

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 Staff's correspondence to Sunrise Utilities, LLC requesting additional information on a customer complaint. 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-FPSC
15 SEP 22 PM 3:14
COMMISSION
CLERK

Kelley Corbari

From: Kelley Corbari
Sent: Tuesday, September 22, 2015 2:25 PM
To: l.szabo@rogers.com
Cc: 'SunriseAlturas Utilities'; Martha Golden; Shannon Hudson; Clayton Lewis; Rhonda Hicks
Subject: RE: Sunrise Utilities Water Bill For 2430 Thompson St.

Mr. Szabo,

Mr. Shiner copied me on this email message to the Utility. Thank you for the Utility's quick response to Mr. Shiner. Commission staff would like some additional information regarding Mr. Shiner's concern. Therefore, please provide me with the following information by Tuesday, September 29, 2015.

1. An explanation as to why Mr. Shiner may or may not have received a bill for the last 6 months;
2. Any documentation or correspondence between Mr. Shiner and Sunrise regarding this issue; AND
3. Copies of Mr. Shiner's bills for the last 6 months.

Thank you,
Kelley

Kelley F. Corbari,

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

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

From: SunriseAlturas Utilities [<mailto:yourwaterutility@gmail.com>]
Sent: Friday, September 18, 2015 1:21 PM
To: Steven Shiner
Cc: Steve; Kelley Corbari
Subject: Re: Sunrise Utilities Water Bill For 2430 Thompson St.

Hello Mr. Steve Shiner,

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

Sorry for the delay and for not receiving your bill.
For your convenience I am answering 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 customers satisfaction.

I assure you that I will make everything possible to accommodate you with the new team
and to receive your bill on time from now on.

You should mail your check to the following address:

Sunrise Utility LLC
250 Old Bartow Eagle Lake Rd. Bartow, Florida 33830

You have no previous outstanding balance owed.
Here you have your August water consumption.

Steven Shiner---2430 Thompson ----199310-207500----- total 8190 gal -----
Total \$ 35.74

Hope to be at your service in the future,

M.Mitra

On Fri, Sep 18, 2015 at 12:27 PM, Steven Shiner <theshineman@gmail.com> wrote:
I left a message for you on your voice mail on 9/15/15 at 10:14am that I have not gotten a water bill for 2430
Thompson St. Auburndale I have still not received that bill..... Please e-mail a bill to me if you want to get
paid!!! We have been going back and forth with my accounts for sometime, and even Leslie Szabo has called me a
"notorious late payer" This is WHY bills are late. Not because I pay late, but because when an issue comes up,
there is no communication. I have been told ownership watches this e-mail account..... so I am laying it out here.
Send me a bill so I can pay it, make sure the address you are sending it to is 2438 Thompson St..... It has been
going next door, even though I have changed the address with you to send it here.

Yours Very Truly,

Steven Shiner