

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 29, 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 forwarding 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-PPSC
15 SEP 30 AM 8:19
COMMISSION
CLERK

Kelley Corbari

From: Kelley Corbari
Sent: Tuesday, September 29, 2015 8:50 AM
To: l.szabo@rogers.com; SunriseAlturas Utilities (yourwaterutility@gmail.com)
Cc: Rhonda Hicks
Subject: FW: Customer Complaint - Sunrise Utilities (Docket No. 140220-WU)
Attachments: doc20150929062616.pdf

Mr. Szabo,

Attached is a message from Mr. Tracy Bentley, a Sunrise customer, who has some concerns and questions regarding his bill. Please have Ms. Mitra contact him as soon as possible to assist him with his issue.

Thanks so much,
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: T Bentley [<mailto:t.bentley2001@yahoo.com>]
Sent: Tuesday, September 29, 2015 7:47 AM
To: Kelley Corbari
Subject: Re: Customer Complaint - Sunrise Utilities (Docket No. 140220-WU)

Kelley,

I have attached all the paperwork I could find, we have been disagreeing with Melissa and her Husband for months now over the water bill. He has been to my house numerous times telling us we owe a water bill and when my wife and I show him we do not owe anything he start agreeing with us and I feel like we need to just pay them so they don't turn off the water he is always drinking or drunk when he comes to the house. On 9/7/15 he returned to the house stating we owed a water bill of \$90.00 plus \$10.00 for him. I told him we just paid him 50.70 two weeks before. He stated that was for fixed repairs, on the statement he provided it show numerous fix data repairs. I received a cutoff notice in the mail yesterday 9/28/15 for Oct. 1 stating the bill is 105.88 and there are now new contact people, I tried to call them but as always no answer I am going to try to call them today to see if I can stop them from cutting off my water. I only owe \$18.83 I think.

The Meter reading in 8/25/15 was 347080 which I have a picture of.

Thank you for any help you can provide.

Tracy Bentley
863-777-0460

On Wednesday, September 16, 2015 10:39 AM, Kelley Corbari <KCorbari@psc.state.fl.us> wrote:

**RE: Customer Complaint – Billing issues
Sunrise Utilities, LLC**

Mr. Bentley,

Thank you for contacting me with your billing concerns with Sunrise Utilities, LLC. Per our conversation this morning, please send me copies of any documents you have that relate to your billing complaint, for example:

- copies of your monthly bills (several months if you have them)
- copies of the meter reading records you were given by the Utility
- notes outlining your contact with the Utility about the issue (including dates and names of person you interacted with)

You can either email me the documents or fax them to me, whatever is most convenient. My contact information is:

Email: KCorbari@psc.state.fl.us
Direct Fax: (850) 413-6235

Once I receive your documents, I will forward the information to our Office of Customer Assistance & Outreach, who will contact you and begin the complaint process. In addition, I will follow up with the Utility on the issue.

If you have any additional questions or concerns, 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
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850
Email: KCorbari@psc.state.fl.us

Customer History

Tracy Bentley
 2579 King Av
 Auburndale, FL 33823

Meter ID / Account Nbr: ██████████

Service Adr: 2579 King Av

Service Type: Residential

Type	Date	Memo	Start	End	Usage	Est	Amount	Other Charges	Amount	Taxes	Late Fee	Period Total	Balance
P	4/1/2013	transf to deposit				<input type="checkbox"/>	\$52.00			\$0.00	\$0.00		
									\$0.00	\$0.00		\$52.00	\$52.00
P	4/10/2013	Amscot761431654				<input type="checkbox"/>	(\$67.00)			\$0.00	\$0.00		
									\$0.00	\$0.00		(\$67.00)	(\$15.00)
I	5/1/2013	UtilBill	156220	164280	8060	<input type="checkbox"/>	\$32.09	Connection Fee	\$15.00	\$0.00	\$0.00		
									\$0.00	\$3.21			
									\$0.00	\$0.00		\$50.30	\$35.30
P	5/28/2013	ck 302				<input type="checkbox"/>	(\$35.30)			\$0.00	\$0.00		
									\$0.00	\$0.00		(\$35.30)	\$0.00
I	6/3/2013	UtilBill	164280	170600	6320	<input type="checkbox"/>	\$26.75		\$0.00	\$0.00	\$7.00		
									\$0.00	\$2.68			
									\$0.00	\$0.00		\$36.43	\$36.43
I	7/1/2013	UtilBill	170600	173780	3180	<input type="checkbox"/>	\$17.62		\$0.00	\$0.00	\$7.00		
									\$0.00	\$1.76			
									\$0.00	\$0.00		\$26.38	\$62.81
I	7/2/2013					<input type="checkbox"/>	\$0.00			\$0.00	\$0.00		
								Sewer	\$10.00	\$0.00		\$10.00	\$72.81
P	7/3/2013	ck 307				<input type="checkbox"/>	(\$36.43)			\$0.00	\$0.00		
									\$0.00	\$0.00		(\$36.43)	\$36.38

Tuesday, September 08, 2015

Tracy Bentley
 2579 King Av
 Auburndale, FL 33823

Meter ID / Account Nbr: [REDACTED]

Service Adr: 2579 King Av

Service Type: Residential

Type	Date	Memo	Start	End	Usage	Est	Amount	Other Charges	Amount	Taxes	Late Fee	Period Total	Balance
I	12/2/2013	UtilBill	203580	212610	9030	<input type="checkbox"/>	\$35.07		\$0.00	\$0.00	\$7.00		
									\$0.00	\$3.51			
									\$0.00	\$0.00		\$45.58	\$87.44
P	12/3/2013	ck 320				<input type="checkbox"/>	(\$42.00)		\$0.00	\$0.00	\$0.00		
									\$0.00	\$0.00		(\$42.00)	\$45.44
P	12/30/2013	ck 323				<input type="checkbox"/>	(\$45.44)		\$0.00	\$0.00	\$0.00		
									\$0.00	\$0.00		(\$45.44)	\$0.00
I	1/2/2014	UtilBill	212610	217890	5280	<input type="checkbox"/>	\$23.56		\$0.00	\$0.00	\$7.00		
									\$0.00	\$2.36			
									\$0.00	\$0.00		\$32.92	\$32.92
P	1/24/2014	ck 325				<input type="checkbox"/>	(\$32.92)		\$0.00	\$0.00	\$0.00		
									\$0.00	\$0.00		(\$32.92)	\$0.00
I	2/4/2014	UtilBill	217890	222870	4980	<input type="checkbox"/>	\$22.64		\$0.00	\$0.00	\$7.00		
									\$0.00	\$2.26			
									\$0.00	\$0.00		\$31.90	\$31.90
P	2/24/2014	ck 328				<input type="checkbox"/>	(\$31.90)		\$0.00	\$0.00	\$0.00		
									\$0.00	\$0.00		(\$31.90)	\$0.00
I	3/3/2014	UtilBill	222870	228570	5700	<input type="checkbox"/>	\$24.85		\$0.00	\$0.00	\$0.00		
									\$0.00	\$2.49			
									\$0.00	\$0.00		\$27.34	\$27.34
P	4/1/2014	ck 330				<input type="checkbox"/>	(\$27.34)		\$0.00	\$0.00	\$0.00		
									\$0.00	\$0.00		(\$27.34)	\$0.00

Tuesday, September 08, 2015

Tracy Bentley
 2579 King Av
 Auburndale, FL 33823

Meter ID / Account Nbr: ██████████

Service Adr: 2579 King Av

Service Type: Residential

Type	Date	Memo	Start	End	Usage	Est	Amount	Other Charges	Amount	Taxes	Late Fee Period Total	Balance
I	4/2/2014	UtilBill	228570	236440	7870	<input type="checkbox"/>	\$31.51		\$0.00	\$0.00	\$7.00	
									\$0.00	\$3.15		
									\$0.00	\$0.00		\$41.66
												\$41.66
P	4/21/2014	ck 332				<input type="checkbox"/>	(\$42.00)			\$0.00	\$0.00	
									\$0.00	\$0.00		
												(\$42.00)
												(\$0.34)
I	5/2/2014	UtilBill	236440	247900	11460	<input type="checkbox"/>	\$47.00		\$0.00	\$0.00	\$0.00	
									\$0.00	\$4.70		
									\$0.00	\$0.00		\$51.70
												\$51.36
P	5/27/2014	ck 334				<input type="checkbox"/>	(\$41.66)			\$0.00	\$0.00	
									\$0.00	\$0.00		
												(\$41.66)
												\$9.70
I	6/2/2014	UtilBill	247900	255640	7740	<input type="checkbox"/>	\$31.11		\$0.00	\$0.00	\$7.00	
									\$0.00	\$3.11		
									\$0.00	\$0.00		\$41.22
												\$50.92
I	6/10/2015	fix data repair				<input type="checkbox"/>	\$16.96			\$0.00	\$0.00	
									\$0.00	\$0.00		
												\$16.96
												\$67.88
I	7/13/2015	UtilBill	334660	337860	3200	<input type="checkbox"/>	\$17.68		\$0.00	\$0.00	\$0.00	
									\$0.00	\$1.77		
									\$0.00	\$0.00		\$19.45
												\$87.33
I	7/25/2015	fix data repair				<input type="checkbox"/>	(\$40.70)			\$0.00	\$0.00	
									\$0.00	\$0.00		
												(\$40.70)
												\$46.63
I	8/6/2015	UtilBill	337860	343290	5430	<input type="checkbox"/>	\$24.02		\$0.00	\$0.00	\$0.00	
									\$0.00	\$2.40		
									\$0.00	\$0.00		\$26.42
												\$73.05

Tuesday, September 08, 2015

Tracy Bentley
 2579 King Av
 Auburndale, FL 33823

Meter ID / Account Nbr: [REDACTED]

Service Adr: 2579 King Av

Service Type: Residential

Type	Date	Memo	Start	End	Usage	Est Amount	Other Charges	Amount	Taxes	Late Fee	Period Total	Balance
I	9/4/2015	UtilBill	343290	346290	3000	\$17.12		\$0.00	\$0.00	\$0.00		
								\$0.00	\$1.71			
								\$0.00	\$0.00		\$18.83	\$91.88
											Customer Balance	\$91.88

Tuesday, September 08, 2015

Sunrise Utilities, LLC

P.O. Box 2608
Eaton Park, FL 33840
863/510-1318

Utility Bill

7/13/2015

Amount Due

\$87.33

Tracy Bentley
2579 King Av
Auburndale, FL 33823

Amount Paid

Account Number

[REDACTED]

Service Address

2579 King Av

Payment Due Date

8/2/2015

X

Detach Top and Return With Payment

Service From	Service To	Description	Meter Readings		e s t Consumption	Meter Multiplier	Amount
			Previous	Current			
5/31/2015	6/30/2015	Residential	334660	337860	3200 X	1	\$17.68

County Tax: \$1.77

Prior Account Balance: \$67.88

Current Period Total: \$19.45

Total Amount Due: \$87.33

Phone hours are from 11 am to 2 pm, M - F.

If you are interested in receiving your invoice by email, send your request to YourWaterUtility@gmail.com. Please include your name and service address.

Customer Name

Tracy Bentley

Account Nbr

2579KA

Payment Due Date

8/2/2015

Sunrise Utilities, LLC

P.O. Box 2608
Eaton Park, FL 33840
863/510-1318

Utility Bill

5/8/2015

Amount Due

\$40.69

Tracy Bentley
2579 King Av
Auburndale, FL 33823

Amount Paid

Account Number

Service Address

Payment Due Date

2579 King Av

5/28/2015

✂ **XXXXXXXXXX** Detach Top and Return With Payment

Service From	To	Description	Meter Readings		Est Consumption	Meter Multiplier	Amount
			Previous	Current			
3/31/2015	4/30/2015	Residential	326650	331450	4800	X 1	\$22.94

County Tax: \$2.29

Prior Account Balance: \$80.46

Last Payment: 4/8/2015 (\$72.00)

Late Payment Fee: \$7.00

Current Period Total: \$32.23

Total Amount Due: \$40.69

If payment is made after the due date amount due: \$47.69

This amount was never took off the bill

Phone hours are from 11 am to 2 pm, M - F.

Meters will be read on or around May 29th or 30th

PLEASE KEEP DOGS PUT AWAY DURING THIS TIME. ALSO KEEP METERS ACCESSIBLE AND CLEAR OF DEBRIS. Thank you

If you are interested in receiving your invoice by email, send your request to YourWaterUtility@gmail.com.

Customer Name

Tracy Bentley

Account Nbr

2579KA

Payment Due Date

5/28/2015

Sunrise Utilities, LLC

P.O. Box 2608
Eaton Park, FL 33840
863/510-1318

Utility Bill

8/6/2015

Amount Due

\$73.05

Tracy Bentley
2579 King Av
Auburndale, FL 33823

Amount Paid

Account Number

Service Address

Payment Due Date

[REDACTED]

2579 King Av

8/26/2015

X

Detach Top and Return With Payment

Service From	To	Description	Meter Readings		e s t Consumption	Meter Multiplier	Amount
			Previous	Current			
6/30/2015	7/31/2015	Residential	337860	343290	5430 X	1	\$24.02

County Tax: \$2.40

Prior Account Balance: \$46.63

Current Period Total: \$26.42

Total Amount Due: \$73.05

Phone hours are from 11 am to 2 pm, M - F.

METERS WILL BE READ ON OR ABOUT AUG. 28TH, 29TH & 30TH. PLEASE HAVE METERS ACCESABLE & FREE OF DEBRIS. HAVE DOGS PUT AWAY. THANK YOU.

If you are interested in receiving your invoice by email, send your request to YourWaterUtility@gmail.com. Please include your name and service address.

Customer Name

Tracy Bentley

Account Nbr

2579KA

Payment Due Date

8/26/2015

Sunrise Utilities, LLC

P.O. Box 2608
Eaton Park, FL 33840
863/510-1318

Final Notice

8/26/2015

Amount Past Due	\$73.05
Late Fee	\$7.00
Amount Now Due	\$80.05

Have Receipt for the
80.00 attached

Tracy Bentley
2579 King Av
Auburndale, FL 33823

Amount Remitted

Account Number

Service Address

2579 King Av

Service Cut Off Date

9/2/2015

Detach Top and Return With Payment

According to our records your account is delinquent in the amount stated above. Your service is subject to disconnect if the past due balance is not paid in full by the disconnection date.

If you believe the past due amount is incorrect, or if you had an arrangement with the former management company, please contact us between 11 a.m. and 2 p.m. Monday through Friday by calling 863-510-1318

It is your responsibility to ensure the delinquency is remedied. You have until 12:00 p.m. on the above service cut off date to contact us. If we do not hear from you your service will be disconnected. Your service will only be reconnected after your balance is paid in full along with a \$25.00 reconnect fee.

If your payment has crossed this letter in the mail, please disregard this letter.

Sincerely,

Sunrise Utilities, LLC

Sunrise Utilities, LLC
 250 Old Bartow Eagle Lk. Road
 Bartow, FL. 33830
 863/510-1318

Utility Bill

9/4/2015

Amount Due

\$91.88

Amount Paid

Tracy Bentley
 2579 King Av
 Auburndale, FL 33823

Account Number

Service Address

Payment Due Date

2579 King Av

9/24/2015



Detach Top and Return With Payment

Service From	To	Description	Meter Readings		e s t Consumption	Meter Multiplier	Amount
			Previous	Current			
7/31/2015	8/31/2015	Residential	343290	346290	3000	X 1	\$17.12

County Tax: \$1.71

Prior Account Balance: \$73.05

Current Period Total: **\$18.83**

Total Amount Due: \$91.88

This amount should be all that is due

Phone hours are from 11 am to 2 pm, M - F. METERS WILL BE READ ON OR ABOUT Sept.25TH, 26TH & 27TH. PLEASE HAVE METERS ACCESSABLE & FREE OF DEBRIS. HAVE DOGS PUT AWAY. THANK YOU. -- NOTE THE CHANGE OF ADDRESS ON WHERE TO SEND PAYMENTS.

If you are interested in receiving your invoice by email, send your request to YourWaterUtility@gmail.com. Please include your name and service address.

Customer Name
 Tracy Bentley
 Account Nbr 2579KA
 Payment Due Date 9/24/2015

Sunrise Utilities, LLC

250 Old Bartow Eagle Lk. Road
Bartow, FL. 33830
863/510-1318

CUTOFF NOTICE

Received
in mail
9/28/15

9/25/2015

Amount Past Due	\$105.88
Late Fee	\$7.00
Amount Now Due	\$112.88

Tracy Bentley
2579 King Av
Auburndale, FL 33823

Amount Remitted

Account Number	Service Address	Service Cut Off Date
██████████	2579 King Av	10/1/2015

Detach Top and Return With Payment

According to our records your account is delinquent in the amount stated above. Your service is subject to disconnect if the past due balance is not paid in full by the disconnection date which is OCTOBER 1, 2015

If you believe the past due amount is incorrect please contact Cathy Parker at 863-537-7556. Please note that Melissa Owens is no longer with this company.

It is your responsibility to ensure the delinquency is remedied. You have until 12:00 p.m. on the above service cut off date to contact us. If we do not hear from you your service will be disconnected. Your service will only be reconnected after your balance is paid in full along with a \$30.00 reconnect fee.

Sincerely,

Sunrise Utilities, LLC

RECEIPT

No.

DATE 9-8-15

FROM SUNRISE UTILITIES \$58.60

2579 King Beatty DOLLARS

FOR 2 month water bill

Amount of Account	
Amount of Paid	
Balance Due	

- CASH
- CHECK
- MONEY ORDER
- CREDIT CARD

FROM Robert Owens TO _____
BY _____