

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: May 29, 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.

Attached please find a copy correspondence received from Sunrise Utilities, LLC, concerning the customer meeting that took place on May 20, 2015. Please file the attached document in the correspondence tab of the docket file.

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

KFC

From: [L.SZABO](#)
To: [Kelley Corbari](#)
Cc: L.szabo@rogers.com
Date: Monday, May 25, 2015 9:37:46 PM
Attachments: [Sunrise cust meeting results.docx](#)

Welcome back to your office Ms. Colbari

I hope you had a nice vacation and got some rest to recover from your busy schedules.

At the Alturas Utilities customers meeting there were no show, and perhaps they realized it is part of life that their water rate will be higher based on reality.

To our satisfaction the results was the same in general for most of Sunrise customers by not being at present, therefore accepting paying a higher rate to be able to have their water supply at a very reasonable rate.

We will not minimize the importance, that customer's service is a very important part of total customer satisfaction in any business.

We are proud of our achievements in this department also, that were able to provide our customers with an all overall satisfactory water service through the years even with the many financial challenges we are facing on a daily basis.

However we cannot allow of the few people who attended the meeting for their own questionable reasons and excuses for not looking after their own responsibilities to undermine our reputation with the Public Service Commission.

I am not certain that we will been informed officially of the Sunrise customers meeting in details, but I am sending as attachment of our thoughts based on Wiley Pratt observation given to me.

I am certain the new rate base will give a more secure operation to our customers and a more balanced operation for Alturas and Sunrise Utilities.

Wiley Pratt also had a meaningful meeting with the 2 representative of the engineering department at Alturas and Sunrise sights prior to the customers meeting and presently is working out the details discussed.

Yours truly

Leslie Szabo

May 26, 2015

Sunrise Utilities LLC.

Re ; May 20, 2015 Customer meeting.

I believe there is no wasted time in our life if we can learn from the situation we are exposed too.

At the Sunrise Customers meeting the people were at present, concern was they are not receiving their bills within 2-3 days after their meter was read, - which is the last days of the previous month, or the very beginning of the current month.

In general we can understand finding fault at this issue up to a point as the customers also have to budget their own finances, but knows that their monthly usages are very much the same – so is the amount of their bill will be with slight variation.

What we have found interesting the very few people (approximately 6 % of Sunrise total customer base) attending at the meeting brought up this subject, who are not paying their own water utility bills timely and we have to enforce collection on them most of the time.

I already had a lengthy discussion with Melissa Owen and she will prioritize her time and the billings will go out within days after the meters being read.

We acknowledge the importance of this area of operation not only for the customer's benefit but also to accelerate our cash flow.

It is also my duty to set the record straight that we only consider the account past due 21 days after plus one day after the billing was dated and sent.

Most of the time we only begin to enforce collection on customers having a past due unpaid bill from the previous month.

We always obey all the rules and regulation applies in this matter.

One of the person attended the meeting was Mr. Steven Shiner who has acted as the spoke person, - one of the notorious late payer - who has a vivid imagination of accusations but without any foundation.

He has also presented with questionable signatories a flyer the issue that Sunrise Utilities do not have an official office to go to pay their past due bill before disconnection.

We do not have, and do not need an office with a 9 – 5 business hours.

However the late or non payers have the luxury to make payments even at 9 pm by going to Melissa Owen resident and straighten out their deficiencies before their water will be turned off.

I do not think the other utility companies like electricity provider or cable TV or the cell phone services gave so many opportunities to their customers than we do.

Most of Sunrise customers pay their bill on time and appreciate the benefit having a lower rate than their neighbors with a quality water supply.

The customers meeting were valuable for those who have listened and learned from each other input.

We most certainly did.

If there were any other issues discussed and we are not aware of it, please let us know and will provide you with our version of the facts.

Leslie Szabo