

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-

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**DATE:** June 29, 2015  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Clayton Lewis, US Engineering Specialist, Division of Engineering *CLL*  
**RE:** Docket No. 140220-WU-Application for staff-assisted rate case in Polk County by Sunrise Utilities, L.L.C.

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Please file the attached in the "Documents" tab of the above mentioned docket file.

Thank you.

## Laura King

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**From:** Kelley Corbari  
**Sent:** Sunday, June 28, 2015 1:33 PM  
**To:** Clayton Lewis; Jeffery Small; Keino Young; Kelley Corbari; Laura King; Martha Golden; Matthew Vogel; Sonica Bruce  
**Subject:** 140219/20 FW: more answers  
**Attachments:** Replies to Alturas concern.docx; Replies to Sunrise concern.docx

FYI .....

Kelley F. Corbari,  
Senior Attorney – Regulatory Analysis Section Office of the General Counsel FLORIDA PUBLIC SERVICE COMMISSION  
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-----Original Message-----

**From:** L SZABO [<mailto:l.szabo@rogers.com>]  
**Sent:** Sunday, June 28, 2015 12:41 PM  
**To:** Kelley Corbari  
**Cc:** [l.szabo@rogers.com](mailto:l.szabo@rogers.com)  
**Subject:** more answers

June 29, 2015

Dear Ms. Corbari,

I have already responded with our replies on June 24 the Stuff's Third Rate Data Request for both Companies.

I am sending as attachments our replies to the Office of Public Counsel concerns regarding Sunrise and Alturas.

Their question sounded to me not only being harsh, but was also in the borderline being merciless without waiting to our answers provided in the Stuff's Third Rate Data Request.

Regarding to some of their concern I have no answer, - they have answered themselves, - and within their question or comments the door was left open with insinuating doubts toward our integrity.

They show total indifference to the priority of Sunrise and Alturas customer need's to have a more solid financial base and are also making an attempt to override the PSC willingness to help us as originally planned, and already being in process.

It is regretful that our records did not convince them about our devotion to the business.

All the accounting records given proved to be true and not exaggerated or falsified in any way or form.

They represent the reality of our operation and show our struggling, and our ability to be able to stay in business.

Our accounting was not prepared or provided as it is required by your rules, and I hope with the additional allowances the situation will be corrected.

We are proud of our customer service in general, regardless of a few unjustified accusations related to billing or collection.

They were always solved according the guide lines within days, - yes we have neglected to apply the rules and not spent the extra time to advise the PBS of the statue of the already solved issues.

We have provided all our customers with quality water, and a steady flow of water to their homes.

Any break down occurred we have always responded immediately and we are there 24 hours daily, 7 days a week. All our customers have our emergency number.

Those are our main responsibilities.

We do not intend to minimize the importances of the administration part to manage a business, but having a very limited budget - something have to give.

Let's not put an unrealistic burden on our rate case application.

The Public Service Commission realized the necessity to accept our rate case application based on our needs and to grant us a higher rate base.

We have to have additional funding to make those necessary repairs or improvements outlined in our requests. They will assure a continuous and safe service to our customers already being in jeopardy.

We also must be able to comply with the Polk County Health Department already pending requests or with their future demands.

We have already performed all the additional tests required by the Polk County Health Department for the year 2015, - being the test year.

My closing thoughts are; we have answered to our best ability to the questions, and spent countless hours to satisfy to the many demands put to us in the sake of our rate case application.

Our information well is drained.

Yours truly,

Leslie Szabo

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

Regarding of the Office of Public Counsel documentation received most of their questions were already answered in the **Staff's Third Date Request**.

Regarding of 1099980W, it happened within the 2 days period of management from Mike Smallridge to Sondra Myers.

This complains was not related to any water service interruption or any emergencies. Since that day on all our customers are aware of our emergencies number they should call, and as of date there are no mail box full announcement when they call.

We have always respected and applied the rules of 25-30.335 regarding Customer Billing.

To keep the records straight we have no additional accounts besides the ones already declared in the monthly billing reports.