

From: Sandra Tiwari sandymusicorlando@gmail.com

To: Filings@psc.state.fl.us

Date: 1/30/15

Re: Request for Hearing

Please see attached Letter as a Request for Hearing.

Thank you,

Sandra Tiwari
(321) 438-4876
20804 Maxim Parkway
Orlando, FL 32833

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20804 Maxim Parkway
Orlando, FL 32833

I would like to hereby make the request for a formal hearing with the Florida Public Service Commission regarding the below Florida law and original complaint which appears to be in direct violation of Florida Statute. The original complaint which appears to be in direct violation of Florida Statute. The original complaint was listed as **FPSC complaint number 1159288W**

I am asking that the Pluris Utility charges be waived or drastically reduced.

Florida law 366.03 General duties of Public Utility. – Each public utility shall furnish to each person applying therefor reasonable sufficient, adequate and efficient service upon terms as required by the commission.

The action that constitutes the violation is inefficient service due to internal errors within their operations. They are claiming that in one month's time I used 57,000 additional gallons of water. Pluris came to my home and determined there were no leaks. I have been asking them for months to explain to me how the amount of gallons used are transmitted to their office, for example, does someone come here, read the meter and handwrite it down? If so, then, there is scope for clerical error. They will not answer me this, and they will not give me their reasonable professional hypothesis as to how I would have purchased on their meter, 57,000 additional gallons in one month's time.

Pluris is claiming that there was no error and as a courtesy, they will split the cost. They recently told me that if I approach you for further investigation, they will drop their offer of splitting the cost.

Thank you for your every consideration and help in getting more answers from them and reviewing the 24+ years I have lived here at 20804 Maxim Parkway with never such an enormous consumption of water in one month. I am a semi retired elderly woman who lives alone.

The name and address of the company against whom the complaint is lodged is:

Maurice Gallarda
Pluris, LLC
2100 McKinney Ave Suite 1550
Dallas, TX 75201 -

Phone: (888) 758-7471

[Web: www.plurisusa.com](http://www.plurisusa.com)