

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: August 31, 2016
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 a copy of a correspondence between Sunrise Utilities, Inc. and a Sunrise customer (John Bostwick) regarding billing payment inquiry. Please file the attached document 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

From: [John Bostwick](#)
To: yourwaterutility@gmail.com
Cc: [Danielle Roth - OPC](#); [Kelley Corbari](#)
Subject: Have you recieved my payment. When did you recieve my payment? Where does my account stand
Date: Tuesday, August 30, 2016 12:56:28 PM

Sunrise Utilities, LLC

P.O. Box 2608
Eaton Park, FL 33840
Yourwaterutility@gmail.com
(863) 510-1318

Final Notice

8/24/2016

Amount Past Due	\$59.49
Late Fee	\$7.00
Amount Now Due	\$66.49

John Bostwick
2512 Edmond Circle
Auburndale, FL 33823

Amount Remitted

Account Number

Service Address
2512 Edmond Circle

Service Cut Off Date
9/1/2016

Detach Top and Return With Payment

According to our records your account is delinquent. Your service is subject to disconnect if the past due balance is not paid in full by the service disconnection date which is **SEPTEMBER 1, 2016**.

All payments need to be remitted to Post Office Box 2608 Eaton Park, FL 33840.

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 pay the balance due. If your balance is not paid your service will be disconnected. Your service will only be reconnected after your balance is paid in full along with a \$15.00 reconnect fee.

If your payment has already been remitted, please disregard this notice.

Sincerely,



From: [Kelley Corbari](#)
To: "John Bostwick"
Cc: [Danielle Roth - OPC](#)
Subject: RE: Have you recieved my payment. When did you recieve my payment? Where does my account stand
Date: Tuesday, August 30, 2016 2:14:04 PM

Thank you Mr. Bostwick.

I assume you have not received a reply to the email you sent to the utility on Saturday?

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: John Bostwick [mailto:bostwickjohn96@yahoo.com]
Sent: Tuesday, August 30, 2016 8:11 AM
To: yourwaterutility@gmail.com
Cc: Danielle Roth - OPC; Kelley Corbari
Subject: Have you recieved my payment. When did you recieve my payment? Where does my account stand

From: [Debbie Valle](mailto:Debbie.Valle)
To: johnbostwick79@gmail.com; yourwaterutility@gmail.com; Roth.danielle@leg.state.fl.us; [Kelley Corbari](mailto:Kelley.Corbari)
Subject: Fwd: Have you recieved my payment. When did you recieve my payment? Where does my account stand
Date: Tuesday, August 30, 2016 7:21:19 PM

Mr. Bostwick:

I believe that I have already responded to your question once (see below) but we will go over it again. Your payment was received on 8/24 at the post office and deposited into our bank account on 8/25. I felt for sure you would have a problem with this so I kept the envelope that your payment came in. It is stamped that it was in St. Petersburg on 8/20 - there was no chance at that point that your payment would reach us by 8/21 - YOUR DUE DATE. I can provide a copy of that should you find it necessary. I have tried over and over again to explain to you that all mail is routed through Tampa/St. Petersburg BEFORE it comes back to Eaton Park. I also offered the suggestion that you try not waiting until the last minute to mail your payment but I guess you didn't care for my suggestion. Again - your current balance is \$7.00. If you still can't understand what I'm telling you, please feel free to contact me again and I'll try to explain it for the 3rd time. Your looking to blame anyone but yourself - where the blame belongs. I can only post payments that I receive and not until. Your constant threats of reporting me to the PSC is really getting old. This is a very simple process - You use the water, we take a reading, send you an invoice and you pay it timely - what I really can't understand is why all of you want to make it difficult for yourselves.

Mr. Bostwick:

When a customer is late paying their bill, I don't notify anyone other than the customer. Your payment was received on 8/25/16 and yes, you were assessed a late fee. Your current balance is \$7.00 and if you have a problem with that than you can email whomever you see fit. Have a nice day!

Debbie Valle

-----Original Message-----

From: Sunrise&Alturas <yourwaterutility@gmail.com>
To: Debbie Valle <mmvalle58@aol.com>
Sent: Sat, Aug 27, 2016 8:04 pm
Subject: Fwd:

----- Forwarded message -----

From: **John Bostwick** <johnbostwick79@gmail.com>
Date: Sat, Aug 27, 2016 at 5:47 PM
Subject:
To: yourwaterutility@gmail.com

Here is a copy of my receipt that I already paid you and if you have a problem then you can email Danielle Roth at Roth.danielle@leg.state.fl.us or Kelley Corbari at KCorbari@psc.state.fl.us have a nice

day.

Debbie Valle

-----Original Message-----

From: Sunrise&Alturas <yourwaterutility@gmail.com>

To: Debbie Valle <mmvalle58@aol.com>

Sent: Tue, Aug 30, 2016 9:15 am

Subject: Fwd: Have you recieved my payment. When did you recieve my payment? Where does my account stand

----- Forwarded message -----

From: **John Bostwick** <bostwickjohn96@yahoo.com>

Date: Tue, Aug 30, 2016 at 8:10 AM

Subject: Have you recieved my payment. When did you recieve my payment? Where does my account stand

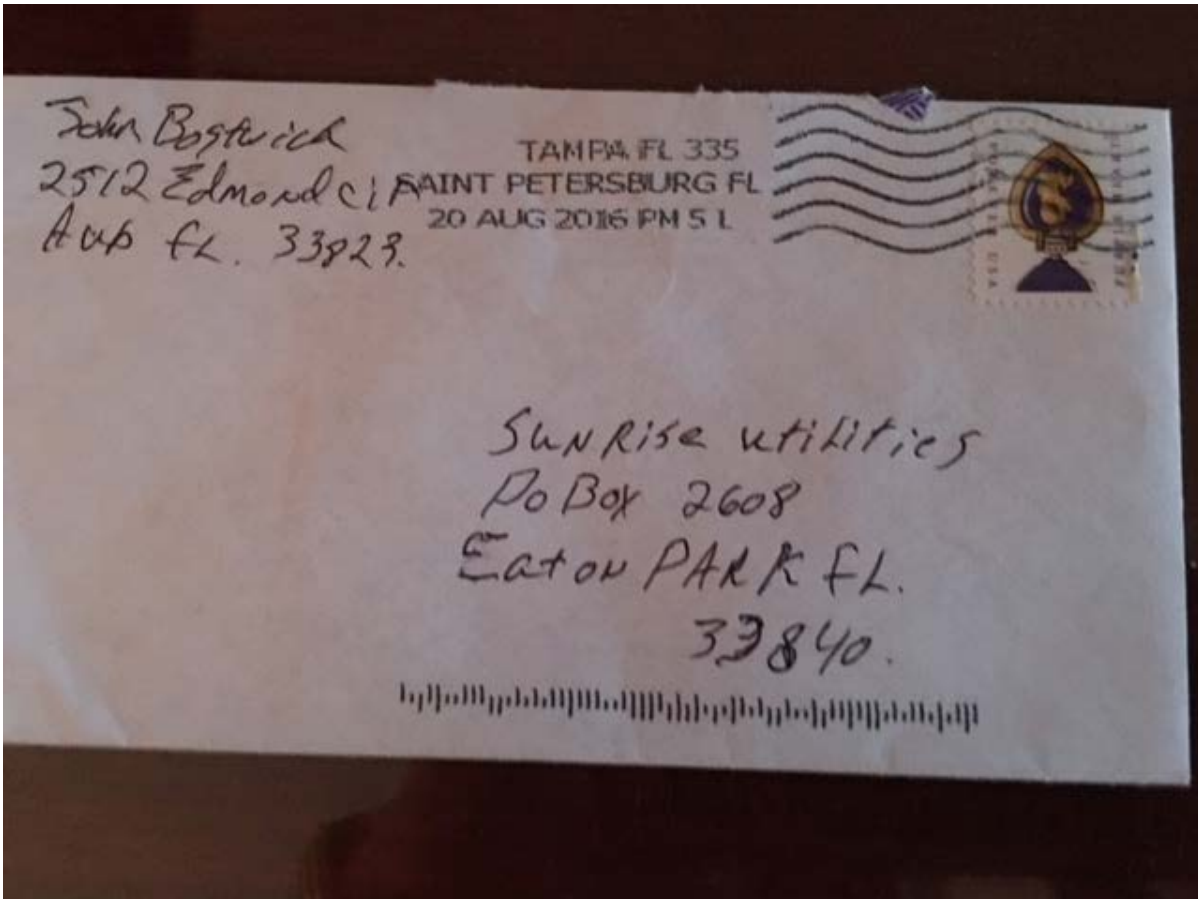
To: "yourwaterutility@gmail.com" <yourwaterutility@gmail.com>

Cc: Danielle Roth - OPC <roth.danielle@leg.state.fl.us>, Kelley Corbari <kcorbari@psc.state.fl.us>

From: [Debbie Valle](#)
To: johnbostwick79@gmail.com; yourwaterutility@gmail.com; Roth.danielle@leg.state.fl.us; [Kelley Corbari](#)
Subject: Fwd:
Date: Tuesday, August 30, 2016 7:39:31 PM

Mr. Bostwick:

I'm sure your going to ask so here it is. Keep in mind the 20th was a Saturday. If this was still in Tampa/Saint Petersburg on the 20th, do you really believe that I received prior to the 21st? Maybe now all of the lying will stop.



Debbie Valle