

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:** July 21, 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.

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Attached please find a copy of Sunrise Utilities, LCC's response to to Staff's correspondence (Doc. # 03779-15). Please file the attached in the documents tab of the above-referenced docket file and reference Document No. 03779-15.

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

KFC

RECEIVED - FPSC  
15 JUL 21 AM 8:53  
COMMISSION  
CLERK

**Kelley Corbari**

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Sunrise SARC  
140220-WU

**From:** L SZABO <l.szabo@rogers.com>  
**Sent:** Monday, July 20, 2015 8:01 AM  
**To:** Kelley Corbari  
**Cc:** l.szabo@rogers.com  
**Attachments:** Customer service.docx; RE Accounting.docx

Response to  
Doc. # 03779-15

Dear Ms. Corbari,

Let's go forward and stay focus of the reasons why we have applied to have a rate increase.

We are short of revenue and there are only so many short cuts the system can take before it comes to a complete halt.

I understand all departments have their responsibilities to have as much details as possible about the companies apply for a rate case, but let's not throw out the baby with the bath water.

I have noticed the indifference shown to the main reason Sunrise and Alturas should have a workable financial base, and ultimately making attempts to override the PSC willingness to help, - and being aware of our real situation.

I am enclosing my answers to your July 17 questions available to me at this time or I have.

You always had our cooperation providing the information asked, and especially now getting closer to the August Staff meeting, it will be continued.

Yours truly,

Leslie Szabo

**RE; June 19 letter re customer meeting.**

We have already answered in a great detail at the **STAFF'S THIRD DATA REQUEST**

To simplify things it is enclosed as attachment as Sunrise re Customer Facts.

We have not, and do not intend to contact any of the customers mentioned in the customer meeting transcript for the reasons already explained,

They say sometime doing your best is not good enough.

We have not failed even with our limited finances, we are there 24/7 and our customers were never short changed.

Unfortunately this does not apply in reverse when it comes to their water service provider looking after their most essential need's at a fair price compared to the very near surrounding their neighbor pays.

My question is; how to the Public Service Commission is protecting US from any further unjustified accusations, and what recourse are we allowed to have from such costumers for their irresponsible and disruptive behavior ?

**RE; Regarding Customers Service.**

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.

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.

We go to the post office box every day Monday to Friday

As of this date customers no longer allowed to go to Melissa Owens home due to the fact some of them are disrespectful, disruptive.

From here on is Melissa comments;

**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.)

We have no nonutility personnel doing collections

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 )

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

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.

From here on I am quoting Melissa Owens remarks and explanations.

**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.**

**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.**

**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.**

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

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

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

**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.**

**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.**

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

**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**

**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.**

**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.**

**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.**

**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.**

**Our company has suffered serious losses in the past in this area not having enough deposit for the customers' average gallon monthly bills.**

**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.**

**You know the saying the more you do for people the more they want and the end they still bite you.**

**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,**

**THIS SERVICE IS NO MORE AVAILAIBLE AS OF IMMEDIATELY !!!**

**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.**

**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.**

**Mr. Shiner in his speech still crying about a \$ 175 .00 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.

The tenant came out and told me they have been telling him it will be fixed, but it hasn't been fixed it yet.

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.

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.

They are all fabricated stories without any foundation just like the others heard at the meeting the truth is on my side.

Quoting Mr. Shine statement from the customer meeting:

" 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. "

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

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.

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.

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.

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.

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

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

**It makes me think that some of the people involved have no sense 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.**

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

**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.**

**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.**

**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.**

**Thank you,  
Melissa Owens.**

140220-WU  
Sunrise

**Kelley Corbari**

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**From:** Kelley Corbari  
**Sent:** Friday, July 17, 2015 9:05 AM  
**To:** l.szabo@rogers.com  
**Cc:** Clayton Lewis; Jeffery Small; Keino Young; Kelley Corbari; Laura King; Martha Golden; Matthew Vogel; Sonica Bruce  
**Subject:** 140220-WU Sunrise Utilities - Customer Concerns-Complaints  
**Attachments:** 140220 Request Sunrise Respond to Customer Meeting Concerns (6-19-15).pdf; 140220-WU Transcript - Customer Meeting (5-20-15).pdf

Hi Mr. Szabo,

Per our discussion yesterday, please provide some sort of response to the concerns expressed by Sunrise customers at the customer meeting on May 20, 2015.

Thanks so much,  
Kelley

*Kelley F. Corbari,*

Senior Attorney – Regulatory Analysis Section  
Office of the General Counsel  
FLORIDA PUBLIC SERVICE COMMISSION  
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*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.*

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**From:** Kelley Corbari  
**Sent:** Friday, June 19, 2015 3:02 PM  
**To:** [l.szabo@rogers.com](mailto:l.szabo@rogers.com)  
**Subject:** 140220-WU Sunrise Utilities - Customer Concerns-Complaints

Dear Mr. Szabo,

As you know, several Sunrise customers voiced complaints and concerns regarding the operation and management of the Utility the customer meeting that was held on May 20, 2015, in Auburndale, Florida. Staff would like for Sunrise respond to the concerns and complaints raised at the customer meeting. I have attached a copy of Staff's request, along with a copy of the customer meeting transcript and copies of Commission rules regarding customer complaints and billing.



Please note that complete copies of the customer complaints referenced in Staff's letter can be viewed online

at: <http://www.floridapsc.com/dockets/cms/docketFilings3.aspx?docket=140220>.

Should you have any questions, please do not hesitate to contact me.

Thank you,  
Kelley

*Kelley F. Corbari,*

Senior Attorney - Regulatory Analysis Section

Office of the General Counsel

FLORIDA PUBLIC SERVICE COMMISSION

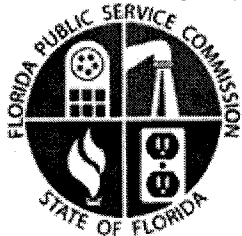
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