

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: November 17, 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 correspondence received from Sunrise Utilities, LLC containing the Utility's monthly status report for November 2016, as required by Order No. PSC-16-0126-PAA-WU. Please file the attached document in the documents tab of the above-referenced docket file and reference Document No. 01620-16.

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

KFC

RECEIVED - FPSC
2016 NOV 17 PM 2:47
COMMISSION
CLERK

140220-WU

Kelley Corbari

From: L SZABO <l.szabo@rogers.com>
Sent: Tuesday, November 15, 2016 11:44 PM
To: Kelley Corbari; L. SZABO
Subject: November reports
Attachments: Sunrise November 15 Report to send.docx; Alturas November monthly report answers.docx

Hello Ms. Corbari,

Sending as attachments Sunrise Utilities and Alturas Utilities November reports.

Yours truly,

Leslie Szabo

November 15, 2016

Hello Ms. Corbari,

Please find as attachment our November 2016 report to be in compliance with ORDER NO. PSC-16-0128-PAA-WU

We also must ask you and the PSC please stop encouraging or getting involved with the prosecution of Sunrise Utilities LLC by the Polk County Health Department as demonstrated per their latest legal actions.

There were absolutely no help coming forward from the PSC within our rate case application, - and you being in charge to ensure and to protect Sunrise customers rights for an uninterrupted and safe water supply was denied.

The PSC and you initiated at my presence the January 14 PCHD Consent order of Alturas 3000 gallon Tank regardless of the facts that was explained to you that there were no health hazard to the consumers.

Sunrise managing to overcome the enormous difficulties to provide their customers with safe drinking water, and we have an unusually high customer satisfaction rate compared to the many other similar operation, - regardless of all the setback we are forced into.

There are no actual current health hazards, but an attempt of the destruction of our business.

I believe it is time to stop pushing us to capitulate to one of the Mega Corporation for somebody own benefit, and forcing our customers to pay 2-to 3 times higher of their current bills in such event.

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In addition, we find that Sunrise shall be required to file six monthly status reports in this docket, beginning April 15, 2016, to provide the status of its progress in meeting the requirements of the PCHD Consent Order.

It will be done soon, and we will file the report as requested.

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Sunrise shall be required to file six monthly status reports in this docket, beginning April 15, 2016, to provide the status of its progress in meeting the requirements of the PCHC Consent Order. Furthermore, Sunrise has demonstrated a pattern of non-responsiveness to inquiries by this Commission, and, as such, the Utility's officers' salaries shall be decreased by 25 percent as

We have written many letters written besides the above **page 4** explanations, and will file the progress report as requested.

We were not given any choice in this matter and must continue to operate with the budget of the 25% reduction of salary.

We do believe the PSC failed to share their responsibilities and not acted fairly to the needs of Sunrise and Alturas, and will not back fire to them as the recent Michigan Flint water scandal

It is our duty be on record, that we did everything to protect our customers, - but the PSC ignored all our efforts.

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Finally, Sunrise shall file six monthly status reports in this docket, beginning April 15, 2016, to provide the status of the correction of the landownership issue.

It has been corrected.

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In addition, Sunrise shall continue to work on its compliance with Rule 25-30.311 F.A.C. **The Utility shall complete refunds within three months of this Order becoming final. Sunrise shall be required to reconcile its customer deposit accounts and records within a reasonable time. Sunrise is required to provide monthly reports beginning April 15, 2016, until it has satisfactorily refunded the appropriate amount of customer deposits and applied the appropriate interest on customer deposits.**

The interest payment for the customer deposit accounts were completed as of August 2015 .

The refunds are completed.

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ORDERED that Sunrise Utilities, L.L.C. is required to file six monthly status reports, beginning April 15, 2016, to provide the status of its progress in meeting the requirements of the Polk County Health Department Consent Order.

I have already expressed my great disappointment about this subject regarding the PSC turning down our original request to comply with the PCHD consent order for Alturas 3,000 gallon tank provide us with funding since the year 2014.

It was explained at my presence by the PCHD this is not a health hazard having many safety waives built in the system.

The answer is no, it has not been corrected and we have an escalating penalties compliance order from the PCHD and it will be done ASAP once we will be able to accumulate enough money to pay for it.

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by December 31, 2016, Sunrise Utilities, L.L.C. is required to file written documentation in this docket showing that Sunrise Utilities, L.L.C. owns or has the right to continued long-term use of the land upon which its treatment facilities are located In addition, Sunrise Utilities, L.L.C. is required to file six monthly status reports, beginning April

It has been corrected

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by December 31, 2016, Sunrise Utilities, L.L.C. is required to file documentation in this docket, showing that the pro forma trihalomethane and haloacetic acid tests have been completed. The documentation shall include a copy of the test results and final invoices. In addition, Sunrise Utilities, L.L.C. is required to file six monthly status

reports, beginning April 15, 2016, to provide the status of its contractual service providers, including the name and position of each contractual service provider currently providing services for the Utility.

The 2015 test year requirements were completed and also the 2016 quarterly samples were taken also and being completed.

I have confirmation from the PCHD they are having close contact with the PSC and they provide you with all the on ongoing in this area, and advise you if we are not being in compliances or failed to look after our responsibilities and or the test results are not being satisfactory.

The 2016 year quarterly testing were completed and all results were in good order.

We have also mailed out as of May 30, to all our customers the Yearly Customer Confidence Report to reassure them having safe drinking water.

There were some changes made since our last report regarding of the monthly billing or other contractual service provider for the Utility, and it will be detailed by November 21 as requested.

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Sunrise Utilities, L.L.C. shall complete refunds within three months of this Order becoming final. Sunrise Utilities, L.L.C. is required to reconcile its customer deposit accounts and records within a reasonable time. In addition, Sunrise Utilities, L.L.C. is required to provide monthly reports beginning April 15, 2016, until it has satisfactorily refunded the appropriate amount of customer deposits and applied the appropriate interest on customer deposits.

The interest payment for the customer deposit accounts were completed as of August 2015 .

The refunds are completed.

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**after the increased rates are in effect, pursuant to Rule 25-30.360(6),
F.A.C., Sunrise Utilities, L.L.C. shall file reports with the Office of the Commission Clerk
no later than the 20th of each month, indicating the monthly and total amount of money
subject to refund at the end of the preceding month.**

We have applied in our June billing then new rate allowed as it become effective,