

**Eric Fryson**

**From:** Ruth McHargue  
**Sent:** Tuesday, July 24, 2012 1:11 PM  
**To:** Eric Fryson  
**Cc:** Hong Wang; Matilda Sanders  
**Subject:** FW: To CLK Docket 110238-WU Sunrise Utilities customer correspondence

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 04287-12		
DISTRIBUTION: _____		

**From:** Consumer Contact  
**Sent:** Tuesday, July 24, 2012 1:06 PM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 110238-WU Sunrise Utilities

Copy on file, see 1073099C. DH

**From:** Kevin Bracken [mailto:kbracken@seal-krete.com]  
**Sent:** Tuesday, July 24, 2012 12:53 PM  
**To:** Consumer Contact  
**Subject:** 110238-WU Sunrise Utilities

In regards to the above listed docket 110238-WU, I feel that further investigation should be performed before the decision to increase rates is finalized. If increased rates are justifiable, I am sure the PSC will rule in that favor. My concern is that the level of service is sub-par and the water quality is extremely poor. The water is hard, leaves a heavy film, often has a strong odor and stains to a degree that is very difficult to remove. I have to clean the filters where the water comes into to my washing machine due to the degree of sediment that blocks the flow of water. It takes more soap to clean in hard water which means increased cost to us to get our clothes, dishes and bodies clean. Water filters clog up much faster and clothes have to be replaced more often. This all increases my cost of living and no one has even considered this as a factor that I know of. Water pressure fluctuates constantly and sometimes is barely enough to take a decent shower. I am sure the pressure in the Sun Acres subdivision is way lower than most. Some of the other issues are they don't have an office or a physical address only a P.O. Box where you can mail your payments. I have spoken to people from the company in the past and all were very friendly. I have also called and left messages that were never returned.

The reason I am writing today is because an inquiry was made by a neighbor who asked my spouse if we attended the meeting. Apparently the notice was not received by many. My neighbor said they were shoved under the flag of the mailboxes and many were blown away by bad weather. This leads me to believe there were very few attendees and I certainly do not want your decision made based on what is believed to be lack of interest or concern on the neighborhoods part. When I asked my surrounding neighbors if they would drink the water there were a lot of articulate responses, but none of them said yes. Everyone was quite vocal about the quality as well as the pressure of the water.

To sum it up, suitable quality water, sufficient water pressure and a reliable means of contact would go a long way with customer relations. I do not mind paying a reasonable rate for a quality service, and I certainly would not expect them to lose money, but paying more for the same poor quality water seems asinine. If I patronize a poor establishment I don't go back to that establishment, I have to go home no matter what. Thank you for your considerations in this matter.

Kind regards,

7/24/2012

**Kevin Bracken**

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**Eric Fryson**

**From:** Ruth McHargue  
**Sent:** Monday, July 02, 2012 9:49 AM  
**To:** Eric Fryson  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK DOCKET#110238-WU  
customer correspondence

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>04287-12</u>		
DISTRIBUTION: _____		

**From:** Consumer Contact  
**Sent:** Monday, July 02, 2012 9:24 AM  
**To:** Ruth McHargue  
**Subject:** To CLK DOCKET#110238-WU

Copy on file, see 1069972C. DH

**From:** Joshua Lamm [mailto:joshnkelly08@aol.com]  
**Sent:** Sunday, July 01, 2012 3:40 PM  
**To:** Consumer Contact  
**Subject:** DOCKET#110238-WU

To Whom It May Concern: Docket # 110238-wu

In regards to our water 1st. I would like to inform you that I was not advised of a meeting in Auburndale last week or I would have definitely been there, now my neighbor got information from a friend who lives in the front of our neighborhood so she made copies of the paper she rec'vd during your meeting and said I was able to email.. Now onto our water problem I don't mind paying more for water if I was able to drink, or make ice with my water! I have ruined so many clothes over the last two years because there was so much chlorine in the water that it ruined my colored clothes. You can't feel clean when you get out of your shower because your itching or having red bumbs on you because of the bleach smell that comes from the water. I boil my moping water because our water heater is turned down low, the pot that I boil water in I have to clean at least 2 to 3times a months because of the nasty disgusting stuff that is built up in the bottom, and I am talking caked up looks like phosphate or something. Now they sent us a letter stating they provide us with excellent water that is BULL! if you do random test and not let them know over a 3month or 6month period you would see our problem we are having. If you don't do something about this problem now while it is in front of you then something is wrong. I am so glad they had to ask commissioner to go up on our water bill because we have been complaining about there service and water for a while and they just don't care! I believe the city or county needs to come in and take over our well and maintain it the correct way before someone children get sick or an adult. After what I have seen come out of my boiling pot I would not give this water to my dogs! IT'S HORRIBLE AND DISGUSTING! that we have this water. I also dont' want or think it is fair that we have to pay more when we have to pay our water bills and buy drinking water and ice, I spend over 50. extra dollars a month in just water and ice bill so really for water I spend over 80 dollars a month as of now, if they go up 10 more dollars I will be spending around 90 to 100 dollars a month for water and that is just crazy. I appreciate you time for reading this and I hope you take great consideration in knowing that not everyone in this neighborhood received a noticed about the meeting, I live on Edmond Circle and no one on our block rec'vd on at all now that is great communication on Sunrise Utilities, another thing they do is they do not read the meters every month the estimate them so one month you might pay 20. dollars but the next you get a bill for 100 because they didn't come and read the meter. So I do believe they need better customer service.. thank you again for you time.

Kelly Beck

Kelly   
joshnkelly08@aol.com

7/2/2012

**Eric Fryson**

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**From:** Ruth McHargue  
**Sent:** Thursday, June 28, 2012 12:11 PM  
**To:** Eric Fryson  
**Cc:** Matilda Sanders; Hong Wang  
**Subject:** FW: To CLK Docket 110238

**Attachments:** FAX-2012-06-28 08\_27\_31.tif

**CONSUMER**



FAX-2012-06-2  
08\_27\_31.tif (1)

Customer correspondence

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

**From:** Consumer Contact  
**Sent:** Thursday, June 28, 2012 9:44 AM  
**To:** Ruth McHargue  
**Subject:** To CLK Docket 110238

Copy on file, see 1069568C. Also filed for improper billing, see 1069564W. DH

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

**From:** Fax Server [mailto:FaxAdmins@psc.state.fl.us]  
**Sent:** Thursday, June 28, 2012 8:28 AM  
**To:** Consumer Contact  
**Subject:** , 2 page(s)

\*New Fax Received!\*

You have received a 2 page fax from  
( ).

It was sent to 8504136362. The fax is attached to this email, open the attachment to view your fax.

*Walgreens*

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311 E MEMORIAL BLVD.  
LAKELAND, FL, 33801

Tel: 863-6881386

Date: 06/28/2012

Fax: 863-6836170

Time: 7:25:31 (CST)

Pages: 2

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Attention:

Message: RE: Docket No 110238-WS, Sunrise Utilitics, LLC

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COMMUNICATIONS SECTION

64287 JUN 28 09

FPSC-COMMISSION CLERK

June 27, 2012

**Docket No. 110238-Ws, Sunrise Utilities, LLC**

Unfortunately, we are unable to attend this meeting. We have had Sunrise for over 7 years and have not been satisfied with the quality or service we have had. We have had numerous water boil notices, never to receive an end boil notice. For example, we have had a boil notice for over 10 weeks at this present time. The water smells like chlorine all the the time. We are unable to drink the water, so we have to use bottled water. We recently received a \$2500.00 water bill, when we called in we were told it was because our meter hadn't been read. We informed them our meter hadn't been read in months. Since I called, still no one has checked our meter yet for the month of June. We are unable to drink the water because we don't feel it is safe and monitored correctly. We have four kids in our home and don't feel safe with our water. We shouldn't have to pay more a month for poor quality water and service. We have awful water pressure at times, to the point that it is hard to take a shower. We see the proposed raise in fees but no plan to better the quality or service. We have NO CHOICE of water service here, our only option is Sunrise and it is awful. We always have to boil our water to be safe, we shouldn't have to pay more. We DO NOT agree with new proposed rates.

Thank you,  
Jeremy and Christine Gibson  
2589 Sun Acres Blvd.  
Auburndale, FL 33823  
863-412-1387(J)  
863-860-3741 (C)