

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 24, 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 Sunrise Utilities, LLC's responses to Staff's Third Data Requests in the above-referenced dockets. Please file the attached 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

**From:** [L SZABO](#)  
**To:** [Kelley Corbari](#)  
**Cc:** [l.szabo@rogers.com](mailto:l.szabo@rogers.com)  
**Subject:** questioner completed  
**Date:** Wednesday, June 24, 2015 10:25:19 AM  
**Attachments:** [140220\\_Staff'sThirdDataRequest.KFC11.docx](#)  
[2014 CCR Approval - Sunrise Utilities -.doc](#)  
[Wiley Sunrise 52015\(1\).xls](#)  
[Wiley Sunrise May inv.xls](#)  
[Wiley Sunrise March.xls](#)

---

Dear Ms Corbari,

We are returning the STAFF'S THIRD DATA REQUEST

Docket No. 140220-WU – Application for staff-assisted rate case in Polk County by Sunrise Utilities, L.L.C. with answers.

Wiley Pratt is still waiting to get more price proposal for the must repairs.

Please call me if you have any questions.

Yours truly,

Leslie Szabo

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
JULIE I. BROWN  
JIMMY PATRONIS

STATE OF FLORIDA



GENERAL COUNSEL  
CHARLIE BECK  
(850) 413-6199

## Public Service Commission

June 9, 2015

Mr. Leslie Szabo, Owner  
SUNRISE UTILITIES, L.L.C.  
P. O. Box 2608  
Eaton Park, FL 33840-2608  
Email: [l.szabo@rogers.com](mailto:l.szabo@rogers.com)

### STAFF'S THIRD DATA REQUEST

RE: Docket No. 140220-WU – Application for staff-assisted rate case in Polk County by Sunrise Utilities, L.L.C.

Dear Mr. Szabo:

By this letter, the Commission staff requests that Sunrise Utilities, L.L.C., (Sunrise or Utility) provide responses to the following data requests.

Staff has completed the preliminary review of Sunrise Utilities, LLC's staff-assisted rate case (SARC) application, which included performing a site inspection of the Utility and hosting a customer meeting in Auburndale, Florida on May 20, 2015. In order to fully complete its analysis of Sunrise's SARC application and make an appropriate recommendation to the Commission, staff requires additional information and requests Sunrise respond to the following questions by **June 24, 2015**. Please provide as much detail as possible in your responses to staff's questions.

#### Utility Operation & Maintenance

As reflected in the Staff Report filed on May 1, 2015, Commission staff included several preliminary pro forma plant and expense adjustments pending additional information from Sunrise. The information requested below is necessary in order for staff to finalize those adjustments in staff's recommendation. Please note that if Sunrise is not able to provide sufficient information to support the pro forma plant and expense items, staff will need to remove the pro forma adjustments from its recommendation to the Commission.

June 9, 2015

1. **Polk County Business License Renewal.** Polk County requires water utilities to obtain a business license and pay an annual renewal fee. Sunrise's test year did not include payment of the business license renewal fee, however, staff included a preliminary adjustment of \$58 for the renewal fee pending additional information from Sunrise. Please provide documentation showing that Sunrise:
  - a. Obtained or renewed its business license with Polk County;
  - b. *Yes Sunrise paid for the Annual Drinking Water License Fee the amount of \$700.00 for the period of July 1 2014 through June 30 2015 and our permit No PWS ID # 6531739*
  - c. Was granted an exemption from the licensing requirement by Polk County. *No*
  
2. **Officers' Salaries and Wages.** Based on the salary approved in the Utility's last rate case, the officers' salaries and wages expense for the primary officer/owner responsible for Administration is \$1,000 per month. Please provide:
  - a. A description of the Administration Officer's current duties related to the administration of Sunrise;
  - b. *To get involved with all phases of operational and financial difficulties and issues and find the solution to solve them.*
  - c.
  - d. Specific examples of work performed and the number of hours (either per day, week, or month as applicable) spent on each activity; and
  - e. *Whatever needed to be looked after from repairs to Banking. Checking and paying for all the invoices received, checking Sunrise and Alturas customer payments, but most of all managing to be able to stay in business by paying for the carry forward liabilities including running the daily operation with the existing current revenue. It is an ongoing responsibilities and not a 9-5 job from Monday to Friday. The average hours spent in a monthly basis 100-120 hours without adding the additional work of the last 7 months of preparing and answering for all the issues involved with the rate case application for both Companies.*
  - f.
  - g. The percentage of the Administration Officer's total hours spent performing work related to Sunrise's sister utility, Alturas Utilities, LLC (Alturas).
  - h. *The issues are the very same for Alturas Utilities, but having less customers it will take only an additional 40 -45 hours in a monthly bases to look after the responsibilities.*
  - i.
  
3. **Utility Requested Pro Forma Plant and Expense Items.** Attachment A contains the pro forma projects that were proposed by Sunrise during the Commission's audit or in response to staff's second data request. Staff notes there are a few inconsistencies between the two lists of pro forma projects. Therefore, staff requests that Sunrise provide additional information to clarify which projects it plans to begin and complete in the near future. Section 367.081(2)(a)(2), Florida Statutes, allows the Commission to consider in a rate proceeding any utility facilities that will be constructed in a reasonable time, not to exceed 24 months after the end of the historic test year used in the rate case. Based upon the test year ended December 31, 2014, any pro forma items considered in this case must be completed by December 31, 2016. Please provide the following information regarding Sunrise's requested pro forma projects:

- a. Provide the remaining information requested on the chart shown in Attachment A, and state:
- (1) If any of the projects or cost estimates provided in the chart are no longer applicable, please indicate which projects and/or estimates should be removed from consideration in this case;
  - (2) Please verify which projects Sunrise plans to complete prior to December 31, 2016; and
    - If any of the projects have already been completed, please provide the date the projects were completed, the invoices for the completed work, and proof of payment;
    - **See Attached Sheets**
  - (3)
    - It is Commission practice for staff to review multiple bids for any pro forma projects requested by a utility in order to determine if the proposed costs are reasonable and should be included in the Utility's rates charged to its customers. At this time, the information previously provided by the Sunrise does not include sufficient cost justification for any of the requested projects. Please provide a minimum of three (3) detailed bids, quotes, or cost estimates for each project on the chart below. If it is not possible to obtain additional bids, please explain why Sunrise is unable to obtain additional bids.
    - **I have attempted to get additional bids, but the following companies have declined to provide a quote for the scope of work:**
      - 1. Tyler Well & Pump**
      - 2. Spivey Well Drilling**
      - 3. Fussell Well Drilling**
      - 4. Crowley Well Drilling**
      - 5. Polk Pump**
      - 6. Hill Well Drilling**
      - 7. Atlantic Well Drilling**
- b.
- c. Sunrise's response to staff's second data request included a proposal from Dunham Well Drilling, Inc. (Dunham), dated March 11, 2015, which provided a combined estimated cost of \$30,000 for several repairs. A revised bid dated May 28, 2015, provided a breakdown of the \$30,000 estimate that included \$21,000 to sandblast and repaint the interior of the existing tanks, and \$9,000 to replace piping, valves, and mainline. The combined estimates are not sufficient for staff to determine the reasonableness of the proposed cost. Please request that Dunham provide as much detail as possible. For example, the work to replace the existing piping and valves should include details such as:
- the location of the pipe to be replaced;
  - the number of feet of pipe to be replaced;
  - the type and size of the pipe;
  - the price of the pipe;
  - the labor costs to replace the pipe;
  - the number of valves to be replaced;

- the type of valves being installed;
  - the cost of the valves; and
  - the labor costs to replace the valves.
- d. Sunrise has requested consideration of a 5-Year Capital Improvement Plan to replace the Utility's piping, at a cost of \$8,500 per year for 5 years. Please provide additional information regarding the Utility's plan, such as:
- (1) A project schedule showing which sections of pipe will be replaced and when;
  - (2) How many feet of piping will be replaced each year;
  - (3) The size and type of piping;
  - (4) The cost of the piping and supplies;
  - (5) The labor cost to replace the piping, any additional costs expected to be incurred for the project;
  - (6) Any additional costs expected to be incurred for the project; and
  - (7) Any expected salvage value for the replaced piping, if any.
- e. With regard to Sunrise's meter replacement program, in Sunrise's last rate case the Commission approved an annual expense of \$1,359 to replace 23 meters per year for 10 years. During the Commission's audit, Sunrise provided a new meter replacement program annual expense estimate of \$3,500, representing an annual increase of \$2,141 over the existing expense of \$1,359. Please explain:
- (1) Why Sunrise believes additional funds are needed for the meter replacement program; and
  - (2) Provide a detailed breakdown of the \$3,500 cost estimate, including:
    - the number of meters that will be replaced each year;
    - the cost of the meter and supplies;
    - the labor cost to replace each meter; and
    - the number of years Sunrise anticipates it will take to replace the meters.
    - *We gave the wrong signal regarding changing the already being in the process of our previous arrangement of changing of \$1,359 to replace 23 meters per year for 10 years. We have submitted the detailed paperwork related only to the already replaced 34 meters, but not as an ongoing contrary to the 23 yearly meters changes.*

4. **Effect of Pro Forma Plant Items on Expenses.** Upon completion of the pro forma plant items, does Sunrise anticipate that there will be any increases or decreases in expenses (e.g., purchased power, chemicals, operator expenses, or repairs)? If yes, please provide:
  - a. A description of the expenses that are expected to increase or decrease;
  - b. *The purchased power or chemical expenses should be the same as our customer base remains the same, but must take into consideration the national inflation factor the electric power company or the chemical company might charge.*
  - c.
  - d. The anticipated annual amount of the increases or decreases; and ;
  - e. *The same rules should apply for the operator expenses. We hope by making the improvements, the repair expenses will be less, but with the aging system we are having it could go the other way.*
  - f.
  - g. Supporting documentation to show how the estimated increases or decreases were calculated.
  - h. *Based on the above assumption there are no figures to provide.*
  
5. **Pro Forma Plant Items – Retirements.** Please provide a list of the items that will be replaced and retired as a result of the pro forma plant replacements and the original cost of each item if available. Please note that it is Commission practice to retire 75 percent of the value of the new item if the original cost of the retired item is not available. **I don't know the answer.**
  
- 6.
  
7. **Pro Forma Plant Items – Salvage Value.** Does Sunrise anticipate any salvage value for any plant items replaced with the pro forma additions? If yes, please describe the parts that may have salvage value and provide an estimate of the expected salvage value. **No items will be salvage**
  
- 8.
  
9. **Financing for Pro Forma Plant and Expense Items.** Although the Commission may include pro forma items in the Utility's revenue requirement, the resulting rates will not yield sufficient revenues to cover the costs associated with the pro forma projects in the short term. Please provide the following information:
  - a. State how Sunrise will finance the requested pro forma plant and expense items, such as a bank loan, letter of credit, or the owner's equity investment in the Utility;
  - b. *It will be done partially by extended credit from the supplier after 50 % of agreed amount is paid for the repairs or improvement.*
  - c.
  - d. Provide any available supporting documentation related to that financing, such as a loan agreement or letter of credit from a bank. In the absence of an executed loan agreement, please provide any other available documentation, such as a letter from a bank that includes an estimate of the amount of the loan, term of the loan, and interest rate.
  - e. *In today strict financial regulation Bank's will not get involved. However as in the past we have individual investors to loan funds at a 6 % higher rate than the Bank prime lending rates but not exciding 10 % on a revolving credit bases for a maximum of 3 years. They will only come*

*forward once the rate case approved and in force. In the meantime they are looking at our current status as a hypothetical situation from there end,, but also eager to earn a higher interest on their money having previous and personal experience with us and they realize the stability of the yearly income of the utility companies*

f.

- 10. Rate Case Expense.** Pursuant to Rule 25-30.455, Florida Administrative Code (F.A.C.), "If a utility that chooses to utilize the staff assistance option employs outside experts to assist in developing information for staff or to assist in evaluating staff's schedules and conclusions, the reasonable and prudent expenses will be recoverable through the rates developed by staff." Commission audit staff determined that Sunrise has already incurred rate case expense of \$225 for work performed by the Utility's CPA. Has Sunrise employed any other outside experts, such as an attorney or engineer, to assist with this rate case as described above? If yes, please provide:
- a. An estimate of total rate case expense for this case, both to date and through the PAA phase; and *\$ 2,500.00*
  - b. A detailed breakdown of all costs, along with any available supporting documentation, such as invoices or receipts. *Wiley Pratt up to present \$ 800.00 plus Application fee \$ 1,000.00*



**Wily Pratt**

**11. Monthly Accounting Services.** As discussed in Audit Finding 1 of the Auditor's Report issued on February 16, 2015, in this docket, Commission audit staff determined that Sunrise is not maintaining its books and records on a monthly basis as required by Commission rules. In addition, as discussed in Audit Finding 6, audit staff determined that Sunrise is not correctly recording the miscellaneous revenues that Sunrise receives for miscellaneous service charges, such as the initial connection fee, normal reconnection fee, violation reconnection fee, premises visit fee in lieu of disconnection, and late payment fee. Because these are charges that are assessed to customers, the charges should be recorded in Sunrise's billing register, as well as recorded on Sunrise's books as revenue. Sunrise must address both recordkeeping issues in order to be in compliance with Commission regulations. However, audit staff also determined that Sunrise does not currently have an employee or contractual service provider responsible for handling the Utility's day-to-day bookkeeping operations. As a preliminary adjustment in the Staff Report, staff included an estimated contractual service bookkeeping expense of \$200 per month or \$2,400 annually pending additional information from Sunrise. Please note that staff's adjustment is only intended to serve as a placeholder for the actual accounting expense that must be determined by the Utility. Therefore, please provide the following information:

- a. Has Sunrise begun maintaining its books and records on a monthly basis? If no, when does Sunrise anticipate it will begin maintaining the books and records on a monthly basis?
- b. *We have all the records regarding revenues and paid out expenses and are separated by month, but not entered. Sunrise already had a few discussions with various accounting firm to establish our bookkeeping system maintaining the books and records on a monthly basis as it is required by the Public Service Commission. All the accounting firm we have contacted have their own software program to accommodate our needs.*
- c.
- d. Has Sunrise established a procedure to track and properly record all miscellaneous service charges assessed to customers and the resulting miscellaneous revenues collected from the customers? If no, please describe any steps taken by Sunrise to begin correctly recording miscellaneous services charges and revenues, and when Sunrise anticipates the new procedures will be put into effect.
- e. *Sunrise always was aware of the amounts collected for miscellaneous service charges, such as due to nonpayment disconnection fee, after payment received reconnection fee, premises visit fee in lieu of prior to disconnection. They were not recorded in the books as additional revenue besides the monthly regular usages charges due to the facts it was given directly to the person when performing those services as an additional incentives to their income. The prior management before Sondra Myers has neglected to enforce collection therefore created a lot of uncollectable bed depths through the past years. No effort was made in this area, it only represented an extra work load to them without having any consideration to the finances of Sunrise. In reality they are about \$ 200.00 monthly. By increasing the manager weekly salaries with \$ 50.00 will amounts to the same, but Sunrise will lose the effectiveness of this incentives arrangement already established with the current and previous manager Sondra Myers. To satisfy the customary rules of accounting we will show in the future those additional charges as income and will also show in our books the expenses involved. It was not done intentionally to gain extra tax benefit. Looking at the*

*bottom line of our past 10 years financial statements would not make any difference. I do the collection which I earn an additional revenue approximately \$ 200.00 a month and with the use of my own car and gas which I am not being compensated for in any other way.*  
( Melissa )

- f.
- g. Has Sunrise either hired an employee or contracted with a third-party vendor, such as a bookkeeping firm that has experience using the National Association of Regulatory Commissioners' Uniform System of Accounts (NARUC USOA), to handle the day-to-day bookkeeping activities for Sunrise? If yes, please provide the following information:
- (1) a copy of the employment agreement or third-party vendor contract that describes the work to be performed by the employee or contractual service provider with respect to the Utility's day-to-day bookkeeping activities;
  - (2) *As of date I am responsible to run the company on the daily bases it is necessary to have all the records. This procedure will remain the same without causing any additional expenses. Once we have hired an outside accounting firm it will be given to them in a by monthly bases*
  - (3) a description of the employee wage calculation, such as the hours to be worked and hourly rate, or the contractual service fees that will be charged by the third-party vendor; and
  - (4) *We are in a process to negotiate with some firm to do the job for the monthly \$ 200.00 allowed in the rate case. However until we do not have the final approval for our rate case application we are not in the position to finalize or embark with this project.*
  - (5) documentation showing any wages that have been already paid or contractual service fees that have already been billed and/or paid.
  - (6) *We have not added any additional expenses to our already limited finances.*
  - (7)
- h. If Sunrise has not hired an employee or third-party vendor to handle the day-to-day bookkeeping activities, please provide the following information:  
a description of any steps Sunrise has taken to resolve the recordkeeping issues;  
*Sunrise already had a few discussions with various accounting firm to establish our bookkeeping system maintaining the books and records on a monthly basis as it is required by the Public Service Commission. The accounting firms have their own software program to accommodate our needs.*
- (1)
  - (2) a copy of any bids or quotes that Sunrise has received from any third-party vendors that have been contacted by the Utility to provide accounting services;

- (3) a description of any additional steps Sunrise must take before resolving the recordkeeping issues; and
- (4) *We have all the paperwork ready to give once the project starts.*
- (5) when Sunrise anticipates it will have a new employee or third-party vendor in place to begin maintaining the Utility's books and records on a monthly basis as required by the Commission.
- (6) *The moment we will have the final approval our rate case, even prior to be implemented to our new billing rate, we will hire the accounting firm to start to work on the books. We hope their existing software program is comparable with the National Association of Regulatory Commissioners' Uniform System of Accounts (NARUC USOA), without causing additional expenses to buy this program*
- (7)

**12. Contractual Services – Legal.** The Utility's test year did not include any legal fees other than the legal fees incurred for the Blount Utilities, Inc. (Blount) case. In order to help staff determine if Sunrise is expected to incur any recoverable legal fees, such as legal fees for services that will be recurring in nature, please provide the following information:

- a. Excluding any additional fees that may have resulted from the Blount case, did Sunrise incur any other legal fees from January 1, 2015 through the present? If yes, please provide documentation that describes the legal services provided, the fees charged for those services, and proof of payment.
- b. *There were no additional legal fees. The status of the already occurred bill ( Blunt case ) still has an outstanding balance of \$ 3.450. Regardless if it was denied in our rate case application we must pay for it and thank the Law Firm for their understanding and compassion to our financial situation*
- c. Does Sunrise anticipate incurring any other specific legal fees during the remainder of 2015? If yes, please describe the legal services that are expected to be provided, when the legal services are due to be provided, the fees that will be charged for those legal services, and any available documentation demonstrating that the Utility has requested those legal services.
- d. *The only legal expenses we anticipate are related to correct the land ownership of Sunrise. We will contact the law firm originally involved with sale and executed the deed of sales and to ask them to correct the situation. We anticipate the cost will be \$ 500.00 to \$ 800.00. Once we have started the process and have an indication of the cost or the final bill, it will be forwarded to the Public Service Commission*

**13. Land Ownership.** Pursuant to Rule 25-30.433(10), F.A.C., "A utility is required to own the land upon which the utility treatment facilities are located, or possess the right to the continued use of the land, such as a 99-year lease. The Commission may consider a written easement or other cost-effective alternative." As discussed in Audit Finding 3, Commission audit staff determined that the land upon which Sunrise's treatment facilities are located is currently owned by Alturas rather than Sunrise. Audit staff determined that the error occurred on November 8, 2004, when the former owner executed a Corrective Warranty Deed (OR Book 06028 – Pages 1080 to 1081).

In order to be in compliance with Rule 25-30.433(10), F.A.C., Sunrise will need to obtain ownership or the right to long-term use of the land from Alturas as described in the rule. Has Sunrise corrected the land ownership issue?

- a. If yes, please provide documentation showing the corrective warranty deeds, long-term lease, or easement that demonstrates that Sunrise now owns or has long-term use of the land upon which its treatment facilities are located. In addition, if Sunrise incurred any additional costs related to correction of the land ownership issue, please provide documentation showing the costs and proof of payment. .
- b. *Thank you bringing this issue to our attention.*
- c.
- d. If no, please describe how Sunrise plans to correct the land ownership issue (e.g., through a corrective warranty deed, a long-term lease, or an easement) and when Sunrise anticipates the land ownership issue will be corrected. In addition, please describe the type and amount of additional costs Sunrise anticipates it will incur related to correction of the land ownership issue, if any.
- e. *We will contact the law firm originally executed the deed of sales and to ask them to correct the situation. We anticipate the cost will be \$ 500.00 to \$ 800.00. Once we have started the process and have an indication of the cost or the final bill, it will be forwarded to the Public Service Commission.*

**14. System Map.** In Sunrise's March 25, 2015 response to staff's second data request, Sunrise indicated that Sunrise system map had been updated and enlarged. Please provide an electronic copy of the new system map.

**15.** *We do have the updated map. They are not an electronic copy; they are on blue print type paper and laminated. Please see attached map*

**16. Florida Rural Water Association (FRWA) Membership.** Sunrise's test year did not include payment of membership dues to the FRWA. In addition, Sunrise was listed as a member in the FRWA's 2013-2014 membership directory, but was not listed as a member in the 2014-2015 membership directory. Because Sunrise was previously a member of the FRWA, staff included a preliminary adjustment of \$198 to cover the annual membership dues for Sunrise in the event the Utility chooses to renew its membership. Is Sunrise currently a member of the FRWA?

- a. If yes, please provide documentation showing Sunrise's current membership status and proof of payment of the annual membership dues, such as a cancelled check, credit card statement showing the payment, or confirmation from the FRWA that the payment was received. *I do not believe we are members since 2013.*
- b. If no, does Sunrise plan to become a member of the FRWA? If yes, when does Sunrise anticipate it will complete the membership application and pay the annual membership dues? *We are aware it is an important part of the operation and helps to be up to date with*

*many related subject necessary to operate a water business. We will make an application to become a member of FRWA again after the new approved rates became effective and have additional revenue.*

c.

**17. FRWA Leak Survey.** In Sunrise's April 7, 2015 response to staff's second data request, Sunrise indicated that it was in the process of contacting the FRWA and setting up a schedule to have the whole water system inspected for leaks. Has Sunrise scheduled the leak survey of the Sunrise water distribution system with the FRWA or any other entity to help determine the cause of the Utility's excessive unaccounted for water?

a. If yes, and if the survey already occurred, please provide:

- (1) The date(s) the leak survey was conducted;
- (2) The results of the survey;
- (3) Documentation showing any additional costs that were incurred related to conducting the leak survey;
- (4) Documentation showing a description of any repairs that have been made as a result of the leak survey, the cost of the repairs, and proof of payment; and
- (5) A detailed description of any future repairs that the Utility anticipates making as a result of the leak survey, including itemized bids or quotes showing the expected cost of the repairs.

b. If Sunrise has scheduled a leak survey, but the leak survey has not yet occurred, please provide the date the leak survey is expected to be conducted. **Sunrise Utilities has not scheduled a leak survey due to scheduling conflicts**

c.

d. If Sunrise has not scheduled a leak survey, please describe any work Sunrise has performed or plans to perform in order to isolate the cause of the excessive unaccounted for water.

### **Utility Billing & Customer Service**

- 18. Hours of Operation.** The Utility's bill indicates phone hours are from 11 a.m. to 2 p.m., Monday through Friday. In the event of an emergency, how do customers get in contact with Sunrise after hours?
- 19.** *Our phone ours are 11am to 2pm. Melissa Owen do monitor the voice mails 24 hours a day 7 days a week for emergencies if an emergency occurs she takes appropriate actions immediately.*
- 20. Customer Service.** A customer of the utility provided a copy of its April bill and a copy of the check for that bill. A review of the bill indicates that the payment due date was on April 26, 2015. According to the customer, the payment was mailed to a post office box on April 25, 2015. The check cleared the customer's account on April 29, 2015. On May 1, 2015, someone other than utility personnel made a premise visit for payment of April's bill. Furthermore, a late payment charge was applied to the customer's account for the April bill. Staff has several follow-up questions in order to resolve the customer's concerns.
- Please describe in detail, Sunrise's billing practice when a payment due date is on a weekend? *If a payment due date falls on a weekend the payment would not be deemed late and a late fee would not be assessed until the following Tuesday.*
  - How often does Sunrise check its post office box? *We go to the post office box every day Monday to Friday.*
  - According to a letter by Sunrise dated May 26, 2015, customers have the option to pay their utility bills in person at the home of Melissa Owens, Sunrise's Office Manager, until 9:00 p.m. At the customer meeting, some customers expressed they are not allowed to come to Ms. Owens' home. However, Ms. Owens offers to pick up the payment and at that time a premise visit charge is assessed. Please explain in detail whether or not customers have the option to take a payment to Ms. Owens' home and avoid paying a premise visit charge. *As of this date customers no longer allowed to go to Melissa Owens home due to the fact some of them are disrespectful, disruptive. Many times rude and disruptive customer came to my door to discuss his bill and when he didn't hear what he wanted threatened me, and I had to tell him to leave. I would have never allowed any customers to come to my home after 4;pm, but some still did come at 9;pm and later and I still tolerated it because the business needs to collect their payments. I would prefer that customers pay their bill in a timely manner rather than make one dime on any collections and feel that they can come to my at the last second to try to avoid a premise visit. Sometimes I have to make multiple trips to customers' home to collect their past due bill to avoid having to disconnected and them going without water. (Melissa comments.)*
  - Please explain in detail why non-utility personnel is collecting payments from customers. *We have no nonutility personnel doing collections*
  - Prior to making collection efforts, is the utility verifying the status of customers' accounts? *Prior to collections all customers' accounts are verified.*
  - Please explain in detail why a premise visit was made to a customer who had already paid.
  - It never happened. ( Melissa )**
- 21. Premises Visit Fee in Lieu of Disconnection.** Please provide a list of all premises visit fees that have been charged to Sunrise customers from January 1, 2015 to the present. Please include:

- a. The Customer's name and address;
- b. The date each customer's payment was due;
- c. The date each customer's water service was due to be disconnected for non-payment;
- d. The date each customer's payment was received;
- e. A copy of the disconnection notice that was sent to each customer;
- f. The date a Sunrise representative visited each customer's premises; and
- g. Whether a Sunrise representative was at the customer's address to complete the scheduled disconnection or to respond to a customer's request related to a pending disconnection.

**22.**

*We have already replied in bulk to most of this questions in the No 11 Monthly Accounting Services. .*

**23.**

*24. Sunrise did not act in any way contrary to the rules applies to customer service.*

**25.**

*26. Instead of answering in details it is my duty notifying the Public Service Commission about the true facts to the subjects brought up at the May 20 customer meeting, and also to avoid to be engaged in a very time consuming and a fruitless process.*

**27.**

*28. From here on I am quoting Melissa Owens remarks and explanation.*

**29.**

**30. In our latest June billing I have enclosed in the same envelope to the order of the Polk County Health Department the mandatory yearly CCR ( Customer Confidence Report ), which will clarify the comments heard at the customer meeting related to the issues of the quality our water. They receive them every year as a mandatory test to safe guard the quality of water.**

**31.**

**32. I do not discriminate against the Spanish community and there are no \$ 100.00 flat fee charges they are only paying for the actual gallon usages just like anybody else.**

**33. I am looking after more than 300 customers including Alturas, it is not realistic in any operation not to have a few difficult and dishonest customers' - but the majority of our customers appreciate what I do.**

**34.**

**35. Reading over and over again the customer meeting transcript I could not find any justifiable complains,**

**36.**

**37. I feel at this point I have being targeted and bullied of character assassination and slander.**

**38.**

**39. I stride to get accurate meter reads, pick up the mail daily, post payments daily, and make bank deposits daily.**

**40. If the customers would pay their bills on time they would never hear from me, or would ask for the name of the owner to be contacted either.**

**41. My boss explained to me he would never override my decisions regarding customer service or collection as he is not aware of the daily ever-changing details, - but makes me accountable for it.**

**42. I have his trust and his hands are already full without spending additional energy in this area, it would not make any common sense.**

**43.**

44. **The people launching this unfounded attack are doing so because they don't or didn't want to follow the rules to pay their bills on time for the usage registered on their meter**
- 45.
46. **We always give receipts for any cash collected and credit the customer account with all payments collected on the spot by cash or check or received in the post office box. We do not differentiate if payment was received in cash or check they are always credited to their account.**
- 47.
48. **If I wanted to be the heartless and the rude person that I have been accused for, I would enforce - within respecting all regulatory rules - our rights to collect the disconnection and reconnection fees which is much less time consuming and money wise is more than going back several times to collect rather than disconnecting, than I would be a person with no compassion or a person that is greedy.**
- 49.
50. **Also according to the instruction of Mr. Szabo it should be only the last resort to disconnect, - because we will lose gallon usages from our revenue.**
- 51.
52. **On my disconnect list I don't turn off anyone water unless they are going to exceed their deposit on the account, and giving them the opportunity to pay their bills.**
53. **Our company has suffered serious losses in the past in this area not having enough deposit for the customers' average gallon monthly bills.**
- 54.
55. **Isn't the worst thing that can happen is to have one of your utilities disconnected? Then why don't I have any complaints about wrongful disconnects. It shows I have compassion to people.**
- 56.
57. **You know the saying the more you do for people the more they want and the end they still bite you.**
- 58.
59. **I have decided to stop any further unfunded accusation the practice of knocking on their door giving them a last chance to pay their bills prior to disconnection,**
60. **THIS SERVICE IS NO MORE AVAILAIBLE AS OF IMMEDIATELY !!!**
- 61.
62. **After their past due notices sent and the allowed waiting period of their payment is not received in the Post Office their water service will be disconnected.**
- 63.
64. **There is no need to create additional cost like having an office for the sole purpose to accommodate those notorious non payers or cry babies at the expense of the majority.**
65. **Mr. Shiner in his speech still crying about a \$175 leak he had last year. The usage was there. My trusted technician that I have been with for 30 years read the meters and did a bucket test with Mr. Shiner's adult son being present and was informed that the bucket test was accurate. He also brought to his attention the very bad leak that he also could hear from the edge of the home.**
- 66.
67. **The tenant came out and told me they have been telling him it will be fixed, but it hasn't been fixed it yet.**
- 68.
69. **As far as sneaking to change meters that is just crazy, we can also prove that the same meter was in this house before and after the leak was fixed and the gallon usages charge returned to the usual after the leak was fixed.**
- 70.
71. **Another thing Mr. Shiner complained about that he was threatened that since he filed a complaint against Sunrise Utilities with the PSC and that he would be sorry.**
- 72.
73. **They are all fabricated stories without any foundation just like the others heard at the meeting the**



**truth is on my side.**

74.

75. *Quoting Mr. Shine statement from the customer meeting*

76.

77. **“ Ms. Owens has also spoken about my account with my tenants. I don't know how anybody else runs a business -- we don't talk about other people's accounts. It's nobody's business but the account holder and the business, period. “**

78.

79. **It was my duty to warn the tenant for a possible disconnection.**

80.

81. **I must strongly protest how Mr. Shiner dare to bring it to the people attention at the meeting my personal affairs, - which has absolutely nothing to do the way I am conducting my managerial duties.**

82.

83. **I am also personally offended why the representative of the Public Service Commission is not interfered in the interest of Sunrise Utilities or mine to stop Mr. Shiner.**

84.

85. **It is also very disturbing the PSC they never gave us the benefit of doubts that I am doing my job correctly and honestly, and did not considered the customers comments heard at the meeting was very one sided for their own personal interest.**

86.

87. **It was never mentioned at the meeting by anybody my relentless hard work middle of the night standing in the rain with the people doing the work to restore the water service - due to the break down - providing them with assistance having firsthand experience of the circumstances. Next morning, back to do the daily chores without receiving any thank you or any appreciation .**

88.

89. **All the latest correspondences received from the PSC Customer Service Department shows only negativity toward us.**

90.

91. **We have been accused, convicted and sentences already carried out.**

92.

93. **It makes me think that some of the people involved have no since of reality or any experience or the knowledge what it takes to run a business by myself under the stressed conditions due to being short of revenue.**

94.

95. **I trust the complexity of my work finally will be recognized and PSC will base their recommendation to our rate case application on reality.**

96.

97. **I am not about to make excuses for not replying to all the customers or PSC calls received, but I must prioritize my time being responsible for all phases of the operation, but practicality always comes first.**

98.

99. **I have not complied with the regulation to advise the Public Service Commission of complaints received, but in reality they were always looked after immediately or within days depending on customer co-operation, - and there are no outstanding issue as of date.**

100.

101. **The customers attended the May 20 customer meeting exercised their free speech rights with their sometime our rite lies and totally unfunded insinuation and I hope my direct answers will not offend the PSC Customer Service Department but will learn from it.**

102.

103. **Thank you,**

104. **Melissa Owens.**

140220-WU Sunrise Utilities, L.L.C.  
RE: Staff's Third Data Requests  
June 9, 2015

Page 16

**105.**

Please file all responses electronically no later than **Wednesday, June 24, 2015**, from the Commission's website at [www.floridapsc.com](http://www.floridapsc.com), by selecting the Clerk's Office tab and Electronic Filing Web Form. In addition, please be aware that Staff's Recommendation is scheduled to be filed on August 13, 2015, and will be presented to the Commission at the Commission Agenda Conference on August 27, 2015.

Should you have any questions, please do not hesitate to contact me at (850) 413-6234 or [KCorbari@psc.state.fl.us](mailto:KCorbari@psc.state.fl.us).

Sincerely,

*s/ Kelley F. Corbari*

Kelley F. Corbari  
Senior Attorney

KFC/dml

cc: Office of Commission Clerk

**Attachment A  
 Chart of Requested Pro Forma Plant and Expense Items**

<b>Pro Forma Project</b>  (as provided by the Utility in the audit and/or second data request response)	<b>Regulatory Mandate or Enhancement</b>	<b>Description of Project</b>  Please include the reason the project is needed and/or the benefits to be gained from the project, and whether the project is needed to serve all existing customers, only some existing customers, or future customers.	<b>Scheduled or Anticipated Project Start Date</b>	<b>Estimated Number of Days/Weeks/ Months Required to Complete Project Once Started</b>	<b>Initial Estimate</b>  (as provided by the Utility in the audit and/or second data request response)	<b>Bid 1 Amount</b>	<b>Bid 2 &amp; 3 Amounts</b>
<b>Drinking Water Monitoring – Triennial Tests</b> (per audit and data request response)	<b>Mandate</b>  (required by Polk County Health Dept. (PCHD) by end of 2015; PCHD strongly recommended that sampling be completed by 9/30/2015)				<b>\$3,500</b> per audit response and data request response		
<b>Meter Replacement Program</b> (per audit)					<b>\$3,500</b> per audit response		

<b>Pro Forma Project</b>  (as provided by the Utility in the audit and/or second data request response)	<b>Regulatory Mandate or Enhancement</b>	<b>Description of Project</b>  Please include the reason the project is needed and/or the benefits to be gained from the project, and whether the project is needed to serve all existing customers, only some existing customers, or future customers.	<b>Scheduled or Anticipated Project Start Date</b>	<b>Estimated Number of Days/Weeks/ Months Required to Complete Project Once Started</b>	<b>Initial Estimate</b>  (as provided by the Utility in the audit and/or second data request response)	<b>Bid 1 Amount</b>	<b>Bid 2 &amp; 3 Amounts</b>
Replace existing piping between well and tanks, and replace isolation valves (per audit and data request)	Enhancement				<b>\$6,500</b> per audit response <i>or</i> <b>\$8,500</b> per data request response	<b>\$9,000</b> per Dunham Well Drilling Bid on 5/28/15	
Backflow Prevention Devices (per audit)	Enhancement				<b>\$4,000</b> per audit response		

<b>Pro Forma Project</b>  (as provided by the Utility in the audit and/or second data request response)	<b>Regulatory Mandate or Enhancement</b>	<b>Description of Project</b>  Please include the reason the project is needed and/or the benefits to be gained from the project, and whether the project is needed to serve all existing customers, only some existing customers, or future customers.	<b>Scheduled or Anticipated Project Start Date</b>	<b>Estimated Number of Days/Weeks/ Months Required to Complete Project Once Started</b>	<b>Initial Estimate</b>  (as provided by the Utility in the audit and/or second data request response)	<b>Bid 1 Amount</b>	<b>Bid 2 &amp; 3 Amounts</b>
Install 4 emergency shut off valve boxes in the main line (per data request response)	Enhancement				<b>\$10,000</b> per data request response		
Paint Interior of Both Tanks (per data request response)	Mandatory and Enhancement				<b>\$11,500</b> per data request response	<b>\$21,000</b> per Dunham Well Drilling Bid on 5/28/15	
5-Year Capital Improvement Plan to replace piping					<b>\$42,500</b> (\$8,500 per year for 5 years)		

Remit To:

**WILEY PRATT**  
513 TERRANOVA CIRCLE  
WINTER HAVEN, FLORIDA 33884  
863-698-6207 fax

Invoice No.

27

**INVOICE**

**Customer**

Name Sunrise Utilities  
Owner Leslie Szabo  
Phone (954) 455-0026

Date 4/1/2015  
Order No. \_\_\_\_\_  
Rep \_\_\_\_\_  
FOB \_\_\_\_\_

Date	Description	Hours	Total
	<b><u>MARCH 2015</u></b>		
	MONTHLY SAMPLES (4 @ \$15)		\$60.00
	CALLED OUT- LINE PLUGGED		\$50.00
	PSC WORK		\$100.00
	CHLORINE PUMP		\$420.00
	FLUSHED SYSTEM		\$50.00
	CHLORINE		\$137.50
Subtotal			\$817.00

**Payment Details**

- Cash
- Check
- Credit Card

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Subtotal \$817.00

**TOTAL \$817.00**

Office Use Only

# CUSTOMIZE YOUR INVOICE

Hover Your Pointer  
HERE for a Useful Tip!

## Type Company Information Here...

Company Name	WILEY PRATT	Phone	863-698-6207
Address	513 TERRANOVA CIRCLE	Fax	
City	WINTER HAVEN		
State	FLORIDA		
ZIP Code	33884		

## Specify Default Invoice Information Here...

1st Tax Name	State	Credit Cards Accepted	
Rate	5.00%	Credit Card #1	
<input checked="" type="checkbox"/>	Apply tax on local purchases only.	Credit Card #2	
		Credit Card #3	
2nd Tax Name		Shipping Charge	\$7.00
Rate		Counter Location	
<input type="checkbox"/>	Apply tax on local purchases only.		
<input type="checkbox"/>	Share invoice numbers on network.		
Template Wizard Database	c:\program files\microsoft office\office\library\invdb.xls		

## Formatted Information

<b>WILEY PRATT</b> 513 TERRANOVA CIRCLE WINTER HAVEN, FLORIDA 33884 863-698-6207 fax
---

# CUSTOMIZE YOUR INVOICE

Hover Your Pointer  
HERE for a Useful Tip!

## Type Company Information Here...

Company Name	WILEY PRATT	Phone	863-698-6207
Address	513 TERRANOVA CIRCLE	Fax	
City	WINTER HAVEN		
State	FLORIDA		
ZIP Code	33884		

## Specify Default Invoice Information Here...

1st Tax Name	State	Credit Cards Accepted	
Rate	5.00%	Credit Card #1	
<input checked="" type="checkbox"/>	Apply tax on local purchases only.	Credit Card #2	
2nd Tax Name		Credit Card #3	
Rate			
<input type="checkbox"/>	Apply tax on local purchases only.	Shipping Charge	\$7.00
<input type="checkbox"/>	Share invoice numbers on network.	Counter Location	
Template Wizard Database	c:\program files\microsoft office\office\library\invdb.xls		

## Formatted Information

<b>WILEY PRATT</b> 513 TERRANOVA CIRCLE WINTER HAVEN, FLORIDA 33884 863-698-6207 fax
---



Remit To:

**WILEY PRATT**  
 513 TERRANOVA CIRCLE  
 WINTER HAVEN, FLORIDA 33884  
 863-698-6207 fax

Invoice No.

28

# INVOICE

**Customer**

Name Sunrise Utilities  
 Owner Leslie Szabo  
  
 Phone (954) 455-0026

Date 5/1/2015  
 Order No. \_\_\_\_\_  
 Rep \_\_\_\_\_  
 FOB \_\_\_\_\_

Date	Description	Hours		Total
	<b><u>APRIL 2015</u></b>			
	MONTHLY SAMPLES (4 @ \$15)		\$60.00	
	CALLED OUT- LINE PLUGGED		\$50.00	
	PSC WORK		\$100.00	
	CALLED OUT-PRESSURE SWITCH		\$50.00	
	FLUSHED SYSTEM		\$50.00	
	CHLORINE		\$167.50	
			Subtotal	<b>\$477.50</b>

**Payment Details**

- Cash
- Check
- Credit Card

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

<b>TOTAL</b>	<b>\$477.50</b>
--------------	-----------------

Office Use Only

Remit To:

**WILEY PRATT**  
513 TERRANOVA CIRCLE  
WINTER HAVEN, FLORIDA 33884  
863-698-6207 fax

Invoice No.

29

**INVOICE**

**Customer**

Name Sunrise Utilities  
Owner Leslie Szabo  
Phone (954) 455-0026

Date 6/1/2015  
Order No. \_\_\_\_\_  
Rep \_\_\_\_\_  
FOB \_\_\_\_\_

Date	Description	Hours		Total
	<b><u>MAY 2015</u></b>			
	MONTHLY SAMPLES(4 @ \$15.00)		\$60.00	
	FLUSHED SYSYTEM		\$50.00	
	SUNRISE PAPERWORK BEFORE MEETING		\$75.00	
	SUNRISE PSC MEETING PSC EMPLOYEES 3HR		\$225.00	
	SUNRISE PSC MEETING CITIZENS 2HR		\$150.00	
	SUNRISE PAPERWORK AFTER MEETING 2HR		\$150.00	
	SUNRISE CHLORINE		\$135.00	
	<b>NOTE: STAGE 2 SAMPLING DUE 7/1/2015 IS \$395 PER SITE AND THERE ARE 2 SITES: TOTAL \$790</b>			
			Subtotal	\$845.00
			<b>TOTAL</b>	<b>\$845.00</b>

**Payment Details**

- Cash
- Check
- Credit Card

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Office Use Only

Office Use Only

# CUSTOMIZE YOUR INVOICE

Hover Your Pointer  
HERE for a Useful Tip!

## Type Company Information Here...

Company Name	WILEY PRATT	Phone	863-698-6207
Address	513 TERRANOVA CIRCLE	Fax	
City	WINTER HAVEN		
State	FLORIDA		
ZIP Code	33884		

## Specify Default Invoice Information Here...

1st Tax Name	State	Credit Cards Accepted	
Rate	5.00%	Credit Card #1	
<input checked="" type="checkbox"/>	Apply tax on local purchases only.	Credit Card #2	
		Credit Card #3	
2nd Tax Name		Shipping Charge	\$7.00
Rate		Counter Location	
<input type="checkbox"/>	Apply tax on local purchases only.		
<input type="checkbox"/>	Share invoice numbers on network.		
Template Wizard Database	c:\program files\microsoft office\office\library\invdb.xls		

## Formatted Information

<b>WILEY PRATT</b> 513 TERRANOVA CIRCLE WINTER HAVEN, FLORIDA 33884 863-698-6207 fax
---

# 2014 Water Quality Report

Sunrise Utilities

Florida Public Water System ID # 6531739

We're pleased to present to you this year's Annual Quality Water Report. This report wants to keep you informed about the good quality water it has delivered to its customers over the past year. We want you to understand the efforts we make to continually improve the water treatment process and protect our water resources. We are committed to ensuring the quality of your water. Our water source is a well that draws water from the Floridian aquifer. This water is disinfected with chlorine and delivered to your tap.

If you have any questions about this report or concerning your water utility, or want to obtain a copy of this report, please contact Sunrise Utilities at (863) 510-1318.

---

## We want our valued customers to be informed about their water utility.

Sunrise Utilities (863) 510-1318 routinely monitors for contaminants in your drinking water according to Federal and State laws, rules and regulations. Except where indicated otherwise, this report is based on the results of our monitoring for the period of January 1st to December 31st, 2014. Also included are test results in earlier years for contaminants sampled less often than annually, for contaminants not required to be tested for in 2010, test results are for the most recent testing done in accordance with regulations authorized by the state and approved by the United States Environmental Protection Agency (EPA).

As water travels over the land or underground it can pick up substances or contaminants such as microbes, inorganic and organic chemicals, and radioactive substances. All drinking water, including bottled drinking water, may be reasonably expected to contain at least small amounts of some contaminants. It's important to remember that the presence of these contaminants does not necessarily pose a health risk. The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water, which must provide the same protection for public health. Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that the water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the [Environmental Protection Agency's Safe Drinking Water Hotline at 1-800-426-4791](http://www.epa.gov/safewater/hotline).

### Contaminants that may be present in source water include:

**Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.

**Inorganic contaminants**, such as salts and metals, which can be naturally-occurring or result from urban storm water runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.

**Pesticides and herbicides**, which may come from a variety of sources such as agriculture, urban storm water runoff, and residential uses.

**Organic chemical contaminants**, including synthetic and volatile organic chemicals, which are by-products of industrial processes and petroleum production, and can, also come from gas stations, urban storm water runoff, and septic systems.

**Radioactive contaminants**, which can be naturally occurring, or be the result of oil and gas production or mining activities.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. Sunrise Utilities is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline (1-800-426-4791) or at <http://www.epa.gov/safewater/lead>.

Infants and young children are typically more vulnerable to lead in drinking water than the general population. It is possible that lead levels at your home may be higher than at other homes in the community as a result of materials used *in* your home's plumbing. If you are concerned about elevated lead levels in your home's water, you may wish to have your water tested and flush your tap for 30 seconds to 2 minutes before using tap water. Additional information is available from the [Safe Drinking Water Hotline \(1-800-426-4791\)](http://www.epa.gov/safewater/hotline).

Lead in drinking water is rarely the sole cause of lead poisoning, but it can add to a person's total lead exposure. All potential sources of lead in the household should be identified and removed, replaced or reduced. Some people may be more vulnerable to contaminants in drinking water than the general population. Immune-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers.

EPA/ CDC guidelines on appropriate means to lessen the risk of infection by cryptosporidium and other microbiological contaminants are available from the [Safe Drinking Water Hotline \(800-426-4791\)](http://www.epa.gov/safewater/lead/faq.html).

Florida's Department of Environmental Protection has conducted Source Water Assessment (SWA), for all public water systems in Florida, to identify and assess any potential sources of contamination in the vicinity of your water supply wells.

A SWA conducted for this system in 2008 found that the system's wells are susceptible to moderate risk of contamination from petroleum storage tanks. The assessment results are available on the FDEP Source Water Assessment and Protection Program web site: [www.dep.state.fl.us/swapp](http://www.dep.state.fl.us/swapp) or they can be obtained from Sunrise Utilities at (863) 510-1318.

In the data table you will find many terms you might not be familiar with. To help you better understand these terms we've provided the following key to these terms' abbreviations and definitions:

TERMS APPEARING IN TABLE		DEFINITION
<b>Action Level</b>	<b>AL</b>	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow
<b>Not Applicable</b>	<b>N/A</b>	Does not apply
<b>Not-Detected</b>	<b>ND</b>	Means not detected and indicates that the substance was not found by laboratory analysis.
<b>Parts per million</b>	<b>ppm</b>	One part by weight of analyze to one million parts by weight of the water sample.
<b>Parts per billion</b>	<b>ppb</b>	One part by weight of analyze to one billion parts by weight of the water sample.
<b>Picocuries per liter</b>	<b>pCi/L</b>	- <i>picocuries per liter</i> is a measure of the radioactivity in water,
<b>Maximum Contaminant Level</b>	<b>MCL</b>	The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. <b>Maximum Contaminant Levels (MCL)</b> is set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.
<b>Maximum Contaminant Level Goal</b>	<b>MCLG</b>	The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

Maximum residual disinfectant level or MRDL: The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

Maximum residual disinfectant level goal or MRDLG: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLG does not reflect the benefits of the use of disinfectants to control microbial contaminants.

We constantly monitor for various constituents in the water supply to meet all regulatory requirements. This past year we failed to collect and sample for Radium 226 & Radium 228 contaminants during compliance year 2012. This does not pose a threat to the quality of our water supply.

## TEST TABLE RESULTS

Results in the Level Detected column for radioactive contaminants, inorganic contaminants, synthetic organic contaminants including pesticides and herbicides, and volatile organic contaminants are the highest average at any of the sampling points or the highest detected level at any sampling point, depending on the sampling frequency.

Radiological Contaminants							
Contaminant and Unit of Measurement	Dates of sampling (mo./yr.)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Alpha Emitters (pCi/L)	1/12– 12/12	No	3.5	7.1 (1 sample)	0	15	Erosion of natural deposits
Radium 226 + Radium 228 or Combined Radium (pCi/L)	1/13– 12/13	No	2.5	1.5 (1 sample)	0	5	Erosion of natural deposits
Uranium (µg/L)	1/13– 12/13	No	1.1	1.1 (1 sample)	0	30	Erosion of natural deposits

## TEST TABLE RESULTS

Inorganic Contaminants							
Contaminant and Unit of Measurement	Dates of Sampling (MO. /YR.)	MCL Violation YES/NO	Level Detected	MCLG	MCL	Likely Source of Contamination	
Barium (ppm)	1/12 – 12/12	No	0.014	2	2	Natural occurrence from soil leaching	
Chromium (ppb)	1/12 – 12/12	No	1.6	NA	0.1	Natural occurrence from soil leaching	
Sodium (ppm)	1/12 – 12/12	No	14.0	NA	160	Salt water intrusion, leaching from soil	
Fluoride (ppm)	1/12 – 12/12	No	13.0	NA	4.0	Natural occurrence from soil leaching	
Nickel (ppb)	1/12 – 12/12	No	0.74	NA	100	Natural occurrence from soil leaching	

TTHM s and Stage 2 Disinfectant/Disinfection By-Product (D/DBP) Parameters							
Contaminant and Unit of Measurement	Dates of Sampling (MO. /YR.)	MCL Violation YES/NO	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Chlorine: Level Detected is the 2014 monthly average for residual Chlorine; Range of Results is the range of 2014 monthly Chlorine residual level results (lowest to highest) at the individual sampling sites. TTHMs and HAASs: Level Detected is a 2014 DBP2 highest result as the level detected and the range of individual sample results as the range of results.single sample test result							
Chlorine (ppm)	1/1/14 - 12/31/14	N	1.6	0.6	MRDLG = 4.0	MRDL = 4.0	Water additive used to control microbes
HAAS (Haloacetic Acid) (ppb)	1/1/14 - 12/31/14	N	11.60	11.40-11.60	NA	MCL = 60	By-product of drinking water disinfection
TTHM (Total Trihalomethanes) (ppb)	1/1/14 - 12/31/14	N	17.8	17.8-17.8	NA	MCL = 80	By-product of drinking water disinfection

**Lead and Copper (Tap Water)**

Contaminant and Unit of Measurement	Dates of Sampling (mo. /yr.)	AL Violation Y/N	90th Percentile Result	No. of sampling sites exceeding the AL	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (ppm) (tap water)	06/13 – 09/13	N	0.574	0	0.011	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (ppm) (tap water)	06/13 – 09/13	N	0.007	0	0.00025	15	Corrosion of household plumbing systems, erosion of natural deposits