

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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**DATE:** September 12, 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.

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Attached please find a copy of a correspondence from the Office of Public Counsel to Commission Staff regarding customer issues. 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

RECEIVED - FPSC  
2016 SEP 12 AM 11:59  
SARAH JON

## Kelley Corbari

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**From:** Roth, Danielle <ROTH.DANIELLE@leg.state.fl.us>  
**Sent:** Wednesday, September 07, 2016 9:20 AM  
**To:** Kelley Corbari; Vandiver, Denise  
**Subject:** FW: question regarding billing at Sunrise

More from Sunrise FB page.

**From:** Steven Shiner [mailto:theshineman@gmail.com]  
**Sent:** Wednesday, September 07, 2016 9:09 AM  
**To:** Roth, Danielle <ROTH.DANIELLE@leg.state.fl.us>  
**Subject:** Re: question regarding billing at Sunrise

FYI: Another not to happy set of Sunrise customers..... sent this to you before they had a chance to delete it. They have been deleting this stuff almost as fast as it's posted. They know your watching!!! LOL.

### Tonja Shaeffer Raffety

15 hrs

Just got my water bill and it is so wrong. Last bill showed we consumed 3760 and my bill was \$24.20. This bill is 7260 and is \$37.28. I called the number and it was for emergencies so I hung up and sent an email. Mike called me back because I had called his phone. We were discussing the difference and he said he reads my meter every month. He also said there are several meters that are hard to read due to condensation and such. When I explained to him the difficulties I have when my bill keeps changing, he pretty much laughed at me and said my bill this month is an average bill. Not for my house it isn't. My bills are always between 22 and 26 dollars a month. He said he hasn't had a \$24 water bill in 10 years. Making a joke about this pissed me off. There is a difference of 3500 gallons in my bill makes this bill 2 months of my normal consumption. This isn't right. NOT AT ALL!! This extra money takes food off my table for my family. I work at Walmart and my husband for Disney. Two of the greediest companies for paying their workers. We don't have money in our budget for their games. I am going to put in my own well and say screw them!!!! Also, isn't this bill period when we had days with no water??? Sorry for the rant, but I am pissed about this.

Like Show more reactions

Comment Share

Seen by 38

11

Comments



**Chris N Dawn Spring** I understand totally...our water bill (just down the road from you) runs 18-21 and I have had to chew them a new one. Never Mike but a woman several times. I am not a liked person with her. They say we dont get charged for days with no water...I am like you and know the amounts of ny bills and no there is not wiggle room for extras...

Like · Reply · 15 hrs



**Melissa Phelps Barrett** They do this because they know they can because there is no other choice for water. This is why we got a threatening 4 page letter from the owner not to long ago. They dont care. They do whatever they want to do...last month i had a bill that said i owed 150.00 this month my previous balance is 77.00 ...not sure where the other 73.00 went to.

Like · Reply · 14 hrs



**Tonja Shaeffer Raffety** This is a picture of my meter. It was taken around 6pm tonight. How did Mike read my meter? You can NOT see the numbers. Any of them!! You would think if he (Mike) has seen this as an issue, he would replace the gauge to one he can read. Now, after M...[See More](#)



Like · Reply · 1 · 14 hrs



**Tonja Shaeffer Raffety** So now my question is, Are you READING MY METER???? I know the water people see this page. Be ready for war!! I have tried several times to talk with the lady that does the billing and I always have had to pay the overcharged bills because if not, they will turn off the water. No more being nice. I am tired of people stealing from me and me always getting dumped on. It's over. I want the meter replaced and I want it in my yard!! I shouldn't have to go into my neighbor's yard to check my meter. You all sent everyone here a threatening letter if we continue to push the issue. Guess what? Its going to get pushed. There is no way in hell this many people can be wrong. You folks at Sunrise Utilities LLC, need to get it together and it needs to be done yesterday!! I will lead the charge with TV and the County. So as they say, LET THE GAMES BEGIN!!!!

Unlike · Reply · 6 · 13 hrs



**Sherry L Blankenship Gardner** You go girl 😊😊😊😊

Like · Reply · 1 · 13 hrs



**Renae Cooper** Ridiculous! Something needs to be done!

Like · Reply · 12 hrs



**Steven Shiner** Stay calm, call the office, if you can't get anywhere with them call the state and complain. They should have quite a file there, as there have been so many problems.

Like · Reply · 1 · 1 hr



**Melissa Phelps Barrett** Oh they have a nice case building!!!!

Like · Reply · 1 hr



[ ]

Write a reply...

[ ]



**Sue Smith** Go out to your meter and read it. Each month when you know when they come out to read write it down put the date that read it down.

On Wed, Sep 7, 2016 at 8:38 AM, Steven Shiner <[theshineman@gmail.com](mailto:theshineman@gmail.com)> wrote:

Thanks Danielle, I know I can count on you and Kelly to get this thing done. You guys are awesome, I just hope the laws of our state are just as awesome in this case.

On Wed, Sep 7, 2016 at 8:35 AM, Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)> wrote:

Thanks Steve. I'll talk with Kelley about this. She should be filing something pretty soon.

**From:** Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]

**Sent:** Tuesday, September 06, 2016 7:54 PM

**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>  
**Subject:** Re: question regarding billing at Sunrise

BTW: Here's a scan of the envelope

On Tue, Sep 6, 2016 at 7:51 PM, Steven Shiner <[theshineman@gmail.com](mailto:theshineman@gmail.com)> wrote:

As per your request, I got my new water bill in the mail today..... Bill is dated 9/3, and is due on 9/23. What I found a very interesting, is the postmark is for 9/3 last Saturday and I got it today 9/6 over a holiday weekend.... Hmmmm and the money order I sent to them on the 20th did not get to them until the 25th and then charged me 14 dollars in late charges..... I smell something rotten in Auburndale here. Just seems to me that an envelope with the same postmarks, should most times, take the same time to deliver..... What am I getting to here.... well let me lay it out. We The People Are Being STOLEN FROM and the thief is running under an assumed name of Sunrise Utilities LLC... Licensed by the State Of Florida, The same State that is allowing this to continue!!! Grrrrr I'm pissed, I hate a thief, you should too.

On Thu, Sep 1, 2016 at 4:08 PM, Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)> wrote:

Thank you.

**From:** Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]  
**Sent:** Thursday, September 01, 2016 2:15 PM

**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>  
**Subject:** Re: question regarding billing at Sunrise

You stay safe as well..... You guys are going to catch the brunt of this..... Best wishes to you and yours. Be careful this storm is nothing to fool with!!

Yours Truly, Steve

On Thu, Sep 1, 2016 at 12:47 PM, Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)> wrote:

Good Afternoon Mr. Shiner:

I agree that Debbie Valle has been unprofessional and that changes need to be made in this utility. Luckily, Kelley is working hard on this case. We're off tomorrow because of the Tropical Storm/Hurricane, so I will be back in Tuesday. Hope you all are safe in Polk county.

**From:** Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]

**Sent:** Thursday, September 01, 2016 11:32 AM

**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>; Gulfbreeze High <[kcorbari@psc.state.fl.us](mailto:kcorbari@psc.state.fl.us)>

**Subject:** Re: question regarding billing at Sunrise

Just read today's postings on the PSC site.... Are you kidding me!!! Debbie Valle has got some damm gall!!! This can not continue PERIOD!!! The state granted there rate increase, however, with this attitude! How about opening an escrow account for all there payments to be sent to, until they clean up there act! I am offended an should every other person living here.....

To

[l.szabo@rogers.com](mailto:l.szabo@rogers.com)

Aug 26 at 3:43 PM

Now, Mike sends me this email this morning -

apparently she didn't know her own

email address so I sent it to her AGAIN this morning.

How dare they say no one

talks to them or responds to them.

Now we have proof.

As I've said all along,

these people in Sunrise aren't the brightest on the block!!!

**Debbie Valle**

On Wed, Aug 31, 2016 at 11:35 AM, Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)> wrote:

Okay great, thanks.

From: Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]  
Sent: Wednesday, August 31, 2016 11:21 AM  
To: Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>  
Subject: Re: question regarding billing at Sunrise

The date is on the top part of the bill that is returned with the payment. When the next bill comes in I will scan it and send it to you along with a copy of the postmark. Sorry I can not help you for this month.

On Wed, Aug 31, 2016 at 8:44 AM, Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)> wrote:

Good Morning Mr. Shiner:

Do you have a copy of your last bill from Sunrise? If so, is the bill dated? Kelley and I are trying to find out how many days there are from the time the bills go out to the time the bills are due. Thanks so much for your help.

Sincerely,

*Danielle M. Roth*

Associate Public Counsel

Office of Public Counsel

111 West Madison Street, Room 812

Tallahassee, FL 32399-1400

[\(850\) 488-9330](tel:(850)488-9330)

**From:** [Roth, Danielle](#)  
**To:** [Kelley Corbari](#)  
**Subject:** FW: question regarding billing at Sunrise  
**Date:** Thursday, September 08, 2016 9:20:58 AM  
**Attachments:** [postmark.pdf](#)

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Steve sent me this email where he scanned the envelope of the bill from the utility with the postmarked date. He said bill is dated 9/3 and is due on 9/23 so really that only buys the customers one day. His complaint (and I understand it) is that the envelope is postmarked Saturday, September 3 and Steve received the bill Tuesday, September 6. The mail didn't run on Monday the 5th since it was a holiday which means it took 2 business days for the bill to get from the utility to Steve – yet the utility claims it takes more like 5 days to get from the customers to the utility.

**From:** Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]  
**Sent:** Tuesday, September 06, 2016 7:54 PM  
**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>  
**Subject:** Re: question regarding billing at Sunrise

BTW: Here's a scan of the envelope

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**From:** Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]  
**Sent:** Thursday, September 01, 2016 2:15 PM  
**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>  
**Subject:** Re: question regarding billing at Sunrise

You stay safe as well..... You guys are going to catch the brunt of this..... Best wishes to you and yours. Be careful this storm is nothing to fool with!!

Yours Truly, Steve

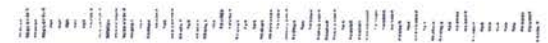
***Sunrise Utilities, LLC***

P.O. Box 2608  
Eaton Park, FL 33840  
Yourwaterutility@gmail.com  
(888) 543-4343

Steven Shiner  
2438 Thompson St.  
Auburndale, FL. 33823

33823-483738

THOMPSON PARK  
EATON PARK, FL 33840  
09 SEP 2009 14:41





## Kelley Corbari

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**From:** Roth, Danielle <ROTH.DANIELLE@leg.state.fl.us>  
**Sent:** Friday, September 09, 2016 11:26 AM  
**To:** Kelley Corbari  
**Subject:** question from Sunrise customer

Hey Kelley:

I forgot to tell you that I received a question from Melissa Barrett, a Sunrise customer, that she wanted me to pass onto you. Ms. Barrett wants to know whether there is a way for the payments made to Sunrise by the customers to be put in an escrow account until Sunrise fixes the issues with the water (she's mostly talking about the amount of bleach/chlorine in the water and the brown sludge in the water)?

I just wanted to pass this question along. I did give her the Commission's contact information as well. Thanks.

Sincerely,

*Danielle M. Roth*

Associate Public Counsel  
Office of Public Counsel  
111 West Madison Street, Room 812  
Tallahassee, FL 32399-1400  
(850) 488-9330

## Kelley Corbari

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**From:** Roth, Danielle <ROTH.DANIELLE@leg.state.fl.us>  
**Sent:** Monday, September 12, 2016 8:44 AM  
**To:** Kelley Corbari  
**Subject:** FW: Sunrise  
**Attachments:** SUN ACRES Neighbor hood team effort 9-12-16.pdf

[More FB posts.](#)

**From:** Vandiver, Denise  
**Sent:** Monday, September 12, 2016 7:38 AM  
**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>  
**Subject:** Sunrise

I don't know if you saw these from last week.

Denise N. Vandiver  
Office of Public Counsel  
111 West Madison Street  
Pepper Building, Room 812  
Tallahassee, Florida 32399-1400  
Phone: 850-717-0330

 **Tonja Shaeffer Raffety**  
September 7 at 1:14pm

Here we go. Got it into a picture now.


If you add the total consumptions, (not the red ones because they are obviously wrong, but the black ones because we know they are correct) it will average to 61390 gallons consumed in 18 months which averages out to be 3410 a month. Debbie said I was being dishonest and not providing all the facts. She states that even with my meter reading last night of 1245260, my family still used 7070 gallons of water last month. Impossible I say. That would be 228 gallons a day.



Date	Meter #	Reading	Gallons	Notes
9/30/15	1153130	1153130	3540	Red ones
10/20/14	1156990	1142063	3430	Black ones
11/02/14	1143080	1144270	3510	Black ones
12/13/14	1143080	1143570	4300	Black ones
1/21/15	1144270	1143570	4870	Black ones
2/24/15	1153220	1166660	11140	Meter read incorrectly
3/30/15	1156990	1166370	11170	Meter started at zero
5/13/15	2044350	2044350	0	No water used for 2 weeks
6/30/15	1180220	1180470	3500	No water used for 2 weeks
8/31/15	1184470	1187020	2550	No water used for 2 weeks
9/30/15	1187020	1191110	4090	Water used for 2 weeks
10/31/15	1191110	1191110	0	No water used for 2 weeks
11/30/15	1190110	1201300	4990	Water used for 2 weeks
12/31/15	1201300	1204820	3520	Water used for 2 weeks
1/31/16	1204820	1207110	2290	Water used for 2 weeks
2/29/16	1207110	1214820	7710	Water used for 2 weeks
3/31/16	1214820	1218920	4100	Water used for 2 weeks
4/30/16	1218920	1220800	2880	Water used for 2 weeks
5/31/16	1220800	1230400	9600	Water used for 2 weeks
6/30/16	1230400	1234420	3920	Water used for 2 weeks
7/31/16	1234420	1238100	3680	Water used for 2 weeks
8/31/16	1238100	1245260	7160	Water used for 2 weeks

Like Share

Seen by 44

 **Sheri Giddens-Nicely** I know what you mean I just got my bill and they are saying we use, 387.5 gallons a day...which is not true, especially when the water was out so much, looks like they are trying to make us pay for the water that was used when they were fixing the pipes and everything else! Not dealing with them any more!!!!!!!  
Like · 1 · September 7 at 2:24pm


 **Melissa Phelps Barrett**  
September 7 at 12:44pm · Auburndale

Does anyone have a copy of the paper that was put on here a while back for complaints. Or know the number we are suppose to call?

Like Share

Seen by 41

 **Tonja Shaeffer Raffety** I need this information as well.  
Like · September 7 at 12:47pm

 **Nancy Francis** This is the one I got from my neighbor. Call her and she can help.



Like · September 7 at 12:46pm

 **Tonja Shaeffer Raffety** THANKS!!!  
Like · 1 · September 7 at 12:50pm

 **Melissa Phelps Barrett** Thank you!!!  
Like · 1 · September 7 at 12:50pm

 **Nancy Francis** Your both welcome.  
Like · September 7 at 12:55pm