

PABLO M. CRUZ
19627 Knight Tale Lane
Orlando, FL 32833

TO: Florida Public Service Commission

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COMMISSION
CLERK

I want to thank the commission for taking the time to evaluate the concern of many water customers in the Wedgefield area. I am a resident of Wedgefield since August 2004 and this is the first time I am getting involved in any issues concerning our community, since for many years I have trusted the system and considered the decisions had been done fairly. However, that is not the case anymore. Enough is enough! It is time for every resident in this community to take a stand for what is right and do something about the situation because this water issue is going way too far.

When I first moved to Wedgefield I heard concerns about the quality of the water, and therefore, because I didn't want to take any chances when it comes to my family's health; I decided to buy a water softener system incurring in an expense of \$3,500 at the time. The system provided us with better quality of water, however; it also made us spend more money in salt for the system, maintenance, and wasted water down the drain every time a "wash-back" takes place, which lasts approximately one to three hours each time. After a year or two using this system, I decided not to drink our water from the faucet anymore because of the bad smell, bad taste and high volume of chemicals added to the water according to information received through letters received from Pluris Wedgefield, Inc. After I made this decision, we incurred in more spending, buying bottled water to drink.

After twenty-one years of service I decided to retire from the United States Armed Forces and stay at home to recover from my illness and to spend quality time with my children and grandchildren. Staying at home gives me the opportunity to help my wife a little with the house chores. Well, after many times of being blamed for damaging our clothes doing laundry, I found out from other neighbors in the community that I am not at fault, nor my washer; it is the quality of the water the one responsible for the yellow stains in our clothes.

When I went to the meeting at the Wedgefield Gulf Club on November 2, 2017 at 9:00 a.m., which was a ridiculous time by the way, because most of the residents couldn't attend due to their job responsibilities; I heard someone saying that it is important for

the commission to receive as many concern letters as possible from the Wedgefield residents in our community. Well, I personally believe that when any community, regardless where the community might be located, has issues like ours, the commission only needs to hear it from one resident, in order to start taking action. It should not take a lot of concerns, but only one genuine concern.

I have family members living in the Orlando area for many years and they have never received letters from their water companies increasing their water bill just because they are going to change pipes, meters, or treat their water systems. I don't understand how and why we are keeping up with a company that is charging us eight times more than other companies in our state to get away with this ridiculous request. I think it is time for Pluris Water Company to consider getting out of our community and to let another capable one come in and take on the responsibility and provide us with the service we deserve.

Sincerely,

Pablo M. Cruz

SFC, Retired

FLORIDA PUBLIC SERVICE COMMISSION
DIRECTOR'S OFFICE OF COMMISSION CLERK
2540 SHUMARD OAK BOULEVARD
TALLAHASSEE FLORIDA 32399-0870