

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 30, 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 response to a customer complaint. Please file the attached documents in the correspondence tab of the above-referenced docket file and reference Document No. 06143-15.

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

KFC

RECEIVED - PSC
15 OCT - 1 PM 3:10
COMMISSION
CLERK

Kelley Corbari

From: L SZABO <l.szabo@rogers.com>
Sent: Wednesday, September 30, 2015 7:55 AM
To: Kelley Corbari
Cc: l.szabo@rogers.com
Attachments: Tracy Bentley.docx

Good Morning Ms. Corbari,

I am sending as attachment the solved issues of Mr. Bentley complain received from M. Mitra.

I also would like to re-assure we have never exceeded the allowed service charges in the past and we have always used the rules provided with your letter.

As we had not enough time to discuss with the Accounting Firm preparing the final notices the actual details of the allowed service charges the error occurred.

I believe we have also talked about it within our telephone conversation with you and Martha and we all were in agreement, and I have confirmed verbally that we always practiced the rules of the PSC.

There were no disconnection proceeding as of today related to the final notices mailed, and thank you to bring it to our attention your findings related to customer service charges.

We are still waiting for Ms. Martha paperwork regarding customer deposits that we should comply with the rules from our end.

Yours truly,

Leslie Szabo

September 29, 2015

Re, Tracy Bentley complaint

I could not find any Bank Deposit records for the cash receipt provided by Mr. Bentley.

I had to ask for approval, regardless of the facts to be fair to the customer we should credit the account with \$ 80.00 based on the proof of the receipt provided.

Mr. Bentley also paid the additional collection fee service charge the amount \$ 10.00 to our former manager to avoid disconnection

We have already adjusted Mr. Bentley records with the \$ 80.00 and it will show in our next month billing.

There will be no disconnection at the premises, or late payment fee added to the account, and only the current bill is due.

Hope to be at your service in the future,

M. Mitra