

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:** January 18, 2017  
**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 comments on Utility. 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  
2017 JAN 19 AM 10:48  
COMMISSION  
CLERK

**Kelley Corbari**

140220-WU

**From:** Sayler, Erik <SAYLER.ERIK@leg.state.fl.us>  
**Sent:** Friday, January 13, 2017 2:35 PM  
**To:** Kelley Corbari; Reis, Roland  
**Cc:** Vandiver, Denise  
**Subject:** FW: Sunrise  
**Attachments:** January 7 2017 Update on Sunrise Facebook.docx; January 12 2017 Update on Sunrise Facebook.docx

Kelley and Roland,  
FYI recent FaceBook discussion/postings regarding Sunrise. Among other things, there is an interesting discussion alleging the utility would not put the account into the new renter's name because the former renter owed the utility money.  
ELS

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**From:** Vandiver, Denise  
**Sent:** Thursday, January 12, 2017 11:26 AM  
**To:** Sayler, Erik <SAYLER.ERIK@leg.state.fl.us>  
**Subject:** Sunrise

Erik  
Here are two copies from the Sunrise neighborhood Facebook page.

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

01/07/17



**Tonja Shaeffer Raffety**

15 mins

This page is ridiculous. What is it good for? I'll tell you what it is good for, the administrator's ego. That's it. If they don't like your post or questions, you get deleted and then get told they didn't do it. It's a joke folks.

[Like](#) [Show more reactions](#)

[Share](#)

Seen by 17

11

**Comments**



**Jenna SaySo Lanoue** I can make another one that's can be used for good instead of boosting some a hole's ego...

[Like](#) · [1](#) · [11 mins](#)



**Tonja Shaeffer Raffety** I am in the process of doing that. I'll let you know when.

[Like](#) · [2](#) · [10 mins](#)



**Jenna SaySo Lanoue** Okay!

[Like](#) · [2](#) · [10 mins](#)



**Sherry Allen** That's the way ladies!! Could use a little team effort

[Like](#) · [Just now](#)

**Sagan Michelle Foor**

25 mins · Winter Haven

Im starting to wish i had never moved into Sun Acres AKA Scum Acres. It has been nothing but problems since i got here. There may be some great people, but its the shitty mother fuckers who make it bad for the rest of the community. Sunrise Utilities is a joke, just like this dumbass facebook page!!!

Seen by 18

11

**Comments**



**Jenna SaySo Lanoue** I agree 100%

[Like](#) · [1](#) · [22 mins](#)



**Sagan Michelle Foor** Only been there month, paid my deposits and now being told i cant have water in my name because the previous Tennant's ran the bill up \$500. And the "water company" didnt even know where the meter was

[Like](#) · [21 mins](#)



**Jenna SaySo Lanoue** That's some BS

**01/07/17**

Like · 20 mins



**William M Scott** Maam i have your deposit and you only owe decembers bill so your water has not been interrupted

Like · 20 mins



**William M Scott** Thanks

Like · 21 mins



**Sagan Michelle Foor** I have the message that says "i am not turning it on in foor's (my) name"

Like · 20 mins

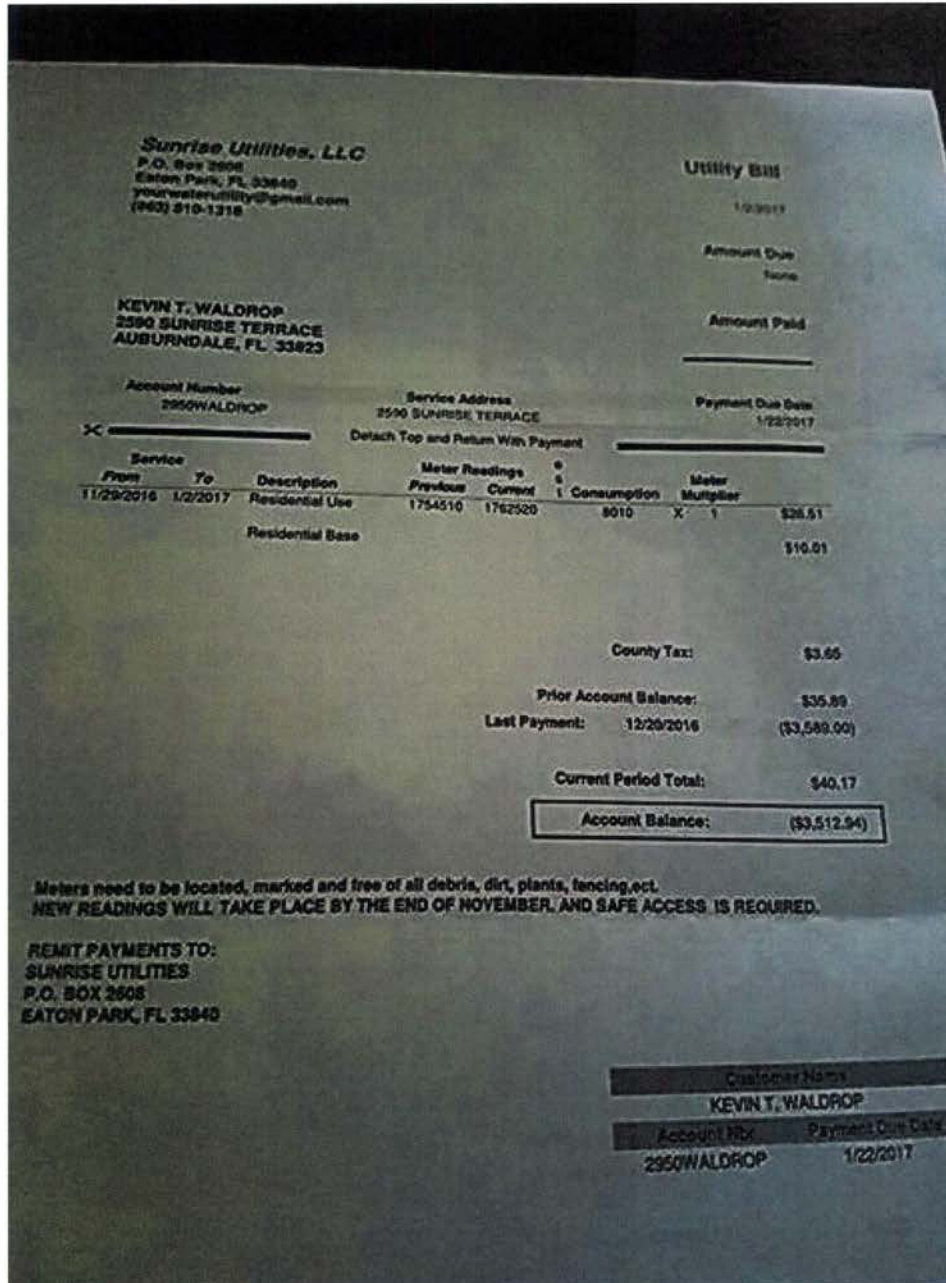


**Jenna SaySo Lanoue**

Yesterday at 7:44am

Guess the post got deleted but whoever was having issues with your bill, you're not alone. What on earth is this \$3500 balance on my account? Like, we never miss a payment so....confused?

01/07/17



Comments

View 18 more comments

33

Comments



Sherry Allen Wow

Like · Yesterday at 7:54am



Sherry Allen Yes and they are trying to charge me for my last tenant when it was in the tenants name. Ridiculous!!!! Not only that! Threatened to cut off the water and I haven't even received a bill yet

Like · Yesterday at 7:57am

01/07/17



**Jenna SaySo Lanoue** Like I get the first one.. Looks like a decimal in the wrong spot but where the f did the account balance come from?!

Like · 1 · Yesterday at 7:58am



**Sherry Allen** And how do they think they can charge me when it's not in my name?

Like · Yesterday at 8:14am · Edited



**Jenna SaySo Lanoue** Yeah where you want me to take it?

Like · Yesterday at 9:33am



**Jackie Norris** It looks to me like you have \$3500 credit on your account

Like · 1 · 20 hrs



**Sherry Allen** Lol yes it does. Says last payment made but then says the balance is the same

Like · 19 hrs



**Jenna SaySo Lanoue** Ether way I don't understand it. If that's the case then why am I making any payments

Like · 19 hrs



**Jackie Norris** When they put your payment in they put in \$3589.00 instead of \$35.89.

Like · 1 · 19 hrs



**Jenna SaySo Lanoue** Yes but look further down. It says my payment due is 40.17 and account balance is 3512

Like · 19 hrs



**Jackie Norris** If you add the two months bill's together and subtract it from the \$3589.00 that's where the \$3512.94 comes from.

Like · 1 · 18 hrs



**Jenna SaySo Lanoue** Thank you!

Like · 18 hrs



**Sherry Allen** I'm still trying to find out the owner's information

Like · 18 hrs



**Sherry Allen** I didn't get a bill yet

Like · 17 hrs



**Jenna SaySo Lanoue** I'm glad you think its all fun and games when all we're trying to do is get water and get it honestly.

Like · 2 · 16 hrs



**Tonja Shaeffer Raffety** And I still don't understand that if the bill is due the 20th and you pay it on the 20th, it is late. No other bill I pay is late and I pay all my bills on the date due.

Like · 16 hrs

01/07/17



**William M Scott** Just because your check says 20th dosent mean office put it in that day if you would have mailed that check could not have got there by midnight

Like · 47 mins



**Sherry Allen** Mr. Scott the email goes directly to you not the owner

Like · 1 · 16 hrs



**Sherry Allen** This is a 2 month bill?



Like · 16 hrs



**Sherry Allen** And threatening to put a lean on my home? REALLY? AND REFUSING TO GIVE ME A NUMBER TO CONTACT THE OWNER.

Like · 16 hrs



**Sherry Allen** Another type o?

Like · 16 hrs



**Tonja Shaeffer Raffety** Interesting read. Be care, it will get deleted.

Like · 15 hrs · Edited



**Sherry Allen** Why ? It's the truth


Like · 15 hrs




**Tonja Shaeffer Raffety** Exactly

Like · 2 · 13 hrs

01/07/17


download-1483746313399.pdf




**Sunrise Utilities, LLC**

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

**Utility Bill**

1/2/2017

**Amount Due**

\$203.85

**Amount Paid**

Sherry Allen  
9325 Kilber Drive  
Winter Haven, FL 33884

Account Number	Service Address	Payment Due Date
2432SS	2432 Stanton St	1/22/2017

✕ **Detach Top and Return With Payment**

Service		Description	Meter Readings		Consumption	Meter Multiplier	
From	To		Previous	Current			
11/29/2016	1/2/2017	Residential Use	242110	244630	2520	X 1	\$8.04
		Residential Base					\$10.01

County Tax: \$1.51

Prior Account Balance: \$176.99

Late Payment Fee: \$7.00

Current Period Total: \$26.86

**Total Amount Due: \$203.85**

*If payment is made after the due date amount due: \$210.85*

Meters need to be located, marked and free of all debris, dirt, plants, fencing, ect.  
NEW READINGS WILL TAKE PLACE BY THE END OF NOVEMBER. AND SAFE ACCESS IS REQUIRED.

REMIT PAYMENTS TO:  
SUNRISE UTILITIES  
P.O. BOX 2608  
EATON PARK, FL 33840

<b>Customer Name</b>	
Sherry Allen	
<b>Account Nbr</b>	<b>Payment Due Date</b>
2432SS	1/22/2017



01/12/17

**Melissa Stewart Eighmey**

15 hrs

Has everyone got their water bill? I have not gotten one yet.

Like Show more reactions

Share

Seen by 53

Comments



**Penny Mikkelsen** Yes

Like · 15 hrs



**Melissa Phelps Barrett** We got ours a couple of days after i asked if the meters were going to be read

Like · 15 hrs



**Sherry Allen** Better read them yourself if you want to know

Like · 14 hrs



**Melissa Phelps Barrett** I posted on the 2nd so i am wanting to say maybe the 5th or 6th i recieved it. Maybe your name was drawn and you bill is being paid by someone else

Like · 15 hrs



**Sherry Allen** Lol

Like · 14 hrs



**Tammy Caldwell** Yes

Like · 13 hrs



**Tonja Shaeffer Raffety** Incompetence. Every month someone doesn't get their bill.

Like · 13 hrs



**Sherry Allen** Screenshot all of this for PSC

Like · 2 hrs



**Sherry Allen** I mean I am

Like · 2 hrs



**Sherry Allen** I hope everyone will post their complaints on here it will make it easier and I can direct the PCS to this site to show what we are dealing with.

Like · 2 hrs

140220-WU

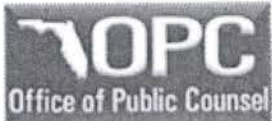
**Kelley Corbari**

**From:** Saylor, Erik <SAYLER.ERIK@leg.state.fl.us>  
**Sent:** Wednesday, January 18, 2017 2:27 PM  
**To:** Reis, Roland; Kelley Corbari  
**Cc:** Vandiver, Denise  
**Subject:** Sunrise Facebook Postings  
**Attachments:** January 15 2017 Update on new Sunrise Facebook.docx

Hi all,  
FYI – The attached postings were collected from a public Facebook group that sometimes discusses Sunrise Utilities.

Best regards,  
Erik

**Erik L. Saylor**  
Associate Public Counsel  
Office of Public Counsel  
111 West Madison Street, Room 812  
Tallahassee, FL 32399-1400  
850-717-0337 (direct)  
850-488-9330 (main)  
850-487-6419 (fax)  
[Saylor.Erik@leg.state.fl.us](mailto:Saylor.Erik@leg.state.fl.us)



\*\*\*\*\*  
Please note: Florida has a very broad public records law and e-mail communication may be subject to disclosure.

The following postings concerning Sunrise Utilities were obtained from a public Facebook group, click here: <https://www.facebook.com/groups/392279591110031/>. Postings not related to the utility were omitted.



**Sagan Michelle Foor to Sun Acres -Auburndale Florida**

18 hrs · [Auburndale](#) ·

Why do we even fill out the paperwork for the water to be turned on if mr William is going to do whatever he wants anyways? I have pics of my paperwork the day i filled it out, and now my bill, and he put it in the wrong name (a name not even on the paperwork) and woth the wrong address. This too has been turned over to the sheriffs dept for part of their investigation. What a crock of shit. I guess i wont bw paying the bill, seeing as its not in my name STILL, and i would like MY deposit back!



**Tonja Shaeffer Raffety to Sun Acres -Auburndale Florida**

January 13 at 3:08pm ·

Reposting. The original post is on Sun Acres Neighborhood page. Posting here as well just in case it gets deleted over there.

March 14 @ 9am at the Office of Workers Compensation. This is the email I received today, I'm pretty sure anyone can show up. Once I speak with Mr. Roland I'll post more info.

**Sunrise Utilities** Inbox x 🖨️ 📧

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 **Reis, Roland** <Roland.Reis@flhealth.gov> 9:37 AM (2 hours ago) ☆ ↩️ ▾

to me, Arcelia ▾

Dear Ms. Santiago,

The Polk County Health Department has filed an enforcement action against Sunrise Utilities for violations of their public water system. Sunrise is challenging the Department's actions, and a hearing has been set for March 14 in Lakeland.

**Sherry Allen to Sun Acres -Auburndale Florida**

8 hrs ·

Anyone interested in information about our water company with PSC please read this. Very interesting. If you have had issues with the quality of the water and trouble with your water bill you will find out why in this link.



**Tonja Shaeffer Raffety** shared a [link](#) to the group: Sun Acres -Auburndale Florida.

5 hrs ·

Here is a clickable link to the same report.

**PSC Docket Filings - Florida Public Service Commission**

PSC.STATE.FL.US



**Tonja Shaeffer Raffety to Sun Acres -Auburndale Florida**

January 9 at 9:16pm ·

Hello Friends,

Welcome to your Sun Acres facebook page. I am glad you are here. Please use this page for anything pertaining to Sun Acre Estates. Post yard sales, home sales, water issues, celebrations, speeders, just whatever. Nothing will be deleted unless it is down right inappropriate. I want you all to have a voice and be able to express what you need to express. This page is NOT for fighting as we are all adults and should handle ourselves as such.

So, Thank you for being here and feel free to share this page with your neighbors. The more the merrier.



**Melissa Phelps Barrett to Sun Acres -Auburndale Florida**

January 8 at 12:04pm · Auburndale ·

Thank you for the add... I am glad to see "negative" post against the water company will not be deleted. The people have a right to know good or bad what is going on and be able to express themselves as needed.

Share  
Comments



**Sherry Allen** Yes and I will be passing out information soon to help resolve this issue. I hope anyone that has or has had issues with the water company will follow through with helping get things under control as most have not followed through in the past. I know this personally and have also been told the same thing by people that have even worked for them. We need to follow through with this if we wish to be treated fairly. Please spread the word. This is the place do do it. Please invite everyone to join  
Like · 1 · January 8 at 1:23pm



**Sherry Allen to Sun Acres -Auburndale Florida**

January 8 at 8:12am ·

My reply to the water company



You have no legal right to charge anyone other than the person on the bill with any money due you. If there was money owed the water should have been turned off instead of leaving it on to accumulate. What you are trying to do is totally illegal. You have your own security deposit that you collect for this reason. Mr Scott has been extremely rude not only with me but other customers. You cannot deny a new customer service because of a bad customer in the past. For your information Mr. Scott has not read the meters and by law you can estimate meters only twice. I am contacting the proper authorities concerning your illegal practices. You cannot make your own laws. Mr. Scott and the owner are already under investigation because of these issues. Just so you know you are not dealing with your



know you are not dealing with your average Sunacres person. I am not a drug user or dealer. I have lived in this neighborhood for more than 30 years and know of all the issues with this water company. I am in touch with the proper authorities concerning this matter and have a lot of information to add to the investigation already in progress. You are hindering the sale of my property by your ridiculous illegal actions . I now have the owner's name and much more information that I intend to use to expose this company , it's employees and owner. I would strongly suggest you retain an attorney for legal advise.

Thank you,  
Sherry Allen

On [Jan 7, 2017 10:03 AM](#),  
"Sunrise&Alturas"  
<[yourwaterutility@gmail.com](mailto:yourwaterutility@gmail.com)> wrote:  
Thank you for contacting

Comments



[Sherry Allen](#) Deposited check the date



Like · [January 9](#) at 8:26am



[Sherry Allen](#) Bill for 1 month and this is only one reason to contact PSC



Like · January 9 at 8:27am



**Sherry Allen** Meter was never read because it was never shut off to begin with.

Like · 1 · January 9 at 8:29am



**Sherry Allen** Feel free to comment or add your thoughts

Like · January 10 at 2:25pm



**Tonja Shaeffer Raffety** When we bought our house, the meter was never turned off. They supposedly read the meter and just switched the names on the account.

Like · 1 · January 10 at 5:13pm



**Sherry Allen** Supposedly is the correct word

Like · January 10 at 9:59pm



### **Tonja Shaeffer Raffety to Sun Acres -Auburndale Florida**

January 7 at 4:26pm · Auburndale ·

Welcome to Sun Acres in Auburndale Florida. This page was created with the intentions of giving our Community a place to share ideas, meet neighbors, vent about problems and come up with solutions. I ask that we keep our language to a polite tone. We will not delete your posts unless they are inappropriate or threatening. Please, come on in and meet your neighbors.



### **Tonja Shaeffer Raffety to Sun Acres -Auburndale Florida**

January 12 at 9:47pm ·

Welcome to all the New Members. Please, pull up a chair and get comfy. I hope you will join in on our discussions and start a few as well. Glad to have you here! If you see someone missing, ask them to join.

### **Sherry Allen to Sun Acres -Auburndale Florida**

January 8 at 6:50am ·

Good morning everyone. Please everyone let me know of complaints against the water company. We seem to have quite a problem with overcharging,not reading meters,and upkeep on the system. I have been informed there is an ongoing investigation as to some illegal practices and PSC is looking into it. I personally have been overcharged and threatened with placing a lien on my home. I would appreciate any input as to your personal experience with complaints you have.



**Sherry Allen to Sun Acres -Auburndale Florida**

January 8 at 7:59am ·

Just a little more information to help with complaints



**When to Call The Florida Public Service Commission**  
The Florida Public Service Commission (PSC) regulates the electric, natural gas, water and wastewater, and telecommunications industries in the state. This guide gives specific information about the PSC's responsibilities so that consumers can get help with their utility issues. Contact information is also listed for consumers having problems with non-regulated utilities. For help with solving regulated utility issues, consumers can reach PSC Consumer Assistance at 1-800-342-3552, by e-mail at [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us), or through the PSC Web site at [www.FloridaPSC.com](http://www.FloridaPSC.com).

**Electric**

- |   |  |
|---|--|
| <p><b>What the PSC regulates, Contact the PSC</b></p> <ul style="list-style-type: none"> <li>❑ Investor-owned electric companies, such as Florida Power &amp; Light Company, Florida Public Utilities Company, Gulf Power Company, Duke Energy Florida, and Tampa Electric Company</li> <li>❑ Rates and charges</li> <li>❑ Meter and billing accuracy</li> <li>❑ Electric lines up to the meter</li> <li>❑ Reliability of the electric service</li> <li>❑ New construction safety code compliance for transmission and distribution</li> <li>❑ Termination agreements and disputes</li> <li>❑ Need for certain power plants and transmission lines</li> </ul> | <p><b>What the PSC Does Not Regulate</b></p> <ul style="list-style-type: none"> <li>❑ Rates and adequacy of services provided by municipally owned and rural cooperative electric utilities, except for safety overights *</li> <li>❑ Electrical wiring inside the customer's building</li> <li>❑ Tapes on the electric bill</li> <li>❑ Physical placement of transmission and distribution lines</li> <li>❑ Damage claims</li> <li>❑ Right of way</li> <li>❑ Physical placement or relocation of utility poles</li> </ul> |
|---|--|

**Natural Gas**

- |   |  |
|---|--|
| <p><b>What the PSC regulates, Contact the PSC</b></p> <ul style="list-style-type: none"> <li>❑ Investor-owned natural gas companies such as Florida City Gas, Florida Division of Chesapeake Utilities Corporation, Florida Public Utilities Company (FPUC), FPUC Indiantown Division, FPUC Ft. Meade Division, Peoples Gas System, Sebring Gas System, Inc., and St. Joe Natural Gas Company, Inc.</li> <li>❑ Basic service issues</li> <li>❑ Rates and charges</li> <li>❑ Meter and billing accuracy</li> <li>❑ Pipeline safety issues, including operations and construction</li> <li>❑ Termination agreements and disputes</li> </ul> | <p><b>What the PSC Does Not Regulate</b></p> <ul style="list-style-type: none"> <li>❑ Municipally owned natural gas utilities except for safety overights*</li> <li>❑ Gas districts and authorities except for safety overights</li> <li>❑ Liquid Propane (LP) Gas</li> <li>❑ Taxes on the natural gas bill</li> <li>❑ Damage claims</li> <li>❑ Gas peaking usage</li> <li>❑ House piping</li> <li>❑ Gas appliances</li> </ul> |
|---|--|





## Water and Wastewater

### What the PUC Regulates, Contact the PUC

- ☐ Investor-owned water and wastewater companies in 36 counties?
- ☐ Rates and charges
- ☐ Meter and billing accuracy
- ☐ Certification and territory amendments
- ☐ Quality of service

### What the PUC Does Not Regulate

- ☐ Municipally owned and county-owned water and wastewater utilities?
- ☐ Water treatment companies
- ☐ Taxes on the water and wastewater bill
- ☐ Damage claims
- ☐ Water clarity or pressure?
- ☐ Bulk sales of water or wastewater treatment
- ☐ Water lines beyond the point of connection

## Telecommunications

### What the PUC Regulates, Contact the PUC

- ☐ Service quality and reliability of pay telephone providers
- ☐ Relay service
- ☐ PSC can accept complaints related to Link Up Florida Lifeline Assistance programs and Telephone Relay Service

### What the PUC Does Not Regulate

- ☐ Wireless (cellular) telephone service?
- ☐ Cable/Satellite television?
- ☐ In-state or international telephone service?
- ☐ Voice over Internet Protocol (VoIP)?
- ☐ Telephone wires on the customer's side of the street-face box
- ☐ Rates for inside wire maintenance contracts
- ☐ Authorization of taxes on telephone bills?
- ☐ Charges for pay-per-call (900 number) calls
- ☐ Yellow Pages® advertising
- ☐ Internet service?
- ☐ Pay telephone rates for local calls
- ☐ Solicitation calls?
- ☐ Harassing, threatening, or obscene calls?
- ☐ Damage claims
- ☐ DSL/broadband deployments
- ☐ Service complaints
- ☐ Service quality
- ☐ Rate caps for pay telephone and call aggregator (VoIP) locations
- ☐ Rates and charges

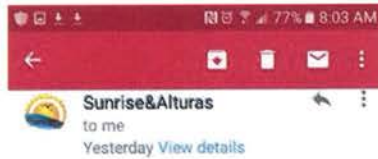
1. Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Complaints  
445 1st Street, SW  
Washington, D.C. 20544  
800/332.gov  
www.fcc.gov  
Toll Free: 1-888-CALL-FCC (1-888-334-3332) voice  
7-888-TELE-FCC (1-888-835-5322) TTY  
Consumer and Mediation Specialists are available Monday through Friday, 8:00 a.m. to 5:30 p.m. ET
2. Department of Environmental Protection  
Citizen Services  
3900 Commonwealth Boulevard M.S. 400  
Tallahassee, Florida 32309  
850/249-2718 (phone) 850/249-2728 (fax)  
850/209-8868 (toll free)
3. Contact your city or county commissioner about authorized jurisdiction.
4. The PUC reviews the rate structures these utilities use to collect their costs, but has no jurisdiction over what costs are included in rates. Safety jurisdiction is shared in new construction and compliance with the National Electrical Safety Code. Contact the city utility office or the Board of Directors of the Cooperative.
5. Contact the governmental entity that issued the law.
6. To determine if you live in a jurisdictional county check [www.floridapsc.com](http://www.floridapsc.com) or call 1-888-342-3000.
7. Florida Department of Agriculture and Consumer Services  
3300 Apalachee Parkway  
Tallahassee, FL 32309-0500  
1-800-435-7357  
[www.fdot.com/flucsr](http://www.fdot.com/flucsr)
8. Contact your local fire enforcement agency.
9. The PUC has the authority to require electric utilities to comply with safety and reliability regulations. Private electric utilities have the power of eminent domain to take property for just compensation to construct their facilities. Recourse for loss of property value as a result of the placement of electric facilities resides with the courts.

Issues on services not regulated by the PUC and not listed here should be initially forwarded to the service provider.



**Sherry Allen** to Sun Acres -Auburndale Florida

January 8 at 8:04am ·



Thank you for contacting  
[yourwaterutility@gmail.com](mailto:yourwaterutility@gmail.com)

As you know already this is the place where you can turn with your concerns or questions, anything regarding your bills. The owner has too many things to do and hired me and others to take care of the business properly, and accordingly to the PSC Rules.  
Please do not hesitate to ask me anything-

Since I looked up your Accounts I can tell you from them, that you are way behind with your payments.  
On your Service Address 2434 Stanton we were never informed properly that Heather Wanwarmer left and her outstanding balance was covered by her Security Deposit. Her last payment was made \$84.02 on 6/14/2016  
I don't know since August 2016 who is living at your Address but the water usage was huge till end of October and charged on your Account



on your Account.  
We were informed by our field technician Mr. William Scott that since October you have new tenants and I am sure they pay you rent because they try to establish a credit with Sunrise but honestly this is not my department.  
You need to talk with Mr. William and sort out the differences- he is reading the meter and we just do the billing.

Your present outstanding balance is  
\$492.56  
Amount due \$457.56

The Account on Service Address 2432 Stanton has no payment since 6/30/2016  
The Security Deposit was applied against the account

Outstanding balance \$203.85  
Amount due \$176.99

Based on your credit with Sunrise and delinquent bills we may refuse or discontinue water service in accordance with Rule 25-30.320, Florida Administrative Code.

I suggest you to talk with Mr. William Scott



Your present outstanding balance is  
\$492.56  
Amount due \$457.56

The Account on Service Address 2432  
Stanton has no payment since 6/30/2016  
The Security Deposit was applied against  
the account

Outstanding balance \$203.85  
Amount due \$176.99

Based on your credit with Sunrise and  
delinquent bills we may refuse or  
discontinue water service in accordance  
with Rule 25-30.320, Florida Administrative  
Code.

I suggest you to talk with Mr. Williams and  
make arrangements for a payment plan.

We would like to continue to provide you  
with water but someone must be  
responsible for the Bills at your Service  
Addresses.

[Hide quoted text](#)



**Sherry Allen** to Sun Acres -Auburndale Florida

January 7 at 8:30pm ·

Customer Br...

### Florida Public Service Commission

The Florida Public Service Commission (FPSC) is responsible for the efficient regulation of public utilities, water, electric, gas, telecommunications, and other public services. The Commission consists of five members appointed by the Governor and confirmed by the Senate. The Commission's jurisdiction includes the regulation of rates, service quality, and the financial health of public utilities. For more information, visit [www.fpsc.state.fl.us](http://www.fpsc.state.fl.us).

### It's in the Central File

The FPSC will be holding a public hearing on the proposed rules for the regulation of public utilities. The hearing will be held on January 15, 2017, at 10:00 AM in the Conference Room of the Florida Public Service Commission, 1000 North Florida Avenue, Tallahassee, Florida 32304. For more information, visit [www.fpsc.state.fl.us](http://www.fpsc.state.fl.us).

### Your Water Wastewater Service



Florida Public Service Commission  
 Water and Wastewater Services  
 1000 North Florida Avenue  
 Tallahassee, Florida 32304  
 Phone: 904.488.1234

### Water Meter

Water meters are used to measure the amount of water used by a customer. They are installed on the water service line at the property. Water meters are used to determine the amount of water used and to bill the customer. Water meters are also used to detect leaks and to monitor the health of the water service line. For more information, visit [www.fpsc.state.fl.us](http://www.fpsc.state.fl.us).

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