

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 regarding the approved amount of miscellaneous services charges the Utility may collect. Please file the attached documents in the documents 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 30 AM 8:49
COMMISSION
CLERK

Kelley Corbari

From: Kelley Corbari
Sent: Tuesday, September 29, 2015 5:28 PM
To: 'l.szabo@rogers.com'
Cc: Rhonda Hicks; 'SunriseAlturas Utilities (yourwaterutility@gmail.com)'
Subject: Miscellaneous Service Charges - Sunrise Utilities (Docket No. 140220-WU)
Attachments: Bentley Sunrise Notices.pdf; Sunrise Misc Serv Chgs.pdf

Mr. Szabo,

In reviewing the billing documents forwarded to Staff by Mr. Bentley, it appears that Sunrise may be collecting reconnection fee amounts that have not been approved by the Commission. For example:

- (1) The "Final Notice" sent to Mr. Bentley on August 26, 2015, states that a \$25.00 reconnect fee will be charged if service is disconnected.
- (2) The "Cutoff Notice" sent to Mr. Bentley on September 25, 2015, states that a \$30.00 reconnect fee will be charged if service is disconnected.

Under its current approved tariff, Sunrise is only authorized to collect a **\$15.00** reconnection fee. I have attached a copy of Sunrise's tariff sheet on file with the Commission containing the miscellaneous service charges Sunrise is authorized to collect.

Please note that a utility may only charge and collect rates and fees that have been approved by the Commission. Charging and/or collecting rates and fees in excess of what has been approved by the Commission is a violation of Florida law and Commission rules.

Please ensure that Sunrise is charging and collecting fees that have been approved by the Commission. If you have any questions on the amounts of the rates, fees or charges that Sunrise is authorized to collect, you can request a full copy of the Utility's tariff that is on file with the Commission.

Sincerely,
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

NAME OF COMPANY SUNRISE UTILITIES, LLC.

WATER TARIFF

MISCELLANEOUS SERVICE CHARGES

The Company may charge the following miscellaneous service charges in accordance with the terms stated herein. If both water and wastewater services are provided, only a single charge is appropriate unless circumstances beyond the control of the Company require multiple actions.

INITIAL CONNECTION - This charge may be levied for service initiation at a location where service did not exist previously.

NORMAL RECONNECTION - This charge may be levied for transfer of service to a new Customer account at a previously served location or reconnection of service subsequent to a Customer requested disconnection.

VIOLATION RECONNECTION - This charge may be levied prior to reconnection of an existing Customer after disconnection of service for cause according to Rule 25-30.320(2), Florida Administrative Code, including a delinquency in bill payment.

PREMISES VISIT CHARGE (IN LIEU OF DISCONNECTION) - This charge may be levied when a service representative visits a premises for the purpose of discontinuing service for nonpayment of a due and collectible bill and does not discontinue service because the Customer pays the service representative or otherwise makes satisfactory arrangements to pay the bill.

Schedule of Miscellaneous Service Charges

	Normal Hours
Initial Connection Fee	\$ <u>15.00</u>
Normal Reconnection Fee	\$ <u>15.00</u>
Violation Reconnection Fee	\$ <u>15.00</u>
Premises Visit Fee (In Lieu of disconnection)	\$ <u>10.00</u>
Late Payment Fee	\$ <u>7.00</u>

EFFECTIVE DATE - May 20, 2011

TYPE OF FILING - Tariff Filing

Mike Smallridge
Issuing Officer

Receiver
Title

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	Service Cut Off Date
██████████	2579 King Av	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

Please Note: Sunrise Utilities, LLC's tariff permits the utility to collect a \$15.00 reconnect fee.

Received
in mail
9/28/15

Sunrise Utilities, LLC

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

CUTOFF NOTICE

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
[REDACTED]	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

Please Note: Sunrise Utilities, LLC's tariff permits the utility to collect a \$15.00 reconnect fee.