

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-

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COMMISSION CLERK

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**DATE:** November 2, 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.

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Attached please find Sunrise Utilities, LLC's responses to Staff's Sixth Data Requests (Sections B, C, D & E) in the above-referenced docket. 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

## Kelley Corbari

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**From:** L SZABO <l.szabo@rogers.com>  
**Sent:** Monday, November 02, 2015 7:03 AM  
**To:** Kelley Corbari  
**Cc:** Shannon Hudson  
**Subject:** stuff sixth completed  
**Attachments:** ATTACHMENT B completed.docx; ATTACHMENT C completed.docx; ATTACHMENT D completed.docx; ATTACHMENT E completed.docx; ATTACHMENT F completed.docx

October 30, 2015

Hello Ms. Corbari,

I will try my best to articulate and to remind in this letter the PSC to our history of straight forward attitude handling the rate case application.

All the information's requested was submitted willfully and openly based on information available to us.

We are sending to you the Stuff's Sixth Data Request completed prior to the final November 13, 2015 response date request.

All the people involved within our organization have spent countless hours going through on all our records to establish the legitimacy of our findings.

We have understood and studied the PSC " do or do not " rules and followed them very precisely before submitting our answers.

Spending any additional time would only result in more delays to our rate case, and would produce the same result. There are no more records to look into, and where no clear records could be found we have contacted the customer individually for the correct answer.

In our October 23, 2015 cover letter we have outlined our request of a realistic and the workable solution schedules regarding of deposit refunds and interest payment completion.

Originally, we have focused in our rate case application for improvement necessary to provide our customers with a safe water supply operation and be able to comply with the regulatory rules from the Health Department and to have some additional administration expenses.

Having an underfunded base rate, - compared to the nearby area water services provider, and having similar expenses, - and a rapidly aging system, we were, and still are forced to focus on the immediate demands of the daily operation.

In the process customer satisfaction and deposit refunds and interest payment was not looked after as it suppose to.

We were cautioned by the PSC that the administrative part including customer satisfaction is just as important, - as delivering an uninterrupted water service to the customer.

When it was brought to our attention we have reacted quickly.

We have already made a very positive turn around with the added, - but unscheduled further expenses related to customer billing and customer satisfaction.

Many of our customer's has already thanked us for the changes.

We were really not aware being in violation regarding customer deposit refunds or annual interest to be made until it was pointed out to us by the PSC

Completing the Stuff's Sixth Data Request earlier than it was requested, and outlining in details our plan to comply with the monetary part we are already in the process to rectify the situation.

It is not our intention to short change our customers or withhold any information from the PSC, and to jeopardize the progress of our rate case approval.

Our record shows that we have always respected and complied with all request from day one since our application was submitted, - without creating any obstacle.

In the process of the last one and a half year, due to the PSC persistence to correct all deficiencies we have faced many challenges to overcome of the difficulties, but we have also benefited to put the business in to a more solid operational ground.

I believe there is no more relevant reason for any further delays, and Sunrise and Alturas Utilities will be able to operate in a more efficient manner in the near future.

Yours truly,

Leslie Szabo

**ATTACHMENT B**

Additional Interest Due on Current Deposits through July 31, 2015

Customer Name	Additional Interest Due on Current Deposits through 7/31/15
Albert Brown please	\$8.76
Alejandro Jasso	\$0.23
Alfredo Ramirez	\$2.43
Amanda Bentz	\$0.20
Amanda Fageallaz	\$0.93
Andy Pelfrey	<b>No more at Sunrise</b> \$0.32
Ashley Johnson	\$0.33
Ben Spradley	\$1.13
Benito Fitz	\$0.09
Brad Rutherford	\$2.00
Brittany Gladney	\$4.58
Bruce & Theresa Phill	\$3.36
Carol Phillip	\$1.20
Caroline & Heladio Go	\$1.63
Catalina Benitez	\$0.40
Chenay Carter	<b>No more at Sunrise</b> \$15.37
Cherrie DuFour	\$0.62
Christopher Clark	\$0.53
Cliff Stern	\$0.94
Concepcion Benitez	\$0.40
Connell & Tiffany Ric	\$0.24
Darryl Howell	<b>No more at Sunrise</b> \$2.40
David Corder	<b>No more at Sunrise</b> \$2.40
Davien Castro	\$0.21
Donna Kyer	\$5.31
Doris Pierce	\$81.57
Elizabeth Cruz-Gome	\$0.62
Enrique Arciniega	\$0.25
Erika Gomez (2581 NS)	\$0.58
Erika Gomez (Owner) (2370K)	\$1.38
Fabiolab Soto	<b>No more at Sunrise</b> \$1.10
Florida Home Realty	<b>No more at Sunrise</b> \$8.27
Francis E. Buchanan	\$3.36
Gamaliel Gamez	\$0.75
Greg Hall	<b>No more at Sunrise</b> \$0.48

Customer Name	Interest Due
Hector Arenas	\$0.54
Ineyda Salinas Lopez	\$0.11
Irene Davila	\$0.55
Irene SanMartin	\$0.42
Jackson Housing, Inc.	\$0.23
James Blankenberg	<b>No more at Sunrise</b>
James Wilson	\$22.59
Janis Briggs	\$38.55
Jeff Kent	\$2.69
Jennifer Zamarripa	\$1.93
Jessica Pinell	\$0.10
John Norton	<b>No more at Sunrise</b>
Johnny Morris Sr.	\$3.57
Joseph Gray	<b>No more at Sunrise</b>
Julia & Joseph Gray	\$0.51
Julie Cordero	\$0.03
Justin K Selwitschka	<b>No more at Sunrise</b>
Kallie Graham	<b>No more at Sunrise</b>
Karina Nunez	\$0.37
Lesley Warren	\$5.44
Linda & Frank Breigh	\$38.36
Lizbeth Ramales	<b>No more at Sunrise</b>
Lori Mcmillian	<b>No more at Sunrise</b>
Mardonio Ramales	\$1.48
Margarita Galindo	\$1.43
Maria Armijo	\$4.53
Maria Hernandez (2350k)	\$5.63
Maria Y Lopez	\$7.37
Marsha Glissin	<b>No more at Sunrise</b>
Megan Torres	\$8.67
Melinda Maddox	\$0.54
Melissa Owens	\$6.59
Nancy Francis	\$5.08
Natalie McLean	<b>No more at Sunrise</b>
Patricia Escue	\$1.28
Paula Barger	\$0.47
Prizilizno Ramirez	\$1.69
Raymond Perdue	\$1.24
Rene Ruiz	\$6.38
Robert Bruder Jr	\$0.23
Rogelio Leon	<b>No more at Sunrise</b>
Ronnie Holmes, Jr.	<b>No more at Sunrise</b>
	\$11.50

Customer Name	Interest Due
Rufino Aguilar	\$4.53
Sergio Beltran Cortes	\$0.58
Sharon E. Pitz	\$3.10
Shield Holdings LLC <b>No more at Sunrise</b>	\$0.31
Steve Boswell	\$4.12
Steven Shiner	\$10.80
Terry V. Dolly, Sr.	\$2.46
Tina Workman	\$2.44
Tonya Raffety	\$0.99
Tracy Bentley	\$2.46
Victor Garcia <b>No more at Sunrise</b>	\$9.26
Virgina Keller	\$7.34
Wendy Massey (2345K) <b>No more at Sunrise</b>	\$1.08
Yahiseidy Moya	\$0.03
<b>Total Additional Interest Due on Current Deposits</b>	<b>\$335.39</b>

**ATTACHMENT C**

Refunds and Additional Accrued Interest Due on Deposits Held Over 23 Months

Customer Name	Refund Due	Additional Accrued Interest Due from 8/1/2015 through 10/31/2015 for Deposits Refunded by 10/31/2015
<b>Albert Brown Be Refunded</b>	\$57.00	Ok \$0.29
Amanda Reschke <b>Be Refunded</b>	\$52.00	Ok \$0.26
Andy Pelfrey <b>no more at Sunrise</b>	\$52.00	<b>NO</b> \$0.26
<b>Ben Spradley owes \$ 304.36</b>	\$52.00	Ok \$0.26
<b>Benito Fitz Be Refunded</b>	\$52.00	Ok \$0.26
Brad Jones* <b>Be Refunded</b>	\$52.00	Ok \$0.03
Brittany Gladney <b>no more at Sunrise</b>	\$52.00	<b>NO</b> \$0.26
Bruce & Theresa Phill <b>Be Refunded</b>	\$52.00	Ok \$0.26
Catalina Benitez <b>owes \$ bad credit</b>	\$52.00	OK \$0.26
Chenay Carter <b>no more at Sunrise</b>	\$58.29	<b>NO</b> \$0.29
Cherrie DuFour <b>Be Refunded</b>	\$52.00	OK \$0.26
Cliff Stern <b>Be Refunded</b>	\$52.00	Ok \$0.26
Concepcion Benitez <b>Late payments</b>	\$52.00	Ok \$0.26
Darren Mathews/Robi <b>Be Refunded</b>	\$52.00	Ok \$0.26
Darryl Howell <b>no more at Sunrise</b>	\$52.00	<b>NO</b> \$0.26
David Corder <b>no more at Sunrise</b>	\$52.00	<b>NO</b> \$0.26
Donna Kyer <b>no more at Sunrise</b>	\$52.00	<b>NO</b> \$0.26
Doris Pierce <b>Be Refunded</b>	\$150.00	Ok \$0.75
Enrique Arciniega <b>owes \$ bad credit</b>	\$8.30	Ok \$0.04
Erika Gomez (2581 NS) <b>Be Refunded</b>	\$67.00	Ok \$0.34
Florida Home Realty <b>no more at Sunrise</b>	\$40.89	<b>NO</b> \$0.20
Francis E. Buchanan <b>Be Refunded</b>	\$52.00	Ok \$0.26
Greg Hall <b>no more at Sunrise</b>	\$2.31	<b>NO</b> \$0.01
Harold E. Nelson* <b>Be Refunded</b>	\$52.00	Ok \$0.00
Hector Arenas <b>Be Refunded</b>	\$52.00	Ok \$0.26
Ineyda Salinas Lopez <b>owes \$ bad credit</b>	\$52.00	Ok \$0.26
Irene Davila <b>Be Refunded</b>	\$52.00	Ok \$0.26
Irene SanMartin <b>Be Refunded</b>	\$52.00	Ok \$0.26
James Blankenberg <b>no more at Sunrise</b>	\$52.00	<b>NO</b> \$0.26
James Wilson <b>Be Refunded</b>	\$104.00	Ok \$0.52
Janis Briggs <b>Be Refunded</b>	\$75.00	Ok \$0.38
Jeff Kent <b>Be Refunded</b>	\$52.00	Ok \$0.26
Jessica Pinell <b>Be Refunded</b>	\$52.00	Ok \$0.26

Customer Name	Refund Due	Interest Due
John Bostwick* <b>Be Refunded</b>	\$52.00	Ok \$0.23
John Norton <b>no more at Sunrise</b>	\$20.83	<b>NO</b> \$0.10
Johnny Morris Sr. <b>Be Refunded</b>	\$52.00	Ok \$0.26
Joseph Gray <b>no more at Sunrise</b>	\$52.00	<b>NO</b> \$0.26
Julie Cordero <b>Be Refunded</b>	\$52.00	Ok \$0.26
Justin K Selwitschka <b>no more at Sunrise</b>	\$10.08	<b>NO</b> \$0.05
Kallie Graham <b>no more at Sunrise</b>	\$52.00	<b>NO</b> \$0.26
Karina Nunez <b>Be Refunded</b>	\$52.00	Ok \$0.26
Lesley Warren <b>owes \$ bad credit</b>	\$52.00	Ok \$0.26
Linda & Frank Breigh <b>Be Refunded</b>	\$75.00	Ok \$0.38
Luciana McCoy* <b>owes \$ bad credit</b>	\$52.00	Ok \$0.00
Maria Armijo <b>Be Refunded</b>	\$52.00	Ok \$0.26
Maria Hernandez <b>Be Refunded</b>	\$52.00	<b>NO</b> \$0.26
Maria Y Lopez <b>Be Refunded</b>	\$52.00	Ok \$0.26
Megan Torres <b>no more at Sunrise</b>	\$52.00	<b>NO</b> \$0.26
Melissa Owens <b>owes \$ bad credit</b>	\$52.00	Ok \$0.26
Nancy Francis <b>Be Refunded</b>	\$52.00	Ok \$0.26
Natalie McLean <b>no more at Sunrise</b>	\$45.55	<b>NO</b> \$0.23
Pamela & Dwane Tayl* <b>Be Refunded</b>	\$52.00	Ok \$0.23
Patricia Escue <b>Be Refunded</b>	\$52.00	Ok \$0.26
Rene Ruiz <b>owes \$ bad credit</b>	\$52.00	Ok \$0.26
Rogelio Leon <b>no more at Sunrise</b>	\$52.00	<b>NO</b> \$0.26
Ronnie Holmes, Jr. <b>no more at Sunrise</b>	\$52.00	<b>NO</b> \$0.26
Rufino Aguilar <b>Be Refunded</b>	\$52.00	Ok \$0.26
Sharon E. Pitz <b>owes \$ bad credit</b>	\$52.00	Ok \$0.26
Steve Boswell <b>Be Refunded</b>	\$52.00	Ok \$0.26
Steven Shiner <b>Be Refunded</b>	\$52.00	Ok \$0.26
Terry V. Dolly, Sr. <b>Be Refunded</b>	\$52.00	Ok \$0.26
Tina Workman <b>Be Refunded</b>	\$52.00	Ok \$0.26
Tracy Bentley <b>Late payments</b>	\$52.00	Ok \$0.26
Victor Garcia <b>no more at Sunrise</b>	\$52.00	<b>NO</b> \$0.26
Virgina Keller <b>Be Refunded</b>	\$52.00	Ok \$0.26
Wendy Massey <b>no more at Sunrise</b>	\$8.84	<b>NO</b> \$0.04
<b>Total Refunds Due</b>	<b>\$ 2,077.07</b>	<b>\$ 9.14</b>

\*Accounts adjusted; offset with interest overpayments from 8/1/2015.



**ATTACHMENT D**

Interest Due on Previously Refunded Deposits through July 31, 2015

Customer Name	Interest Due on Previously Refunded Deposits through 7/31/15
Alice Chavez	\$5.36
Amanda Fongellaz (2345PA)	\$1.51
Amber Gatlin	\$1.18
Andrea Hall	\$5.51
Andy Jones	\$2.78
Angela Hall	\$2.99
Antero Goncalves	\$2.15
Armando Serra	\$0.55
Blanca Sanchez	\$5.95
Brenda Ezell	\$0.86
Brittany Hanlin	\$6.13
Callianna Zurenda	\$2.44
Candy Jo Hillyer	\$24.80
Carl Bolden	\$4.19
Chenay Carter <b>No more at Sunrise</b>	\$0.20
Clarissa Guy	\$2.40
Crystal Palmer	\$3.12
Daniel Saenz	\$1.87
Darlene Conrad	\$1.81
David Harder	\$6.41
David Velez	\$0.59
Dawn Brandt	\$2.90
Dewayne Dyson	\$1.66
Elia Nieves	\$10.00
Florida Home Realty <b>No more at Sunrise</b>	\$0.35
Gail & Raymond Tayl	\$17.10
Gayla Shaye Sims	\$6.22
Glenn Hicks	\$1.86
Greg Monday	\$1.97
Henry Parker	\$1.69
Homer Wilson <b>No more at Sunrise</b>	\$5.43
Jacqueline Hart	\$6.94
James C. Hatten	\$10.37
Jason Skidmore	\$7.71

Customer Name	Interest Due
Jessica Walker	\$0.92
Jimmy Odum	\$10.37
Jonathan Wellington	\$4.31
Julia Gray	\$2.67
Justin K Selwitschka <b>No more at Sunrise</b>	\$2.62
Kelli Montgomery	\$3.27
Kelly Beck	\$8.86
Lee Wilson <b>No more at Sunrise</b>	\$8.33
Leon Cook	\$0.80
Maria Nieves	\$10.08
Mark Grandstaff	\$5.72
Melinda Karam	\$0.61
Melissa Riordan	\$2.37
Michael Smith	\$4.10
Natalie McLean <b>No more at Sunrise</b>	\$0.32
Neomia Johnson (2345P)	\$5.58
Nicole Davidson	\$2.94
Pamela Leonard	\$14.90
Rachel Loper	\$7.29
Robert Sweeney	\$1.23
Ron Rubino	\$6.13
Ronda Eppley	\$2.39
Russell Dunn, Jr.* <b>No more at Sunrise</b>	\$6.41
Ruth Ann Vance/A.D.	\$9.17
Ryan Rogers	\$4.47
Serenity Haas	\$4.28
Shane Demeere	\$0.83
Shanna Fudge	\$4.98
Shelly Sasnett	\$27.47
Solia Cortes	\$3.64
Stacy Von Husen/Hes	\$2.74
Stephen Eccleston	\$4.37
Stephen Wales	\$1.85
Suzann Hadden	\$6.23
Suzanne Devine	\$1.72
Tamara Frazier	\$7.25
Tiffany LeDuc	\$1.40
Tonya Cadwell	\$5.89
Veronica Melson	\$14.76
Wendy Aguero	\$3.14
Wendy Massey (no acct #)	\$15.33
Wendy Massey (2345K) <b>No more at Sunrise</b>	\$0.84

Customer Name	Interest Due
Wendy McCarty	\$6.60
Yamilet Capote	\$2.99
Total Interest Due on Previously Refunded Deposits	<b>\$ 376.73</b>

**ATTACHMENT E**

Accounts with Possible Incomplete Refunds

Customer Name	
Chenay Carter	<b>Moved</b>
Enrique Arciniega	<b>owes \$</b>
Florida Home Realty	<b>Moved</b>
Greg Hall	<b>Moved</b>
John Norton	<b>Moved</b>
Justin K Selwitschka	<b>Moved</b>
Natalie McLean	<b>Moved</b>
Wendy Massey	<b>Moved</b>

**ATTACHMENT F**

Refund of Excess Portion of Deposits Held Less Than 23 Months

Customer Name	Refund of Excess Deposit Due	Additional Accrued Interest Due for 8/1/2015 through 10/31/2015 on Refund of Excess Deposit
Alfredo Ramirez	Ok \$38.00	\$0.19
Amanda Bentz	Ok \$38.00	\$0.19
Amanda Fageallaz	Ok \$48.00	\$0.24
Angela Todd*	Ok \$48.00	\$0.00
Ashley Johnson	Ok \$38.00	\$0.19
Brad Rutherford (includes 2 deposits)	Ok \$96.00	\$0.48
Davien Castro	Ok \$38.00	\$0.19
Fabiolab Soto <b>Not at Sunrise</b>	\$48.00	\$0.24
Gamaliel Gamez	Ok \$48.00	\$0.24
Jackson Housing, Inc.	Ok \$38.00	\$0.19
Julia & Joseph Gray <b>Not at Sunrise</b>	\$38.00	\$0.19
Lizbeth Ramales <b>Not at Sunrise</b>	\$48.00	\$0.24
Lori Mcmillian <b>Not at Sunrise</b>	\$38.00	\$0.19
Margarita Galindo	Ok \$38.00	\$0.19
Marsha Glissin <b>Not at Sunrise</b>	\$38.00	\$0.19
Melinda Maddox <b>Not at Sunrise</b>	\$23.00	\$0.12
Perla Cruz* <b>owes excess \$</b>	\$38.00	\$0.00
Raymond Perdue	Ok \$23.00	\$0.12
Robert Bruder Jr	Ok \$38.00	\$0.19
Tonya Raffety <b>owes excess \$</b>	\$8.00	\$0.04
<b>Total</b>	<b>\$ 529.00</b>	<b>\$ 2.83</b>

Going through our monthly Bank Receipt we could not find Deposit record to some of the accounts in the list provided by the former manager and submitted to the PSC.

We are taking full responsibilities to their validity based on prove of receipt provided from the customer regardless of our Banking Records.

We have already contacted those accounts are in the process to remedy the situation.