

**Jacob Ve Vaughn**

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**From:** Angie Calhoun  
**Sent:** Thursday, February 3, 2022 10:59 AM  
**To:** Consumer Correspondence  
**Cc:** Diane Hood  
**Subject:** FW: To CLK Docket 20210102

Consumer correspondence for docket 20210102.

Angela Calhoun

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

From: Consumer Contact <Contact@PSC.STATE.FL.US>  
Sent: Thursday, February 3, 2022 10:51 AM  
To: Angie Calhoun <ACalhoun@PSC.STATE.FL.US>  
Subject: To CLK Docket 20210102

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

From: consumerComplaint@psc.state.fl.us <consumerComplaint@psc.state.fl.us>  
Sent: Thursday, February 03, 2022 10:08 AM  
To: Consumer Contact <Contact@PSC.STATE.FL.US>  
Subject: E-Form Improper Billing TRACKING NUMBER: 185912

**CUSTOMER INFORMATION**

Name: Nichole Krause  
Telephone: (407) 556-5253  
Email: nicholek.ucf@gmail.com  
Address: 2339 Alabaster Ave Orlando FL 32833

**BUSINESS INFORMATION**

Business Account Name: Nichole Krause  
Account Number:  
Address: 2339 Alabaster Ave Orlando FL 32833

Water County Selected: Orange

**COMPLAINT INFORMATION**

Complaint: Improper Billing against Pluris Wedgefield, LLC

Details:

Good morning,

I am writing you in regard to my neighborhood's private water company, Pluris. Our rate has been over triple in my personal experience than what the county rate would be, even higher for some of my neighbors unfortunately. When I moved into Wedgefield, I was looking forward to the excellent school system and suburbia lifestyle. Little did I know this comes at a great cost for something we need every day and cannot live without. In an effort to reduce our bill, I have to endure long conversations with my teenagers about short showers and turning off the water during brushing, etc. Although it is really environmentally friendly to do so and even after their mastery techniques, I am sad to say our bill

has never reduced. It is unreasonable and unfair to have to pay \$150+++ for something that is a daily need for a family. I am a single mother, and this puts a major burden on us every month. At our old home that had water provided for the county, it never exceeded \$40.

When my water main broke, my bill exceeded \$1000 with little I could do. Pluris charges the same inbound water as waste water, there is no difference, so your bill is excruciating. Although I definitely tried to negotiate and bear my points with them, at the end of it all, I had no choice but to pay for the water that wasn't even used. The county allows help with these scenarios if you can prove the damage and repairs. Pluris has no empathy.

This has caused many people to relocate outside of our community and if I could afford to go, I would consider it as well. I am asking your kind understanding and support to look into this company. Since I have moved here almost 4 years ago, they have increased the rate every year. They will be asking for another increase soon for "repairs" etc. and I hope we have your support to shut it down. We bear enough expenses with this company.

PSC was contacted previously