

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: September 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.

Attached please find Sunrise Utilities, LLC's responses to customer complaint/concerns. Please file the attached documents in the correspondence tab of 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

RECEIVED PSC
15 SEP 22 PM 3:14
COMMISSION
CLERK

Kelley Corbari

From: L SZABO <l.szabo@rogers.com>
Sent: Monday, September 21, 2015 4:12 PM
To: Kelley Corbari
Cc: l.szabo@rogers.com
Subject: customer issues
Attachments: James Wikson.docx; S Shiner Sept 18.docx; Kevin Armstrong history.docx; Kevin Armstrong details.xlsx; Steve Shiner for 20.docx; Amanda Fongeallaz L.S..docx

September 21, 2015

Hello Ms. Kelley,

Once people take the initial steps and make an effort to live up to their responsibilities, - and with explanation the circumstances - are already on the road to recovery.

Sunrise and Alturas limited financial resources was the main reason to have a very narrowed management structure without having a diversified ability to look after better at the customer service area also.

You are already aware of the changes we have made.

As of today we have already replied with all details to 5 outstanding customer complaints.
(attachment enclosed)

Hate to sound as a broken record, but their complains was to gain extension to pay their past due bills to avoid disconnection, or some malicious unrealistic accusation.

I do sympathize with their decision to contact the PSC after not receiving a timely answer from the previous management, but in some cases we were never contacted directly.

I would like to ask the representative of the PSC Customer Satisfaction department not to encourage our customers any further to approach them directly - without us being aware of their complain, and the PSC not being aware of their validity, - creating unnecessary additional work all around.

We are capable from now to have answers to their questions regarding billing and payment dispute, - and only then – if we have not replied within 3 working days with a satisfactory and realistic accounting directly to the customer, the PSC should be contacted.

We are making all efforts to re-establish the confidence in our customer service, but we also must ask for their cooperation and not to call at night 11pm on our emergency phone line to discuss billing issues.

It is also an important factor to regain customer confidence and would be Sunrise and Alturas interest to collect or return customer deposit based on the PSC rules.

We have waited patiently in the last 4 weeks of the result of your very much appreciated work or input in this matter, and have not done any additional work in this area for your direct order.

We will submit our findings within the next 2 days to the account of Ramirez , Perdue, Raffet, after going through our 2104 and 2015 deposit records.

Yours truly,

Leslie Szabo

From: **SunriseAlturas Utilities** <yourwaterutility@gmail.com>

Date: Mon, Sep 21, 2015 at 1:35 PM

Subject: Re: FL. PSC CATS NO: 1186456W JAMES WILSON

To: Marcos Bermudez-Frau <MBERMUDE@psc.state.fl.us>

NAME: JAMES WILSON
CASE NO: 1186456W
CALLER NAME: WILSON JAMES
COMPANY: SUNRISE UTILITIES, LLC
BUSINESS:
CITY: Auburndale
ZIP: 33823-
ADDRESS: 2371 KING AVE

Dear Mr. Bermudez-Frau

Since I inherited the past due cases I will do my best to learn more about how can we solve the problems.

Melissa Owen is no longer with us and the meter reading is done by a professional person to look after this task.

We have all the records and by looking at the meter running numbers we always can follow the gallon usages Monthly.

If an error occurred in a previous Month Meter Reading it will correct itself within the next Month billing because we can't manipulate the meter reading numbers.

Therefore the Customer can never be overcharged.

The concerns they had with the old management and for any inconvenience they had experienced, it is in the past.

Mr. James Wilson bills are paid in time.

Please advise Mr. Wilson we should be contacted first directly and if we do not solve the issues within three working days, then, and only then he should contact the PSC without causing any additional administrative work.

Yours truly,

M.Mitra

FL. PSC CATS NO: 1172870W STEVEN SHINER

ADDRESS: 2438 THOMPSON ST
TIME REC'D: 10:44
DATE REC'D: 01/30/2015
CONSUMER TELEPHONE: (863)-269-6494

COMPANY: SUNRISE UTILITIES, LLC
BUSINESS:
CITY: Auburndale
ZIP: 33823-

ASSIGNED ANALYST: MARCOS BERMUDEZ-FRAU
DUE DATE: 02/20/2015

September 18,2015
Hello Mr. Steve Shiner,

Let me take this opportunity to introduce myself, my name is M.. Mitra and I am in charge to look after all customer billing issues.

Sorry for the delay and for not receiving your bill and for your convenience I am answering to you as quick is possible.

There were some major changes at Sunrise Utility and Melissa Owens is no longer with us.

I am responsible as of today to look after our customer service.

I would like to reassure you, with our new meter reading and accounting team you will receive your bill on time.

You should mail your check from now on to; Sunrise Utility LLC
250 Old Bartow Eagle Lake Road. Bartow, Florida 33830

You do not have previous outstanding balance.

Here is your detailed August water consumption.

Steven Shiner---2430 Thompson
Meter position 199,310 - 207,500 usages 8,910 gallon Balance Due \$ 35.74

Hope to be at your service,

M. Mitra

September 21, 2015

Dear Shonna McCray,

My name is Maria Mitra and I have taken over the responsibility for Sunrise and Alturas Utilities regarding Customer Billings and Complains.

I have inherited many backlogs and I will do my utmost to look after of them within days, including CASE NO: 1190043W, KEVIN ARMSTRONG to solve the problem for the customer and to the PCS satisfaction.

There was certain confusion around the original complaint as improper bills.

The amount of the bill in dispute is \$60.35 on 08/06/2015 and the Customer states that this bill is a double bill and includes an already paid balance.

In order to see what happened, I have gone through many records of Detail Reports, Receipt History.

"Customer states that she received a bill from Sunrise Utilities Inc stating that she owed \$60.35. Customer states she feels that the amount is incorrect. Customer states that she believes that the bill includes a previously paid balance. Customer states that there is a past due balance of \$54.35 included on the bill. Customer states that in June she made a payment of \$41.22 to the Utility and in July she made a payment of \$13.13. Customer states that she has receipts of these payments. Customer is disputing the past due balance of \$54.35. Customer is asking for an account review. Customer asks that service not be interrupted during the complaint process."

I don't see a complete evidence of those Customer states, only that "she feels that the amount is incorrect" or "that she believes that the bill includes a previously paid balance".

"Customer states that there is a past due balance of \$54.35 included on the bill."

If she or Mr. Kevin Armstrong would call us first and ask for an explanation regarding to their concern on the Bill, we could clarify from our Billing Records what is the cause of the misunderstanding.

To avoid further misunderstandings; please always ask for the questioned Bill's copy, as an attachment for evidence. But rather to go further just call us first or email us at yourwaterutility@gmail.com

Also, when we talk about a payment- "Customer states that in June she made a payment of \$41.22 to the Utility and in July she made a payment of \$13.13. Customer

states that she has receipts of these payments.” ----We need a copy of those receipts or at least, the date when those receipt was issued.

We have many customers but being in need to look after those receipts though was taking a huge amount of my time but I made it my priority to find them.

I have researched the entire year of 2015 and I have learned a lot about our Customers. There were many categories but regarding of their habits of how they pay their bills it was worth my time.

We need to consider that we live in today's hyper-digital world. It is inevitable that online forums are welcoming venting or complaining. Only with the click of a button, an unhappy client could send a company administrative duties into a tailspin.

In reality, the customer isn't always right, and it's tempting to engage in heated arguments, especially when it comes to defending his/her so believed or felt right or interest.

We should not underestimate the power of a disgruntled customer.

Listening intently and sticking with a calm, collected approach will always help the toughest complaint.

I make sure that from now one nobody can complain without justified reasons because I am ready and open for communication and our Customers will help us to solve many problems.

I am sorry that the complaint resolution could not be provided to the customer via direct contact or in time and with a satisfactory response to the PSC, in due time on 9/16/15.

Meanwhile Mr. Armstrong meter was never disconnected. As for his latest statements “that no one has come to read the meter and he will continue to take pictures daily” or the company is not reading meters just billing customers whatever they want to it is absolutely not true.

Otherwise I would not have a record of meter reading every Month/ which I used to account the truth in this matter.

As I am told when we do the meter reading once a Month or in case of something else, every single time the meter must be cleared from dirt, leaves, cockroaches and even snakes. The meter it is in the ground.

In law the “hear say “doesn't allowed, therefore Mr. Armstrong can only speak in his own behalf and nobody else.

The Utility bill contains also the meter information, the prior Account Balance, the Payment Received. The late payment fee in case it needs to be applied.

When he was asked to provide the current reading on his meter all he needed to do it was to show the proof of his Utility bill.

Based on our records/ my answer to your question/ is that Mr. Armstrong created his own confusion by not making the payments on due dates and was behind with the payment.

Looking at our attachment it clearly shows that no payment was made in January and February, then May and August.

Did the August 26, 2015 disconnect notice for \$67.00 includes the disputed amount of \$54.35? YES

Was the \$7.00 late fee billed to the customer for the bill in dispute with the PSC? YES

We are sending as attachment the history for 2385 KA the entire year of 2015 with all details.

Yours truly,

M. Mitra

Invoice date	month usages	meter position	meter position	gallon usages	usage charge	Previous Bal	Total Balance	Credit	Date of payment
2015 Jan	Dec	<u>Account</u>	<u>Current</u>	<u>No</u>	<u>Balance</u>	<u>Due</u>			
4-Feb	Jan	922,570	926,920	4,350	22.96	(0,29)		0	
16-Mar	Feb	926,920	930,280	3,360	19.62			0	
3-Apr	March	930,280	933,130	2,850	18,37	19,93	45,30	39,63	9-Mar
8-May	Apr	933,130	939,730	6,600	31,47			30,00	15-Apr
9-Jun	May	939,730	945,830	6,100	29,72	late fee	36,72	0	
13-Jul	June	945,830	948,440	2,610	17,63	(4,26)	13,35	31,37	4-Jun
4-Aug	July	948,440	951,610	3,170	17,59	41,00	67,35	41,00	6-Jun
2-Sep	Aug	951,610	953,790	2,180	16,31			13,35	30-Jul
								20,00	2-Sep
					173,67		<u>17,83</u>	155,84	

Route No
119

Kevin
2385

Armstrong
King St

September 21, 2015

Re Steven Shiner Request 117287 OW.

It is not our interest to create a conflict between our Utility Company and the Customers, but we have no control over their action.

Sometimes their allege is without any justification and it is still our duty to reply and explain the validity of their claim to the PSC creating additional and unnecessary work for us.

Being practical, and we do not have the time neither the intent to educate or to reform people, therefore we will reverse the \$ 20.00 charges of the favor of Mr. Steven Shiner, and his account will be credited within our next month billing.

We are also sending a copy of this letter directly to Mr. Shiner.

Yours truly,

M. Mitra

From: **SunriseAlturas Utilities** <yourwaterutility@gmail.com>
Date: Mon, Sep 21, 2015 at 11:04 AM
Subject: FL. PSC CATS NO: 1189057W AMANDA FONGEALLAZ
To: PSCREPLY <pscreply@psc.state.fl.us>

NAME: AMANDA FONGEALLAZ
CASE NO: 1189057W
CALLER NAME: FONGEALLAZ AMANDA
COMPANY: SUNRISE UTILITIES, LLC
BUSINESS:
CITY: Auburndale
ZIP: 33823-
ADDRESS: 2590 NELSON STREET
CONSUMER TELEPHONE: (863)-618-7026

21/09/2015

Dear Suzelle Lynch,

My name is Maria Mitra and I have taken over the responsibility for Sunrise and Alturas Utilities regarding the Customer Billings and Complains.

Sorry for the delay responding ...

I have called today Sunrise Utilities customer Ms Amanda Fongeallaz on the phone .

I have left a message on the answering service that and I will try later on again to solve the issue regarding her water service.

I will send my report and the results of my finding to you when the issue was solved.

Yours truly,

M .Mitra