

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: June 23, 2015
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Kelley F. Corbari, Senior Attorney, Office of the General Counsel *KFC*
RE: **Docket No. 140220-WU** – Application for staff-assisted rate case in Polk County by Sunrise Utilities, LLC.

Attached please find a copy of correspondence received from Sunrise Utilities, LCC, customer, Steven Shiner. Please file the attached correspondence and documents in the above-referenced docket file.

Thank you for your assistance in this matter. Should you have any questions, please do not hesitate to contact me.

KFC

Kelley Corbari

From: Kelley Corbari
Sent: Tuesday, June 23, 2015 2:18 PM
To: 'shineman@netzero.net'
Cc: Steve Reilly - OPC; 'Vandiver, Denise'; Keino Young; l.szabo@rogers.com
Subject: RE: Rate Case Docket# 140220-WU
Attachments: Scanned Document-1.jpg; Scanned Document-2.jpg; Scanned Document-3.jpg; Scanned Document-4.jpg

Mr. Shiner,

Thank you for your correspondence. I will make sure that your comments are added to the docket file.

Sincerely,
Kelley Corbari

Kelley F. Corbari,
Senior Attorney – Regulatory Analysis Section Office of the General Counsel FLORIDA PUBLIC SERVICE COMMISSION
Email: KCorbari@psc.state.fl.us
Direct Phone: (850) 413-6234
Direct Fax: (850) 413-6235

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

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

From: shineman@netzero.net [<mailto:shineman@netzero.net>]
Sent: Sunday, June 21, 2015 9:12 AM
To: Kelley Corbari
Subject: Rate Case Docket# 140220-WU

Dear Ms. Corbari;

This is Steven Shiner, attached please find a copy of a letter sent to you by Leslie Szaba, owner of Sunrise Utilities. In this letter he makes the statement that I am a "Notorious late payer". With the statement being made, I felt compelled to set the record straight. Attached is also a copy of my sunrise bills, when the bill was dated, when I paid the bill, and when they were due. This along with

what was going on with the bills that were late with one exception. The bill of 11/04/13, on this bill my mother passed away. Being Jewish we as a family sat shiva. As such I was unable to handle any business what so ever for a period of seven days. No big deal, not their fault, so I paid with no questions asked. Excluding that, I would hardly call me "Notorious" and with no late payments prior to the current management of the system. he also makes the statement the we as customers have the "luxury to make payments even at 9pm by going to Melissa Owen's residence. Wile the previous statement may have been a stretch. This one is completely untrue. I think you know this from the meeting. Please do not allow this commission to be mislead in anyway, and lets try to consider only the facts. Thanks, Steven Shiner

Buffett's Warning for YOU

4 in 5 Americans aren't taking his shocking advice. Click here now.

<http://thirdpartyoffers.netzero.net/TGL3231/5586b846f3d84384667b4st04duc>

Docket # 140220-WV

I. Szabo @ Rogers. COM
Kerbari @ psx.state, FL, US

May 26, 2015

Sunrise Utilities LLC.

Re ; May 20, 2015 Customer meeting.

I believe there is no wasted time in our life if we can learn from the situation we are exposed too.

At the Sunrise Customers meeting the people were at present, concern was they are not receiving their bills within 2-3 days after their meter was read, - which is the last days of the previous month, or the very beginning of the current month.

In general we can understand finding fault at this issue up to a point as the customers also have to budget their own finances, but knows that their monthly usages are very much the same – so is the amount of their bill will be with slight variation.

What we have found interesting the very few people (approximately 6 % of Sunrise total customer base) attending at the meeting brought up this subject, who are not paying their own water utility bills timely and we have to enforce collection on them most of the time.

I already had a lengthy discussion with Melissa Owen and she will prioritize her time and the billings will go out within days after the meters being read.

We acknowledge the importance of this area of operation not only for the customer's benefit but also to accelerate our cash flow.

It is also my duty to set the record straight that we only consider the account past due 21 days after plus one day after the billing was dated and sent.

Most of the time we only begin to enforce collection on customers having a past due unpaid bill from the previous month.

We always obey all the rules and regulation applies in this matter.

One of the person attended the meeting was Mr. Steven Shiner who has acted as the spoke person, - one of the notorious late payer - who has a vivid imagination of accusations but without any foundation.

He has also presented with questionable signatories a flyer the issue that Sunrise Utilities do not have an official office to go to pay their past due bill before disconnection.

We do not have, and do not need an office with a 9 – 5 business hours.

However the late or non payers have the luxury to make payments even at 9 pm by going to Melissa Owen resident and straighten out their deficiencies before their water will be turned off.

I do not think the other utility companies like electricity provider or cable TV or the cell phone services gave so many opportunities to their customers than we do.

Most of Sunrise customers pay their bill on time and appreciate the benefit having a lower rate than their neighbors with a quality water supply.

The customers meeting were valuable for those who have listened and learned from each other input.

We most certainly did.

If there were any other issues discussed and we are not aware of it, please let us know and will provide you with our version of the facts.

Leslie Szabo

Amount of Bill	Bill Date	Payment Date	Due Date		Late Charges	Total Paid
\$66.39	02/01/13	02/05/13	02/21/13		\$0.00	\$66.00
\$76.70	03/02/13	03/19/13	03/22/13		\$0.00	\$76.00
\$47.46	04/02/13	04/05/13	04/22/13		\$0.00	\$47.00
\$74.83	05/01/13	05/08/13	05/21/13		\$0.00	\$74.00
\$66.96	06/03/13	06/21/13	06/23/13		\$0.00	\$66.00
\$34.81	07/02/13	07/21/13	07/22/13		\$0.00	\$34.00
\$33.86	08/01/13	08/21/13	08/21/13		\$0.00	\$33.00
\$35.17	09/03/13	09/20/13	09/23/13		\$0.00	\$35.00
\$63.90	10/02/13	10/24/13	10/22/13		\$0.00	\$63.00
\$92.31	11/04/13	11/15/13	11/24/13		\$14.00	\$92.00
\$79.95	12/02/13	12/04/13	12/22/13		\$0.00	\$79.00
\$66.49	01/02/14	01/20/14	01/22/14		\$0.00	\$66.49
\$82.47	02/04/14	02/12/13	02/24/14		\$0.00	\$82.47
\$54.55	03/03/14	03/07/14	03/23/14		\$0.00	\$54.55
\$59.44	04/02/14	04/15/14	04/22/14		\$0.00	\$59.44
\$98.68	05/02/14	05/22/14	05/22/14		\$0.00	\$98.68
\$84.43	06/02/14	06/23/14	06/22/14	*Should Not Have Been Charge Late Fee. Last payment not posted for 5 days	\$14.00	\$84.43
\$91.15	07/02/14	07/28/14	07/27/14	* Should Not Have Been Charged Late Fee, Sunday Due Date Above. Then Not Posted Till 06/26	\$14.00	\$91.15
\$47.04	08/01/14	08/25/14	08/27/14		\$0.00	\$47.04
\$239.71	09/08/14	10/04/14	09/28/14	* Bill Dispute BPU Ref# 1159150W	\$0.00	\$239.71
\$93.74	10/??/14	10/18/14	10/28/14	*Did not pay \$7.00 Late Fee As Bill Was Disputed	\$7.00	\$86.74
\$133.57	11/??/14	11/15/14	11/25/14	*Paid another late fee for not paying previous late fee	\$7.00	\$133.57
\$96.26	12??/14	12/17/14	12/25/14		\$0.00	\$96.26

158.88	01/??/15	1/30/15	01/??/15	This is the bill I never got. Got the late notice!! Paid same day with 14.00 late fee & cash payment of Premise Visit of \$20.00 to pick up one check.	20.00 (Cash) 14.00	175.88
59.01	02/??/15	02/16/15	02/25/15		0.00	59.01
56.42	03/??/15	03/23/15	04/01/15		0.00	56.42
73.18	04/??/15	04/19/15	04/26/15	This Money Order is the one that came up missing. Copy was sent to you, Payee had been changed. Was dropped directly at PO Box.	0.00	73.18
87.18	04/??/15	04/30/15		This was the replacement money order with late fees. Also dropped at PO Box. This one Certified. This one picked up ONE HOUR Later!!	0.00	0.00