March 29, 2024 1:37 PM
To: 'Philip Unser'
Cc: Consumer Contact
Subject: RE: Here we go again

Good Morning Philip J Unser,

We will be placing your comments below in consumer correspondence in Docket No. 20230083, and forwarding them to the Office of Consumer Assistance and Outreach.

Best regards,

Charlie Smith II
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850
850-413-6770

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From: Philip Unser <unser@earthlink.net>
Sent: Thursday, March 28, 2024 5:09 PM
To: Records Clerk <CLERK@PSC.STATE.FL.US>
Subject: Here we go again

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Pluris Wedgefield, LLC.
DOCKET NO. 20230083
CUSTOMER COMMENTS

Commission Clerk please bring my comments before the Public Service Commission in case I and my wife are unable to make the arduous trip to Tallahassee this coming Tuesday. We will make every effort to be there, but both are in poor health and in our 80s. Nevertheless, we both, Helen and me hope to be able to speak before the commission as well as attend the meeting.

Philip J Unser
2835 Ballard Ave
Orlando, FL 32833
Unser@earthlink.net
(407) 679-6644

Pluris Wedgefield, LLC.
DOCKET NO. 20230083
CUSTOMER COMMENTS

Here we go again. Another rate increase without any visible reason other than Pluris lost a law suite and had to pony up a few dollars as part of the settlement. Part of the settlement also included the requirement that Pluris not attempt to recoup their loss by charging more for their questionable product. It looks like that is exactly what Pluris is doing.

Since I became a customer of Pluris in 2003 I have seen numerous rate hikes before the Public Service and not a one has been denied that I am aware of. The price currently is the recognized highest in the state and probably the country. Our bill this past month was \$147.00 for two people that reluctantly flush toilets, take Navy showers, (1 on 2 off 1 on) to save water, do not water our lawn or vegetation, and have had to install a whole home filtration system to be able to handle the odor and taste.

Last but certainly not least every appliance that uses water in our home has been replaced at least once and in the case of water heater, dishwasher, ice maker and shower and sink faucets twice or more times.

Purchasing a home serviced by Pluris is like purchasing a time share where you don't know how much the maintenance cost will be and management can charge what they wish without oversight. Please do not approve this latest request for a rate increase.

Philip J. Unser

2835 Ballard Avenue

Orlando, Florida 32833

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