



Keep reading this article if you live in the Golf Course Community or the Gated Community and have problems with the quality of water, your water bill, or a service complaint with Pluris Wedgefield, LLC.

The Florida Public Service Commission (PSC) is committed to making sure that Florida's consumers receive some of their most essential services — electric, natural gas, telephone, water, and wastewater — in a safe, affordable, and reliable manner. In doing so, the PSC exercises regulatory authority over utilities in one or more of three key areas: rate base/ economic regulation; competitive market oversight; and monitoring of safety, reliability, and service.

The PSC consists of 5 Commissioners (Nancy Argenziano (Chairman), Lisa Polak Edgar, Nathan A. Skop, David E. Klement, and Ben A. “Steve” Stevens III) appointed by the Governor from a list of nominees selected by the PSC Nominating Council to serve a two-year term.

What can you do if you are not happy with your service, quality of water, or bill? You can complain to the PSC to have it reviewed and investigated. Complaints to the PSC go through a process which helps the consumer resolve issues with utilities. Please note that you should still complain to the Utility Company, but complaining to the PSC puts your complaint on record and helps keep a history of issues and problems the consumer and community may have with the Utility Company. **You can complain about the quality, service, or improper bill each month until it gets resolved.**

How can you complain to the PSC? You can call the Toll Free Consumer Assistance Line at 1-800-342-3552 from 8 a.m. to 5 p.m. Monday – Friday (Eastern Time), excluding state holidays. The PSC’s professional staff helps consumers solve issues with their utility services.

You also have the ability to file an “On Line Complaint” for the techno savvy readers.

Steps on how to file an “On Line Complaint”.

1. Go to the Florida Public Service Commission (PSC) website www.floridapsc.com
2. Click on Consumer Assistance and select Consumer Complaint Form
3. Select Water & Wastewater and click Next
4. Select the Type of Complaint from the drop down list, Select Orange County from the drop down list, and Select Pluris Wedgefield, Inc from the Company List and click Next.
5. Enter your information and Complaint Details and click Next.
6. Review Complaint Submission form and Click Submit.

You may also write your complaint to the Florida PSC at the address below.

Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

You may also email your complaint to contact@psc.state.fl.us .

You can go to the Florida Public Service Commission (PSC) website www.floridapsc.com for additional information and to learn more about the PSC.