

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: June 18, 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 of customer complaints received by the Commission regarding Sunrise Utilities, LCC, which were requested by the Office of Public Counsel. Please file the attached documents in 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-PPSC
15 JUN 19 PM 2:03
COMMISSION
CLERK

Kelley Corbari

From: Rhonda Hicks
Sent: Monday, May 11, 2015 10:59 AM
To: Kelley Corbari
Subject: FW: Sunrise Utilities, LLC---Request For Billing And Service Complaints Files

fyi

From: Noriega.Tarik [<mailto:NORIEGA.TARIK@leg.state.fl.us>]
Sent: Friday, May 08, 2015 11:38 AM
To: Randy Roland
Subject: Sunrise Utilities, LLC---Request For Billing And Service Complaints Files

Randy,

As we discussed over the phone, our office is working on the staff-assisted rate case for Sunrise Utilities, Inc. (**Docket No. 140220-WU**).

We are interested in receiving the full files for 10 of the complaints spanning from 2013 to present day. The complaint numbers are as follows:

- 1099980W (Service)
- 1114019W (Billing)
- 1149352W (Service)
- 1149764W (Service)
- 1159150W (Billing)
- 1166411W (Billing)
- 1172870W (Billing)
- 1176047W (Billing)
- 1178106W (Service)
- 1180403W (Billing)

Thank you for your willingness to assist with this request. If you have any questions, you can e-mail me at this address or contact my direct line listed below.

Have a great weekend.

Tarik Noriega, Economist
Florida Office of Public Counsel
(850)717-0339---Voice Direct

Request No. 1099980W

Name THOMAS ,DONNA MRS

Business Name

Consumer Information

Name: DONNA THOMAS

Business Name:

Svc Address: 2406 SUMMER HOLLOW DR

County: Polk

Phone: (863)-860-4562

City/Zip: Auburndale / 33823-

Account Number: 2406SH

Caller's Name: DONNA THOMAS

Mailing Address: 2406 SUMMER HOLLOW DR

City/Zip: AUBURNDALE ,FL 33823-

Can Be Reached:

E-Tracking Number: 33215

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480**

Utility Information

Company Code: WU870

Company: SUNRISE UTILITIES, LLC

Attn. Mike Smallridgel099980W

Response Needed From Company? Y

Date Due: 02/25/2013

Fax: (813) 412-3444

R

Interim Report Received: / /

Reply Received: 03/05/2013

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 02/04/2013

Time: 08:06

Via: E-FORM

Prelim Type: IMPROPER

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 03/15/2013

Closeout Type: WS-49

Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Friday, February 01, 2013 10:58 PM

Cc: Consumer Contact

Subject: E-Form Service Outage TRACKING NUMBER: 33215

CUSTOMER INFORMATION

Name: donna thomas

ORIGINAL

Request No. 1099980W

Name THOMAS ,DONNA MRS

Business Name

Telephone: 863-860-4562
Email:
Address: 2406 summer hollow dr. auburndale FL 33823

BUSINESS INFORMATION

Business Account Name: donna thomas
Account Number: 2406SH
Address: 2406 summer hollow dr. auburndale Florida 33823

Water County Selected: POLK

COMPLAINT INFORMATION

Complaint: Service Outage against Sunrise Utilities, LLC

Details:

I came home from work yesterday to find that my water was shut off. At first I really didnt think twice about it, as this is common practice with this company in my neighborhood. They often cut the water off for a couple of hours to "work on a problem" with no notice. I asked a neighbor if their water was off, and they said no, so I knew it wasnt the utility company working on things. I double checked my bank, and the bill was paid, so it wasnt that either. My husband arrived home from work a couple of hours later, and I told him, he thought maybe his brother was trying to be funny, turned it off, so he went outside, and turned it back on. We came home from work today, it was off again, and the meter was gone and it had a lock on it. there was no notice of any type anywhere, so I rode down to the tanks, where there should be current emergency numbers, there were 3 numbers posted, 1 was disconnected, 1 was to this poor elderly gentleman who sold the water company several years earlier, and one that was listed as a number for new customers. so I tried that one, left a message, no response, called back, couldnt leave a message because voicemailbox was full. I have a 1 year old baby in the house, and we have 3 animals, and NO WATER, and no current information to contact anyone other than business hours, which I could have called during, had there been ANY notice given to me with a number, telling me why my service was interrupted. This company is a joke, we have boil water notices at least every 6 weeks, so unprofessional. No cummunication with customers. No emergency numbers. Numbers that are required to be posted are not current. HELP!!! "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.

Request No. 1099980W Name THOMAS ,DONNA MRS Business Name ORIGINAL

3. The response should include the following:
- a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood
2/4/2013 1548 hrs - Ms. Thomas called and advised that she has worked things out with the owner of the water company, so she wanted to cancel the complaint. BTorres

3/4/13: NOTE: It appears the company has violated PSC rules---failure to provide response to customer and/or PSC within 15 days. Shonna McCray

3/4/13: ATTN COMPANY:
YOUR RESPONSE IS PAST DUE, PLEASE PROVIDE RESPONSE BY 3/13/13. Shonna McCray

03/05/2013 - Company response received via e-mail. /ewe

ORIGINAL

3/6/13: REVIEWED COMPANY RESPONSE. Response indicates the following:

- o Mike Smallridge provided response to customer via mail.
- o The company received her payment for the utility invoice and the payment for their damaged lock.

Shonna McCray

3/15/13: This inquiry closed. It appears the company has violated PSC rules---failure to provide resolution to PSC within 15 days. Shonna McCray

Request No. 1099980W Name THOMAS ,DONNA MRS Business Name _____

Eyvonne Estelle

From: Angie Calhoun
Sent: Tuesday, March 05, 2013 12:26 PM
To: PSCREPLY
Subject: FW: Complaint #1099980-W
Attachments: Donna Thomas PSC response.docx
For 1099980W

ORIGINAL

From: On Behalf of Mike Smallridge [mailto:utilitymessage@yahoo.com]
Sent: Tuesday, March 05, 2013 12:15 PM
To: Angie Calhoun
Subject: Complaint #1099980-W

This complaint was closed upon customer request however, Mr. Smallridge felt necessary to reply. So I am not sure who it would go to but this is for your files.

Thank you

On behalf of the Utility and Mike Smallridge

Natalie

Sunrise Utilities, LLC
P. O. Box 1798
Eaton Park, FL 33840
863/904-5574
utilitymessage@yahoo.com

ORIGINAL

Donna Thomas
2406 Summer Hollow Drive
Auburndale, FL 3382

RE: Your complaint to the Florida Public Service Commission #1099980-W

Dear Mrs. Thomas,

Thank you for our phone conversation. I have received your payment for your utility invoice and we have received the payment for our damaged lock. I have received from the Floirda Public Service commission that you notified them and asked the complaint be cancelled. I am copying this letter to the commission and request this complaint be closed from the company side also.

Thank you.

On behalf of the utility,

Mike Smallridge

Diane Hood

From: consumerComplaint@psc.state.fl.us
Sent: Friday, February 01, 2013 10:58 PM
Cc: Consumer Contact
Subject: E-Form Service Outage TRACKING NUMBER: 33215

CUSTOMER INFORMATION

Name: donna thomas
Telephone: 863-860-4562
Email:
Address: 2406 summer hollow dr. auburndale FL 33823

ORIGINAL

BUSINESS INFORMATION

Business Account Name: donna thomas
Account Number: 2406SH
Address: 2406 summer hollow dr. auburndale Florida 33823

Water County Selected: POLK

COMPLAINT INFORMATION

Complaint: Service Outage against Sunrise Utilities, LLC
Details:

I came home from work yesterday to find that my water was shut off. At first I really didnt think twice about it, as this is common practice with this company in my neighborhood. They often cut the water off for a couple of hours to "work on a problem" with no notice. I asked a neighbor if their water was off, and they said no, so I knew it wasnt the utility company working on things. I double checked my bank, and the bill was paid, so it wasnt that either. My husband arrived home from work a couple of hours later, and I told him, he thought maybe his brother was trying to be funny, turned it off, so he went outside, and turned it back on. We came home from work today, it was off again, and the meter was gone and it had a lock on it. there was no notice of any type anywhere, so I rode down to the tanks, where there should be current emergency numbers, there were 3 numbers posted, 1 was disconnected, 1 was to this poor elderly gentleman who sold the water company several years earlier, and one that was listed as a number for new customers. so I tried that one, left a message, no response, called back, couldnt leave a message because voicemailbox was full. I have a 1 year old baby in the house, and we have 3 animals, and NO WATER, and no current information to contact anyone other than business hours, which I could have called during, had there been ANY notice given to me with a number, telling me why my service was interrupted. This company is a joke, we have boil water notices at least every 6 weeks, so unprofessional. No communication with customers. No emergency numbers. Numbers that are required to be posted are not current. HELP!!!

Request No. 1114019W

Name MCLAUGHLIN , JAMES MR.

Business Name

Consumer Information

Name: JAMES MCLAUGHLIN

Business Name:

Svc Address: 2526 EDMOND CIRCLE

County: Polk

Phone: (863)-965-1070

City/Zip: Auburndale

/ 33823-

Account Number:

Caller's Name: BELINDA MCLAUGHLIN

Mailing Address: 2526 EDMOND CIRCLE

City/Zip: AUBURNDALE , FL 33823-

Can Be Reached: (727)-599-3743

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480**

Utility Information

Company Code: WU870

Company: SUNRISE UTILITIES, LLC

Attn. Sondra Myers1114019W

Response Needed From Company? Y

Date Due: 07/15/2013

Fax:

R

Interim Report Received: / /

Reply Received: 07/09/2013

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: ELLEN PLENDL

Entered By: MEP

Date: 06/21/2013

Time: 12:45

Via: E-MAIL

Prelim Type: IMPROPER BILLS

PO: EDUARDO BALBIS

Disputed Amt: 10.00

Supmntl Rpt Req'd: 07/09/2013

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MEP

Date: 08/21/2013

Closeout Type: GI-05

Apparent Rule Violation: N

Received email as follows:

From: Belinda Mclaughlin [mailto:bmclaughlin1@tiger.brenau.edu]

Sent: Friday, June 21, 2013 10:42 AM

To: Office of Commissioner Brown; Office Of Commissioner Graham; Office of Commissioner Brisé; Office Of Commissioner Edgar; Office of Commissioner Balbis

Subject: Sunrise Utilities

To the Florida Public Service Commission,

I have been a customer of Sunrise Utilities for over 6 years. There have always been issues with service such as the water turning off unexpectedly and boil water notices constantly.

Request No. 1114019W

Name MCLAUGHLIN , JAMES MR.

Business Name

More concerning was an unusually large bill in March. It was over double the amount it usually is. When I asked how the bill was so high I was told that the previous meter checker wasn't checking the meter correctly and I was being billed for alleged usage from months before. I paid it despite the fact that I was unsure if I was legally being charged or if my usage from the months before were the new figures that they produced.

In addition, I spoke to Sondra Myers on June 3rd. She is apparently a representative of Sunrise Utilities. She was informing me that someone was on their way to disconnect my water unless I paid the amount of my bill plus a \$10 fee. I made the remitted my payment to Sunrise as I always do so I couldn't fathom why it was not received and why someone was sent to my home to shut off my water when I hadn't received any notice stating that my payment had not been made. Apparently, the mailing address for Sunrise had changed but I did not receive a notice regarding that either which is why my payment wasn't received.

I offered to meet with Sondra and personally drive my payment to her so that I could avoid a \$10 fee and she refused. She was very rude. I gave a check to the person that arrived to shut off my. After all, it was never my intention to neglect paying my bill.

I requested the contact information for Sondra's Supervisor and/or the owner of the company so that I could file a complaint regarding her unprofessional demeanor and inquire about the legality of back charging clients and neglecting to give proper notification before shutting off someone's services.

The email that I wrote to Sondra was as follows:

"Sondra,

I appreciate your call today regarding my water bill. I am thankful that you are forewarning me about the unfortunate incident in which my water payment was sent to the incorrect address unintentionally. The gesture was nice. Your tone and the way in which you speak to people over the phone, however, is not. This is a written notice reiterating that I have asked you for the contact information for your boss and the owner of Sunrise Utilities. Perhaps having an actual office in which people can pay their bills should the payment be sent to your old address without a \$10 fee that you claim is imposed upon us by the Public Service Commission can be avoided. Furthermore; since water is such an important resource for people to have, it seems only logical to ensure that there is a way in which someone can submit a payment to Sunrise Utilities without penalty the day it is due or the day in which you plan to deny that resource to your clients. Having always paid my bill it is outrageous to hear you state that "if you want your water shut off then that's what he can do" merely because I am trying to question you regarding the fee that is being imposed upon me due to an issue with the address in which my payment was mailed to. Your attitude changes very quickly from pleasant to intolerable when questions about your company arise. For the record, I would like to note that I attempted to remit payment to you today in order to avoid fees because I did not receive the notice of your address change and your reasoning for not accepting it yourself was that you have no office set up. I offered to bring it to your home or meet you somewhere local and you refused that as well. Knowing that I always pay my bill you

Request No. 1114019W

Name MCLAUGHLIN ,JAMES MR.

Business Name _____

could have easily called Dane and notified him that he was not needed to come by my home, I could have dropped the payment off to you and I would have been spared the \$10 fee. I will be awaiting the contact information that I requested. Thank you for your time.

Warm regards,

Belinda McLaughlin"

Her response came in the form of a letter stating that she was under no obligation to supply the information I had requested. I was also informed that the only person to contact about this matter would be the Florida Public Service Commission.

I hope that you can assist myself and the other residents in my neighborhood with these issues. I know that there were other people at risk of having their water disconnected because they too did not receive the address change notice. I also know that everyone else in this neighborhood was charged for alleged back usage. Perhaps some sort of audit should be conducted and detailed policies regarding these matters that protect the citizens of the State of Florida should be considered and implemented.

Warm regards,
Belinda McLaughlin
727-599-3743

06/21/2013 FAX TO CO. See above email regarding customer's concerns with improper billing, that the customer received no notification that the mailing address for her bank to send monthly payment had changed, a \$10.00 late payment charge, possible backbilling though bills were not marked estimate, a field collector visit to collect payment, though no final notice was received by the customer and the treatment by Sunrise staff towards the customer.

- 1) Please provide a 24 month account history in the form of a chart showing the date of meter reading, meter reading, gallons billed in that billing cycle, date of billing statement, current charges, late payment charges, previous balance, and balance due.
- 2) Please indicate the reason for the customer's high bill in March 2013. If due to customer's perception of high bill, offer field test on meter and provide results.
- 3) If the March 2013 bill discrepancy was due to estimated bills and a true up, please indicate which bills were estimated, marked estimate, the reason for the estimated bills, when the company notified the customer about estimated bills, the date the company obtained a true up reading and how the next subsequent actual bill was calculated.

Request No. 1114019W Name MCLAUGHLIN ,JAMES MR. Business Name _____

- 4) Please indicate if the company communicated to the customer a mailing address change for payments provided by a banking institution. If so, indicate how the address change was communicated. If not, state reason.
- 5) Please indicate the date, amounts due and payment due date for all final notices mailed to this customer in the past 6 months.
- 6) Please indicate any late payment charges billed to the customer in the past 6 months.
- 7) Please indicate if the company has a record of returned mail on bills or final notices on this account in the past 6 months.
- 8) Please describe the circumstances for any field collection visits to the customer's premise in the past 6 months, when the final notice expired, etc.
- 9) Please indicate if the company will consider a credit adjustment for any late payment charges billed in the past 6 months. If so, state amount and date of credit issued. If not, state reason.
- 10) Florida Administrative Code rule require the utility to provide complaint resolution to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.

Please investigate this matter, contact the customer and provide me with a detailed written report by July 15, 2013.

Note Customer contact is Ms. Belinda McLaughlin at 727-599-3743 or at bmclaughlin1@tiger.brenau.edu.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints:

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Request No. 1114019W

Name MCLAUGHLIN, JAMES MR.

Business Name _____

Send Written Response to:

E-MAIL: PSCREPLY@PSC.STATE.FL.US

FAX: 850-413-7168 OR

US MAIL: FPSC-DIVISION OF CONSUMER AFFAIRS
2540 Shumard Oak Boulevard
Tallahassee, Fl 32399

Case taken by Ellen Plendl

06/21/2013 I contacted Ms. McLaughlin to obtain her service/ mailing address, acknowledge the inquiry, and explain the complaint proces. I will send her an email to follow up. eplendl

06/21/2013 Sent acknowledgement letter to the customer as follows:

From: Ellen Plendl
Sent: Friday, June 21, 2013 1:00 PM
To: 'bmclaughlin1@tiger.brenau.edu'
Subject: Consumer Inquiry - Sunrise Utilities

Ms. Belinda McLaughlin
bmclaughlin1@tiger.brenau.edu

Dear Ms. McLaughlin:

This is a follow up to our June 21, 2013, telephone conversation and the inquiry filed on your behalf by the Florida Public Service Commission (PSC) regarding Sunrise Utilities. We appreciate the opportunity to assist you.

I filed an inquiry with Sunrise on your behalf, and upon completion of the investigation, we will contact you. In the meantime, Sunrise staff will be contacting you directly to discuss your billing concerns directly with you. Please be advised that since this is a billing complaint, PSC staff may request account information from you or the company.

If you have any questions, please contact me at 850-413-6123 or by fax at 1-800-511-0809.

Sincerely,

Request No. 1114019W

Name MCLAUGHLIN ,JAMES MR.

Business Name

PAGE NO: 5

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

06/25/2013 Received email as follows:

From: Belinda McLaughlin [mailto:bmclaughlin1@tiger.brenau.edu]
Sent: Tuesday, June 25, 2013 12:10 PM
To: Ellen Plendl
Subject: Re: Consumer Inquiry - Sunrise Utilities

Ellen,

I just wanted to let you know that I am working on getting the original copy of my bill. I send my original bills to my Native American Tribe as they assist with my college tuition and things like that so they are in possession of the bill. They will get them to me as soon as they can. In addition, I reviewed older bills that I had and none of them state that the cost is an estimate. I am sure that the most recent bills would be more helpful but I wasn't sure if this was a relevant fact so I passed it along anyway. Thanks again for your assistance!

Warm regards,
Belinda McLaughlin

06/25/2013 Email to the author as follows:

From: Ellen Plendl
Sent: Tuesday, June 25, 2013 1:53 PM
To: Belinda McLaughlin
Subject: Re: Consumer Inquiry - Sunrise Utilities

Dear Ms. McLaughlin:

Thank you for your email.

Request No. 1114019W Name MCLAUGHLIN , JAMES MR. Business Name _____

We are still investigating your inquiry without bills. However, the bills would provide additional documentation.

If you are able to provide bill copies in the next two weeks, please let me know.

Thank you,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-800-342-3552 (phone)
1-800-511-0809 (fax)

07/09/2013 - Company response received via e-mail. /ewe

07/09/2013 Received email as follows:

From: Belinda McLaughlin [mailto:bmclaughlin1@tiger.brenau.edu]
Sent: Tuesday, July 09, 2013 12:25 PM
To: SunriseAlturas Utilities; Ellen Plendl
Subject: Re: FL PSC CATS NO: 1114019W - James McLaughlin

Sondra,

I will be looking through these files today. Also, I never heard a reply from you regarding the message I sent you a few days ago. I have included it below so that you can respond.

"This is for your records and mine. On June 3rd I handed Dane a check (#1167) for \$45. The check was cashed on the 5th of June. The bill made for that day reflected an amount due of \$74.19 because your mailing address had changed, unbeknownst to me, and the payment I originally sent never made it to you.

I did not receive another bill reflecting the payment I made and therefore manually subtracted the \$45 that I submitted on the 3rd from the \$74.19 you claimed was due by the 23rd of June. So $\$74.19 - \$45 = \$29.19$. The \$29.19 was received by you on the 21st which happens to be 2 days before the originally quoted due date which was the 23rd. How does this leave a balance of \$10? The amount past due was \$34.83 and I paid \$45 which was actually \$0.17 more than the past due amount and the \$10 late fee you charged me. Clearly I do not owe an additional late fee nor did I short my bill by \$10. I need to know the actual bill for this month which should

Request No. 1114019W Name MCLAUGHLIN ,JAMES MR. Business Name _____

not include any late fees and should only include our usage."

Sincerely,

Belinda McLaughlin

07/09/2013 FAX TO CO. See customer's July 9, 2013, email above which indicates she has still not received a billing statement and no notification of payment address remittance change.

Ms. McLaughlin also reports that she has not received verbal contact from the company, which she requested.

- 1) Please contact Ms. Belinda McLaughlin at 727-599-3743 or at bmclaughlin1@tiger.brenau.edu.
- 2) Please elaborate on exactly the contact with the customer regarding a proposed resolution to address her concerns regarding bills and payment remittance address.
- 3) Please provide another report by July 18, 2013. eplendl

07/09/2013 Received email as follows:

From: SunriseAlturas Utilities [<mailto:yourwaterutility@gmail.com>]
Sent: Tuesday, July 09, 2013 1:36 PM
To: Ellen Plendl; Belinda Mclaughlin
Subject: Re: FL. PSC CATS NO: 1114019W JAMES MCLAUGHLIN

Good afternoon to you both,

As I told Mrs. McLaughlin in an email on Friday, 07/05, I have a severe sore throat and it is very painful to talk. It appears that I have the flu. In July, no less. I did not bring this up because I did not want it to appear as if I was using it as an excuse for anything. I thought that sending the letter with the explanations would suffice. Mrs. McLaughlin, I will give you a call tomorrow, Wednesday, 07/10, regardless of my throat.

Ms. Plendl, I do not understand what you mean by #2; Please elaborate on exactly the contact with the customer regarding a proposed resolution to address her concerns regarding bills and payment remittance address.

I hope you both have a great day!

Sondra Myers

Request No. 1114019W Name MCLAUGHLIN ,JAMES MR. Business Name _____

Utility Manager
Sunrise Utilities, LLC

07/09/2013 Sent email to the company as follows:

From: Ellen Plendl
Sent: Tuesday, July 09, 2013 1:39 PM
To: 'SunriseAlturas Utilities'
Subject: RE: FL. PSC CATS NO: 1114019W JAMES MCLAUGHLIN

Dear Ms. Myers,

What I meant by my second question/request is for you to write out by date and actions/activity, all contact with the customer to address her lack of bill/payment remittance address/and other billing concerns she has since receiving the inquiry from the Florida Public Service Commission. We want to see exactly what actions have been taken to discuss with the customer the issues she has and arrive at a proposed resolution.

Please call to me to discuss if you have further questions.

Sincerely,

Ellen Plendl
Regulatory Specialist
Florida Public Service Commission
Office of Consumer Assistance & Outreach
1-850-413-6123 (phone)
1-800-511-0809 (fax)

07/09/2013 - Company response received via e-mail. /ewe
07/11/2013 - Company response received via e-mail. /ewe
07/16/2013 - Company response received via e-mail. /ewe

07/12/2013 Contacted Ms. Ms.Laughlin, who indicated that she will be on vacation this week away from her residence. I offered to request a bucket test from the utility and she declined at this time since the meter readings had returned to her average consumption. She was aware of the credit adjustment. I advised Ms.

Request No. 1114019W Name MCLAUGHLIN ,JAMES MR. Business Name

McLaughlin that she may choose to be present during the company's planned July 30, 2013 meter reading and Ms. McLaughlin agreed. I indicated that I will place her request. I also offered Ms. McLaughlin some suggestions on how she can check for leaks on her side of the meter. Ms. McLaughlin thanked me for the call. eplendl

07/16/2013 Reviewed company report dated July 9, 2013. Sunrise sent an email to the customer as follows:

From: SunriseAlturas Utilities [mailto:yourwaterutility@gmail.com]
Sent: Tuesday, July 09, 2013 1:09 PM
To: Belinda McLaughlin
Cc: PSCREPLY
Subject: Re: FL PSC CATS NO: 1114019W - James McLaughlin

Good afternoon, Mrs. McLaughlin,

My response to the assessed late fee on the balance of \$10 is on page three.

"To address your question in regards to the late fee your account was assessed on the July billing. It goes back to the premise visit you were charged on June 3. The invoices were already in the mail on June 3 when you paid the premise visit. The premise visit was not on the June invoice. The previous unpaid balance for May was on the invoice. I entered the premise visit charge on your account that afternoon. When you were figuring out how much you owed for June's bill, you should have subtracted the amount you paid for May's bill and not included the premise visit you paid. The premise visit was not a part of May's balance."

I apologize if I didn't make it clear. Let me try again. The total account balance on the June 3rd bill was \$74.19 with included the May balance of \$34.83. The May balance of \$34.83 was paid along with the \$10 premise visit on your ck #1167, 06/03, in the amount of \$45.00. When figuring your payment amount due for June's bill, you should have only subtracted the amount you actually paid for May, \$35.00 (74.19 minus 35 = \$39.19). The premise visit wasn't a part of May's balance. It was an extra charge. That charge was not reflected on the June invoice. So the amount you should have paid for June was \$39.19. You paid \$29.19 therefore leaving a balance of \$10.00 on your account. The \$10.00 balance is the reason you were charged a \$7.00 late fee.

I would like to point out that I did not issue a final notice in June for your account for the outstanding balance of \$10.00. Since you had filed the complaint, I thought you had shorted the June payment intentionally, until I received your email on 07/03/13. However, once a complaint is filed the account can not be disconnected for non-payment of the disputed amount. Just thought I'd let you know in case you were wondering why you did not receive a final notice and why no one knocked on your door for a premise visit.

If you have any more questions, please let me know. I will explain to the best of my abilities.

I look forward to a better working relationship between you and I.

Request No. 1114019W Name MCLAUGHLIN ,JAMES MR. Business Name _____

I hope you have a great day!

Sondra
Utility Manager
Sunrise Utilities, LLC

Complaint #1114019W

07/16/2013 Reviewed report dated July 9, 2013 as follows:

From: SunriseAlturas Utilities [mailto:yourwaterutility@gmail.com]
Sent: Tuesday, July 09, 2013 1:36 PM
To: Ellen Plendl; Belinda McLaughlin
Subject: Re: FL. PSC CATS NO: 1114019W JAMES MCLAUGHLIN

Good afternoon to you both,

As I told Mrs. McLaughlin in an email on Friday, 07/05, I have a severe sore throat and it is very painful to talk. It appears that I have the flu. In July, no less. I did not bring this up because I did not want it to appear as if I was using it as an excuse for anything. I thought that sending the letter with the explanations would suffice. Mrs. McLaughlin, I will give you a call tomorrow, Wednesday, 07/10, regardless of my throat.

Ms. Plendl, I do not understand what you mean by #2; Please elaborate on exactly the contact with the customer regarding a proposed resolution to address her concerns regarding bills and payment remittance address.

I hope you both have a great day!

Sondra Myers
Utility Manager
Sunrise Utilities, LLC

07/16/2013 Reviewed company report. Sunrise sent an email as follows:

From: SunriseAlturas Utilities [mailto:yourwaterutility@gmail.com]
Sent: Tuesday, July 16, 2013 1:49 PM
To: Ellen Plendl
Subject: Re: FL. PSC CATS NO: 1114019W JAMES MCLAUGHLIN

Request No. 1114019W Name MCLAUGHLIN ,JAMES MR. Business Name

Mrs. Plendl,

I have attached the recap of my communications with Mrs. McLaughlin.

If you have any questions, or need additional information, please let me know.

Have a great day!

Sondra Myers
Sunrise Utilities LLC

Sunrise Utilities, LLC
Belinda McLaughlin
FL PSC CATS NO: 1114019W

Date Recap of Customer communications

7/5/2013 Responded by email to Mrs. McLaughlin's email of 7/2 inquiring about late fee assessed on 7/1 billing.

7/9/2013 Sent letter dated 07/08 by email in response to Mrs. McLaughlin's complaint filed. In the letter , I listed the times

the new address was communicated, how it was communicated, and attached supporting documents. Sent email copy to Public Service Commission.

7/9/2013 Responded by email to Mrs. McLaughlin's email of 7/9 saying I did not address the late fee assessed on 7/1 billing.

7/10/2013 Called Mrs. McLaughlin on the phone to discuss the late fee and other items on her complaint. I offered to credit the \$7 late fee.

7/11/2013 Emailed Mrs. McLaughlin confirming that I had credited the late fee and attached an updated history.

7/16/2013 Emailed Mrs. McLaughlin inquiring if she had looked over the documents I had sent with the letter of 07/08 and also to see if she had received the email on 07/11 regarding the credit for the late fee.

Sondra Myers
Utility Manager

Request No. 1114019W

Name MCLAUGHLIN ,JAMES MR.

Business Name

7/16/2013

07/16/2013 Contacted Ms. Myers. I explained that Ms. McLaughlin confirmed she was on vacation this week away from her residence. I recommended that Ms. Myers contact Ms. McLaughlin next week and schedule to read the meter on July 30, 2013, when Ms. McLaughlin is available to observe the meter reading process. I also recommended that Ms. Myers may consider offering to conduct a bucket test and/or to replace the customer's meter during the premise visit. I will resend the inquiry to the utility for follow up. eplend1

07/16/2013 FAX TO CO. Additional information requested.

1) Please contact Ms. McLaughlin after July 22, 2013 and offer to conduct the meter reading in Ms. McLaughlin's presence.

2) Please offer to conduct a bucket test and provide results if accepted on site.

3) Please indicate if the customer's residence is eligible for a meter change.

4) Please provide another report by August 2, 2013. eplend1

07/17/2013 - Company response received via e-mail. /ewe

07/17/2013 Reviewed report, which is an email between the company and the customer. The company advised the customer that they will make a premise visit between 4 pm and 5 pm on July 30, 2013 for the purpose of a meter reading and indicated that the customer may be present to witness the meter test. The customer indicates that she will provide payment to the utility on July 19, 2013. eplend1

07/25/2013 - Company response received via e-mail. /ewe

07/25/2013 Reviewed report which is an email sent by the company to the customer. eplend1

From: SunriseAlturas Utilities [mailto:yourwaterutility@gmail.com]
Sent: Thursday, July 25, 2013 1:49 PM
To: PSCREPLY
Subject: Re: payment received

I apologize. I was responding to Mrs. McLaughlin and at the last minute realized you should receive a copy of the communication.

Request No. 1114019W Name MCLAUGHLIN ,JAMES MR. Business Name _____

Here is the PSC #:

NAME: JAMES MCLAUGHLIN
CASE NO: 1114019W

Sondra Myers
Sunrise Utilities, LLC

On Thu, Jul 25, 2013 at 1:34 PM, PSCREPLY <PSCREPLY@psc.state.fl.us> wrote:
Good Afternoon, Sondra:

Please give me the PSC inquiry # for this response. Thx. /ewe

From: SunriseAlturas Utilities [mailto:yourwaterutility@gmail.com]
Sent: Thursday, July 25, 2013 1:16 PM
To: Belinda McLaughlin
Cc: PSCREPLY
Subject: Re: payment received

Good afternoon, Mrs. McLaughlin,

I can't give you an exact time, however, it should be between 3:30 pm and 5:00 pm on July 30. I'll give you a call around noon that day to let you know how the day is progressing time wise. I usually have a good idea by noon. Unfortunately, the rains, or lack of, will have the biggest impact on the schedule.

Is 863/965-1070 the phone number I should call?

Have a great day!

Sondra Myers
Sunrise Utilities, LLC

On Wed, Jul 24, 2013 at 1:47 PM, Belinda McLaughlin <blynnmclaughlin@aol.com> wrote:

Glad to hear you got it!

Can you remind me what time you'll be by on the 30th?

Warm regards,
Belinda McLaughlin

Request No. 1114019W Name MCLAUGHLIN ,JAMES MR. Business Name

SunriseAlturas Utilities <yourwaterutility@gmail.com> wrote:
Good morning, Mrs. McLaughlin,

There must have been something going on within the Post Office last week and not a good thing. I received your payment from your on line banking today, along with a lot of other customers. It is dated the 19th and you will not be charged a late fee.

Please disregard the final notice you should have received in the mail today.

Thank you!

Sondra Myers
Sunrise Utilities, LLC

08/07/2013 - Company response received via e-mail. /ewe

08/14/2013 Reviewed report. The utility sent an email to the customer inquiring if the customer had reviewed the documentation received, offered to test the meter on July 30, 2013, and offer to allow the customer to be present during the August 28, 2013 meter reading. eplend1

08/21/2013 Closed by telephone conversation with Ms. McLaughlin. The customer has not decided if she will participate in the August meter reading. Ms. McLaughlin stated she had no unresolved concerns at this time. I provided Ms. McLaughlin with contact information to share with her neighbors, who she believes share similar billing concerns. Ms. McLaughlin thanked me for the call. eplend1

Derrell Scott

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Sent: Friday, August 23, 2013 10:14 PM
To: PSCREPLY
Subject: FL. PSC CATS NO: 1114019W JAMES MCLAUGHLIN

Good morning,

Can you please tell me the status of the complaint:

FL. PSC CATS NO: 1114019W JAMES MCLAUGHLIN

Thank you!

Sondra Myers
Sunrise Utilities, LLC
Utility Manager

Eyvonne Estelle

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Sent: Wednesday, August 07, 2013 3:33 PM
To: Belinda McLaughlin
Cc: PSCREPLY
Subject: FL. PSC CATS NO: 1114019W JAMES MCLAUGHLIN

Good afternoon, Mrs. McLaughlin,

Have you had the opportunity to go over the reports I sent you on July 9, 2013? If so, do you have any questions, or need additional information?

As I stated on July 30, 2013 when I was reading your meter, if you decide you would like to have the field meter test, please let me know.

Your next meter reading will be on August 28, 2013. If you wish to be present, please let me know.

I hope you have a great day!

Sondra Myers
Sunrise Utilities, LLC
863/510-1318

Eyvonne Estelle

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Sent: Thursday, July 25, 2013 1:49 PM
To: PSCREPLY
Subject: Re: payment received

I apologize. I was responding to Mrs. McLaughlin and at the last minute realized you should receive a copy of the communication.

Here is the PSC #:

NAME: JAMES MCLAUGHLIN
CASE NO: 1114019W

Sondra Myers
Sunrise Utilities, LLC

On Thu, Jul 25, 2013 at 1:34 PM, PSCREPLY <PSCREPLY@psc.state.fl.us> wrote:

Good Afternoon, Sondra:

Please give me the PSC inquiry # for this response. Thx. /ewe

From: SunriseAlturas Utilities [mailto:yourwaterutility@gmail.com]
Sent: Thursday, July 25, 2013 1:16 PM
To: Belinda McLaughlin
Cc: PSCREPLY
Subject: Re: payment received

Good afternoon, Mrs. McLaughlin,

I can't give you an exact time, however, it should be between 3:30 pm and 5:00 pm on July 30. I'll give you a call around noon that day to let you know how the day is progressing time wise. I usually have a good idea by noon. Unfortunately, the rains, or lack of, will have the biggest impact on the schedule.

Is 863/965-1070 the phone number I should call?

Have a great day!

Sondra Myers

Sunrise Utilities, LLC

On Wed, Jul 24, 2013 at 1:47 PM, Belinda McLaughlin <blynmclaughlin@aol.com> wrote:

Glad to hear you got it!

Can you remind me what time you'll be by on the 30th?

Warm regards,
Belinda McLaughlin

SunriseAlturas Utilities <yourwaterutility@gmail.com> wrote:

Good morning, Mrs. McLaughlin,

There must have been something going on within the Post Office last week and not a good thing. I received your payment from your on line banking today, along with a lot of other customers. It is dated the 19th and you will not be charged a late fee.

Please disregard the final notice you should have received in the mail today.

Thank you!

Sondra Myers

Sunrise Utilities, LLC

Eyvonne Estelle

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Sent: Wednesday, July 17, 2013 10:54 AM
To: Belinda McLaughlin
Cc: PSCREPLY
Subject: Re: FL PSC CATS NO. 1114019W

Good morning, Mrs. McLaughlin,

We read your section last. I should be reading your meter between 4 and 5 pm. I will give you a call about noon on the 30th and let you know if we are on schedule. This time of year the rains have a lot to do with how the day goes.

Let me know if you have any questions on the reports I gave you.

I hope you have a great day!

Sondra Myers
Sunrise Utilities, LLC

On Tue, Jul 16, 2013 at 3:57 PM, Belinda McLaughlin <bmclaughlin1@tiger.brenau.edu> wrote:
Sondra,

I haven't had a chance to view all of the documents you sent just yet. I am getting through them slowly but surely. Also, I did receive the email regarding the bill per the discussion we had. I have already made payment arrangement and you should receive that payment in full on the or around the 19th of July. If I have any further questions I will be sure to send you an email or give you a call. Also, I should be home on the 30th for the meter reading so let me know what time you plan to come by and I will gladly let you in the back gate.

Regards,

Belinda McLaughlin

On Tue, Jul 16, 2013 at 1:31 PM, SunriseAlturas Utilities <yourwaterutility@gmail.com> wrote:
Good afternoon, Ms. McLaughlin,

I am just checking back to see if you have a chance to look over the documents I sent to you on July 9 and to see if you have any questions.

Also, I'd like to make sure you received the email I sent to you on July 11 in reference to the credit I issued for the late fee on the July 1 billing.

If you do have any questions, please give me a call ([863/510-1318](tel:8635101318)) or email.

Have a great day!

Sondra Myers
Sunrise Utility Manager

Eyvonne Estelle

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Sent: Tuesday, July 16, 2013 1:31 PM
To: Belinda Mclaughlin
Cc: PSCREPLY
Subject: FL PSC CATS NO. 1114019W

Good afternoon, Ms. McLaughlin,

I am just checking back to see if you have a chance to look over the documents I sent to you on July 9 and to see if you have any questions.

Also, I'd like to make sure you received the email I sent to you on July 11 in reference to the credit I issued for the late fee on the July 1 billing.

If you do have any questions, please give me a call (863/510-1318) or email.

Have a great day!

Sondra Myers
Sunrise Utility Manager

Eyvonne Estelle

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Sent: Thursday, July 11, 2013 9:54 AM
To: Belinda Mclaughlin
Cc: PSCREPLY
Subject: FL PSC CATS NO. 1114019w
Attachments: B McLaughlin 1114091W customer24 mth history in chart071013.pdf

Good morning, Mrs. McLaughlin,

Per our telephone conversation yesterday afternoon, I have entered the \$7 credit for the late fee assessed July 1, 2013. I have attached a copy of your customer history in the form of a chart. Your account balance is \$40.78.

If you have any additional questions, please let me know.

Thank you for the information regarding your goats. I am going to try to enter your back yard to read your meter all by myself on the 30th. If you hear a chick scream, please send help! Just kidding!

Have a great day!

Sondra Myers
Sunrise Utilities, LLC

McLaughlin 24 month History

Date of Billing Statement	Meter Reading	Meter Reading Date	Usage - Gallons Billed	Estimated	Current Charges (without late fee)	Late Fee	Current Including Late Fee	Previous Balance	Total Amount Due
8/2/2011	767430	7/31/2011	6040	FALSE	\$22.95	\$0.00	\$22.95	\$0.00	\$22.95
9/2/2011	773560	8/31/2011	6130	FALSE	\$23.19	\$0.00	\$23.19	\$0.00	\$23.19
10/4/2011	779050	9/25/2011	5490	FALSE	\$21.46	\$0.00	\$21.46	\$0.00	\$21.46
11/1/2011	643230	10/30/2011	-135820	FALSE	\$11.11	\$0.00	\$11.11	\$0.00	\$11.11
12/1/2011	791980	11/26/2011	12930	FALSE	\$49.52	\$0.00	\$49.52	\$0.00	\$49.52
1/3/2012	798070	12/27/2011	6090	FALSE	\$23.08	\$0.00	\$23.08	\$0.00	\$23.08
2/1/2012	804430	1/29/2012	6360	FALSE	\$23.82	\$0.00	\$23.82	\$0.00	\$23.82
3/1/2012	810130	2/27/2012	5700	FALSE	\$22.02	\$0.00	\$22.02	\$0.00	\$22.02
4/2/2012	815390	4/1/2012	5260	FALSE	\$20.83	\$7.00	\$27.83	\$0.00	\$27.83
5/3/2012	820780	4/30/2012	5390	FALSE	\$21.19	\$0.00	\$21.19	\$0.00	\$21.19
6/1/2012	827590	5/31/2012	6810	FALSE	\$25.03	\$0.00	\$25.03	\$0.00	\$25.03
7/2/2012	833170	6/28/2012	5580	FALSE	\$21.70	\$0.00	\$21.70	\$0.00	\$21.70
8/3/2012	840456	8/2/2012	7286	FALSE	\$26.31	\$7.00	\$33.31	\$0.00	\$33.31
9/5/2012	846770	8/30/2012	6314	FALSE	\$23.68	\$7.00	\$30.68	\$7.00	\$37.68
10/2/2012	853400	9/28/2012	6630	FALSE	\$24.54	\$0.00	\$24.54	\$0.00	\$24.54
11/5/2012	860520	10/31/2012	7120	FALSE	\$25.87	\$0.00	\$25.87	\$0.00	\$25.87
12/3/2012	866110	12/1/2012	5590	FALSE	\$28.45	\$0.00	\$28.45	\$0.00	\$28.45
1/5/2013	870910	1/4/2013	4800	FALSE	\$25.84	\$0.00	\$25.84	\$0.00	\$25.84
2/1/2013	874010	1/29/2013	3100	FALSE	\$19.14	\$0.00	\$19.14	\$0.00	\$19.14
3/15/2013	889330	3/13/2013	15320	FALSE	\$77.73	\$0.00	\$77.73	\$0.00	\$77.73
3/19/2013	credit for over 10,000 rate			FALSE	(\$17.91)	\$0.00	(\$17.91)	\$77.73	\$59.82
4/2/2013	892900	3/28/2013	3570	FALSE	\$20.58	\$0.00	\$20.58	\$0.00	\$20.58
5/1/2013	900820	4/29/2013	7920	FALSE	\$34.83	\$0.00	\$34.83	\$0.00	\$34.83
6/3/2013	908010	5/30/2013	7190	FALSE	\$32.36	\$7.00	\$39.36	(\$10.17)	\$29.19
6/3/2013	Premise Visit fee			FALSE	\$10.00	\$0.00	\$10.00	\$29.19	\$39.19
7/1/2013	914730	6/29/2013	6720	FALSE	\$30.78	\$7.00	\$37.78	\$10.00	\$47.78
7/10/2013	credit for late charge assessed on 07/01/13					(\$7.00)			\$40.78

*11/1/2011 was an input error and was corrected on next billing 12/01/2011. Was only charged base for 11/2011.

Eyvonne Estelle

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Sent: Tuesday, July 09, 2013 1:09 PM
To: Belinda McLaughlin
Cc: PSCREPLY
Subject: Re: FL PSC CATS NO: 1114019W - James McLaughlin

Good afternoon, Mrs. McLaughlin,

My response to the assessed late fee on the balance of \$10 is on page three.

"To address your question in regards to the late fee your account was assessed on the July billing. It goes back to the premise visit you were charged on June 3. The invoices were already in the mail on June 3 when you paid the premise visit. The premise visit was not on the June invoice. The previous unpaid balance for May was on the invoice. I entered the premise visit charge on your account that afternoon. When you were figuring out how much you owed for June's bill, you should have subtracted the amount you paid for May's bill and not included the premise visit you paid. The premise visit was not a part of May's balance."

I apologize if I didn't make it clear. Let me try again. The total account balance on the June 3rd bill was \$74.19 with included the May balance of \$34.83. The May balance of \$34.83 was paid along with the \$10 premise visit on your ck #1167, 06/03, in the amount of \$45.00. When figuring your payment amount due for June's bill, you should have only subtracted the amount you actually paid for May, \$35.00 (74.19 minus 35 = \$39.19). The premise visit wasn't a part of May's balance. It was an extra charge. That charge was not reflected on the June invoice. So the amount you should have paid for June was \$39.19. You paid \$29.19 therefore leaving a balance of \$10.00 on your account. The \$10.00 balance is the reason you were charged a \$7.00 late fee.

I would like to point out that I did not issue a final notice in June for your account for the outstanding balance of \$10.00. Since you had filed the complaint, I thought you had shorted the June payment intentionally, until I received your email on 07/03/13. However, once a complaint is filed the account can not be disconnected for non-payment of the disputed amount. Just thought I'd let you know in case you were wondering why you did not receive a final notice and why no one knocked on your door for a premise visit.

If you have any more questions, please let me know. I will explain to the best of my abilities.

I look forward to a better working relationship between you and I.

I hope you have a great day!

Sondra
Utility Manager
Sunrise Utilities, LLC

Complaint #1114019W

On Tue, Jul 9, 2013 at 12:25 PM, Belinda McLaughlin <bmclaughlin1@tiger.brenau.edu> wrote:
Sondra,

I will be looking through these files today. Also, I never heard a reply from you regarding the message I sent you a few days ago. I have included it below so that you can respond.

"This is for your records and mine. On June 3rd I handed Dane a check (#1167) for \$45. The check was cashed on the 5th of June. The bill made for that day reflected an amount due of \$74.19 because your mailing address had changed, unbeknownst to me, and the payment I originally sent never made it to you.

I did not receive another bill reflecting the payment I made and therefore manually subtracted the \$45 that I submitted on the 3rd from the \$74.19 you claimed was due by the 23rd of June. So $\$74.19 - \$45 = \$29.19$. The \$29.19 was received by you on the 21st which happens to be 2 days before the originally quoted due date which was the 23rd. How does this leave a balance of \$10? The amount past due was \$34.83 and I paid \$45 which was actually \$0.17 more than the past due amount and the \$10 late fee you charged me. Clearly I do not owe an additional late fee nor did I short my bill by \$10. I need to know the actual bill for this month which should not include any late fees and should only include our usage."

Sincerely,

Belinda McLaughlin

On Tue, Jul 9, 2013 at 9:43 AM, SunriseAlturas Utilities <yourwaterutility@gmail.com> wrote:
Good morning, Mrs. McLaughlin,

I have attachment my letter in response to your complaint filed with the Public Service Commission.

Sondra Myers

Eyvonne Estelle

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Sent: Tuesday, July 09, 2013 9:45 AM
To: PSCREPLY
Subject: Fwd: FL PSC CATS NO: 1114019W - James McLaughlin
Attachments: B McLaughlin 1114019W Letter.pdf; B McLaughlin 1114091W credit rate over 10000 gals.pdf; B McLaughlin 1114019W - SUNRISE NOTICE posted at store 030613.pdf; B McLaughlin 1114091W Sunrise Customer Notice 030813.pdf; B McLaughlin 111409W - Gmail - Sunrise Utility, LLC to Belinda McLaughlin- remit to April 22.pdf; B McLaughlin 1114091W customer24 mth history in chart.pdf

FL PSC CATS NO: 1114019W James McLaughlin

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

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Date: Tue, Jul 9, 2013 at 9:43 AM
Subject: FL PSC CATS NO: 1114019W - James McLaughlin
To: bmclaughlin1@tiger.brenau.edu

Good morning, Mrs. McLaughlin,

I have attachment my letter in response to your complaint filed with the Public Service Commission.

Sondra Myers

Sunrise Utilities, LLC

James McLaughlin
2526 Edmond Circle
Auburndale, FL 33823

Jan	4800 gals			
Feb	3100 gals			
Mar	<u>15320</u> gals			
Total	23220			
Average	7740 monthly average			
billed at over 10,000 gal rate	5320	0.00613	32.61	
agreement at over 5,000 gal rate	5320	0.00307	<u>(16.33)</u>	
Difference to be credited	5320	0.00306	16.28	16.28
Utility Tax		10.00%	<u>1.63</u>	
Total Credit			17.91	

original bill	77.73			
credit applied	<u>-17.91</u>			
Total adjusted invoice	59.82	Balance due on before 03/31/13		

Sondra
3/19/2013
863/510-1318

Sunrise Utilities, LLC

P. O. Box 2608
Eaton Park, FL 33840

863/510-1318
YourWaterUtility@gmail.com

July 8, 2013

Mrs. Belinda McLaughlin
Email: bmclaughlin1@tiger.brenau.edu

Re: FL PSC CATS NO: 1114019W

Dear Mrs. McLaughlin,

I am writing to you in response to your complaint filed with the Florida Public Service Commission on June 21, 2013. Your complaint included: 1) improper billing, 2) you received no notification of mailing address change, 3) \$10.00 late payment charge, 4) possible backbilling, 5) field collector visit to collect payment, though no final notice was received and 6) treatment by Sunrise staff towards customer. I will address each of the above to the best of my ability. I have combined the first and fourth noted complaint into one response. I also combined the third and fifth noted complaint into one response.

1 & 4) I received a call from you in regards to the high usage invoice dated 03/11/13. I had put a note on your invoice requesting a phone call from you due to no phone number listed on your account. You said there was no way you used that much water. I had your meter re-read and it was determined that the reading on the invoice was correct. I could not explain the high usage; I could only give you various reasons for it. One of the reasons was maybe no one actually read your meter in the previous months of December and January. I could not prove that but due to the fluctuation of those readings that was my conclusion. I agreed that was not fair, however, the water did go through your meter so you were responsible for paying for the usage. I promised you at that time that as long as I was managing Sunrise Utilities, your meter would be read every month without fail. That was all I could do. I could not change the past, only the future. I have upheld that promise.

Another customer requested a credit be issued for the rate difference of the over 5000 gals and over 10000 gals rate. Once I took a look at the history for that customer, I agreed that was fair. I took a look at your history. If my conclusion was correct and your meter hadn't been read each month – then what would your monthly readings have been if they had been read each month. I determined your usage may have been under 10,000 gals each month. So I gave you a credit for the difference of the two rates, over 5000 and over 1000, for the usage over 10000 gals on the 3/11/13 invoice. I emailed you the credit, copy attached, along with your customer history on 3/26/13. I also called you on 03/27/13 to make sure you received the email.

Page Two
Mrs. Belinda McLaughlin
FL PSC CATS NO: 1114019W

If at any time in the future you feel your meter is not reading correctly, please let me know and I will schedule a field meter test. I apologize for not offering you this in March.

2) On 03/08/13 I personally took a notice to the store at the entrance of Sun Acres and asked if they would post where everyone could see it. A copy is attached. The gentleman behind the counter said he would post the notice. On 03/11/13 I included a letter with every invoice mailed and emailed explaining the changes in the management of Sunrise Utilities, LLC. I have attached a copy of the letter. In this letter was the new mailing address to be used for all correspondence and payments and the new phone number for the utility. On 4/22/13, after receiving your payment mailed to the old address, I emailed you a request to change your online billing remittance address to the current address. I have attached a copy of the email. The address and phone number is on the invoices and I also put a note at the bottom: Please note new address and phone number above. This note is still on every invoice sent. I don't know what more I could have done to make everyone aware of our new mailing address.

3 & 5) As I explained on the phone on June 3, the \$10 charge is a premise visit fee, not a late charge. The premise visit fee is in lieu of disconnection. I told you at that time, I do not set the fees; they are set by the Public Service Commission. If you refused to pay the premise visit fee, I had no other choice except to disconnect your water service. You were mailed a final notice on 05/22/13 and it was not returned by the U S Postal Service. The final notice gave your balance due as \$34.83 with a cutoff date of May 30. (We were reading the meters on the 30 and cannot disconnect after 12 noon on Fridays, so we completed cutoffs on Monday, June 3.) I was just doing my job, following the rules that were set. You did ask if I would meet you somewhere, and I did say no. Would you ask TECO to meet you somewhere to avoid having to pay the premise visit? Do you think they would? I don't think so. Sunrise is a utility just the same as TECO. Then you brought up the March invoice that I thought we had previously discussed and put to rest. That is when my tone of voice changed. I knew I was in a no-win situation and there was nothing I could say to make you happy, so I really didn't know what to say. In fairness to all of the other customers, and to the Utility, I had to charge you the fee. Even now, if I were to issue you a credit for the premise visit you paid that day, I would have to issue a credit to all of the other customers that were charged the same, for the same reason, that day, even though you were the only one to complain. I am not willing to do that to the Utility. If you are not getting your monthly invoice or if you did not receive the final notice sent on 5/22/13, I suggest you contact your Postmaster. I do not control the U S Postal Service. I put them in the drop box at the local Post Office and it is up to the Postal Service to deliver the mail.

6) Mrs. McLaughlin, I am a very emotional person. I am one of those who could not speak if my hands were tied. All of my feelings come through my voice and my facial expressions and all the while my

Page Three
Mrs. Belinda McLaughlin
FL PSC CATS NO: 1114019W

hands are moving. I have never purposely been rude to anyone. If you think I was rude to you, please accept my apologies. I would never intentionally be rude to anyone, much less a customer of mine. And you are my customer. You are not and never will be just an account number or address to me. Again, please accept my apologies.

To address your question in regards to the late fee your account was assessed on the July billing. It goes back to the premise visit you were charged on June 3. The invoices were already in the mail on June 3 when you paid the premise visit. The premise visit was not on the June invoice. The previous unpaid balance for May was on the invoice. I entered the premise visit charge on your account that afternoon. When you were figuring out how much you owed for June's bill, you should have subtracted the amount you paid for May's bill and not included the premise visit you paid. The premise visit was not a part of May's balance. You offended me when you wrote "If this is an attempt to charge me more due to my complaint with the Florida Public Service Commission then I am sure that there is a law that is being broken." I value my integrity, my reputation and my job too much to jeopardize any of them by purposely overcharging anyone. And I agree with you, there should be a law against anyone doing that if there isn't.

You also asked how many times you were charged a late fee in the past: 4 times; 03/31/11, 04/02/12, 08/03/12 & 09/05/12. This does not include the late fee on 07/01/13 invoice.

Per your request and in the form of a chart dictated by the Florida Public Service Commission, I have attached a 24 month history of your account.

I sincerely hope that I have addressed all of your concerns and that we can move past this.

If you have any questions, or need additional information, please contact me by calling 863/510-1318 between the hours of 11 am to 2 pm, Monday through Friday, or by sending an email to yourwaterutility@gmail.com.

Sincerely,

Sondra Myers
Utility Manager
Sunrise Utilities, LLC

Enclosures: 5

Sunrise Utilities, LLC
P. O. Box 2608
Eaton Park, FL 33840

Phone: 863/510-1318
email: YourWaterUtility@gmail.com

March 8, 2013

Re: Important information about your Water Utility

On Monday, 03/05/13, changes were put into effect regarding the management of Sunrise Utilities, LLC. I am now the manager of Sunrise Utilities. I am also handling all customer service related issues. I have been involved with Sunrise Utilities since 2008 in various capacities and I am looking forward to this new position. We do not have an office open to the public at this time, but may sometime in the future. Please make note of our new telephone number and mailing address. Please call between 11:00 am and 2:00 pm, Monday through Friday, with any questions you may have. If necessary, please leave a message to include your name, address, phone number and brief description of your call. I will return all calls within 24 to 48 hours, Monday through Friday. This number will also be used for any emergencies that may arise. If you have internet access, please feel free to send us an email including the same information above. You will receive a response within 24 to 48 hours, Monday through Friday.

Dane will be handling the maintenance once again. He will flush the system from 12:00 noon to 2:00 pm every other Wednesday. His first flushing will be this Wednesday, March 13. When the system is being flushed, it is to everyone's advantage if any excess water usage (washing laundry or vehicles) could be postponed to the next day.

We also have a new Water Plant Operator. He came highly recommended and we look forward to his assistance in helping us to make Sunrise, Your Water Utility, the best it can be.

Please send all payments and correspondence to:

Sunrise Utilities, LLC
P. O. Box 2608
Eaton Park, FL 33840

Phone: 863/510-1318
Email: YourWaterUtility@gmail.com

If you have any questions, please feel free to give us a call or send an email.

Sondra Myers
Utility Manager



Sunrise Utility, LLC - remit to

SunriseAlturas Utilities

Mon, Apr 22, 2013 at 1:42

<yourwaterutility@gmail.com>

PM

To: Belinda McLaughlin <blynnmclaughlin@aol.com>

Good afternoon,

Please change your online bill pay to reflect the following remit to address for your water utility bill:

Sunrise Utilities, LLC
P. O. Box 2608
Eaton Park, FL 33840

As of the last payment, the checks are being mailed to the former management company.

Thank you for your prompt attention to this matter.

Sondra Myers
Utility Manager

McLaughlin 24 month History

Date of Billing Statement	Meter Reading	Meter Reading Date	Usage Gallons Billed	Estimated	Current Charges (without late fee)	Late Fee	Current including Late Fee	Previous Balance	Total Amount Due
8/2/2011	767430	7/31/2011	6040	FALSE	\$22.95	\$0.00	\$22.95	\$0.00	\$22.95
9/2/2011	773560	8/31/2011	6130	FALSE	\$23.19	\$0.00	\$23.19	\$0.00	\$23.19
10/4/2011	779050	9/25/2011	5490	FALSE	\$21.46	\$0.00	\$21.46	\$0.00	\$21.46
11/1/2011	643230	10/30/2011	-135820	FALSE	\$11.11	\$0.00	\$11.11	\$0.00	\$11.11
12/1/2011	791980	11/26/2011	12930	FALSE	\$49.52	\$0.00	\$49.52	\$0.00	\$49.52
1/3/2012	798070	12/27/2011	6090	FALSE	\$23.08	\$0.00	\$23.08	\$0.00	\$23.08
2/1/2012	804430	1/29/2012	6360	FALSE	\$23.82	\$0.00	\$23.82	\$0.00	\$23.82
3/1/2012	810130	2/27/2012	5700	FALSE	\$22.02	\$0.00	\$22.02	\$0.00	\$22.02
4/2/2012	815390	4/1/2012	5260	FALSE	\$20.83	\$7.00	\$27.83	\$0.00	\$27.83
5/3/2012	820780	4/30/2012	5390	FALSE	\$21.19	\$0.00	\$21.19	\$0.00	\$21.19
6/1/2012	827590	5/31/2012	6810	FALSE	\$25.03	\$0.00	\$25.03	\$0.00	\$25.03
7/2/2012	833170	6/28/2012	5580	FALSE	\$21.70	\$0.00	\$21.70	\$0.00	\$21.70
8/3/2012	840456	8/2/2012	7286	FALSE	\$26.31	\$7.00	\$33.31	\$0.00	\$33.31
9/5/2012	846770	8/30/2012	6314	FALSE	\$23.68	\$7.00	\$30.68	\$7.00	\$37.68
10/2/2012	853400	9/28/2012	6630	FALSE	\$24.54	\$0.00	\$24.54	\$0.00	\$24.54
11/5/2012	860520	10/31/2012	7120	FALSE	\$25.87	\$0.00	\$25.87	\$0.00	\$25.87
12/3/2012	866110	12/1/2012	5590	FALSE	\$28.45	\$0.00	\$28.45	\$0.00	\$28.45
1/5/2013	870910	1/4/2013	4800	FALSE	\$25.84	\$0.00	\$25.84	\$0.00	\$25.84
2/1/2013	874010	1/29/2013	3100	FALSE	\$19.14	\$0.00	\$19.14	\$0.00	\$19.14
3/15/2013	889330	3/13/2013	15320	FALSE	\$77.73	\$0.00	\$77.73	\$0.00	\$77.73
3/19/2013	credit for over 10,000 rate			FALSE	(\$17.91)	\$0.00	(\$17.91)	\$77.73	\$59.82
4/2/2013	892900	3/28/2013	3570	FALSE	\$20.58	\$0.00	\$20.58	\$0.00	\$20.58
5/1/2013	900820	4/29/2013	7920	FALSE	\$34.83	\$0.00	\$34.83	\$0.00	\$34.83
6/3/2013	908010	5/30/2013	7190	FALSE	\$32.36	\$7.00	\$39.36	(\$10.17)	\$29.19
6/3/2013	Premise Visit fee			FALSE	\$10.00	\$0.00	\$10.00	\$29.19	\$39.19
7/1/2013	914730	6/29/2013	6720	FALSE	\$30.78	\$7.00	\$37.78	\$10.00	\$47.78

*11/1/2011 was an input error and was corrected on next billing 12/01/2011. Was only charged base for 11/2011.

Sunrise Utilities, LLC
P. O. Box 2608
Eaton Park, FL 33840
863/510-1318
YourWaterUtility@gmail.com

March 6, 2013

NOTICE TO ALL CUSTOMERS OF SUNRISE UTILITIES, LLC

EFFECTIVE IMMEDIATELY – NEW CONTACT INFORMATION

PLEASE MAIL ALL CORRESPONDENCE AND PAYMENTS TO:

SUNRISE UTILITIES, LLC
P. O. BOX 2608
EATON PARK, FL 33840

DIRECT ALL INQUIRES TO:

SONDRA MYERS
863/510-1318

YOU WILL RECEIVE FORMAL NOTIFICATION OF THE ABOVE CHANGES
THROUGH THE US POSTAL SERVICE WITHIN A WEEK TO TEN DAYS.

SONDRA MYERS
UTILITY MANAGER

Request No. 1149352W

Name MORRIS ,RHONDA MS.

Business Name

Consumer Information

Name: RHONDA MORRIS

Business Name:

Svc Address: 2435 GARDEN ST

County: Polk

Phone: (863)-662-7331

City/Zip: Auburndale

/ 33823-

Account Number:

Caller's Name: RHONDA MORRIS

Mailing Address: 2435 GARDEN ST

City/Zip: AUBURNDALE ,FL 33823-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480**

Utility Information

Company Code: WU870

Company: SUNRISE UTILITIES, LLC

Attn. Sondra Myers1149352W

Response Needed From Company? Y

Date Due: 06/30/2014

Fax:

R

Interim Report Received: / /

Reply Received: / /

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: MARCOS

Entered By: SS

Date: 06/09/2014

Time: 11:28

Via: PHONE

Prelim Type: DELAY IN

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: RR

Date: 12/08/2014

Closeout Type: WS-49

Apparent Rule Violation: Y

Preclose Type - Delay in Connection

Are you currently without service? Yes

What date did you contact the company to order service? Customer stated that she has been trying to contact the company since last week.

Did the company contact you with a reason for the delay? Customer stated that she has not been able to get a hold of anyone at the company.

Other comments:

Customer stated that she had a complaint against Sunrise Utilities, LLC. Customer stated that she has been

Request No. 1149352W

Name MORRIS ,RHONDA MS.

Business Name

PAGE NO: 1

ORIGINAL

contacting the company since last week in order to have services connected in her tenants name who will be moving in soon. Customer stated that she has been attempting to contact Sandy, who works for this company, at 863-510-1318. Customer stated that the calls go directly to voicemail, no one answers. Customer stated that she calls during business hours, between 11 am and 2 pm, and has been leaving voicemails since last week but has not received a phone call yet. Customer states that she needs to have services connected for her new tenant before they move in.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Stefanie Swanson

6/10/2014: Customer called back stating she contacted the company to have water turned on by Friday, however, there is an application fee that the customer is refusing to sign. Call transferred to Marcos.SCannon

06/10/2014 - Received a call from the Customer. Customer states she's requesting water service for her tenant but the service will be in her tenants name. Customer states that after the complaint was filed, she received a call from the Company and was told that she, or her tenant, would need to pay for the application fee and the previous account holders outstanding balance. She states the Company told her that the service will not be connected until this is done.

Advised the Customer that normally, a complaint is filed with the person that is requesting the service. Advised that I will file and objection on the complaint, since the Company is holding her responsible for the

Request No. 1149352W

Name MORRIS ,RHONDA MS.

Business Name _____

PAGE NO: 2

ORIGINAL

previous account balance. But I recommend that she have her tenant apply for the service on her own. If the tenant is told that she would need to pay the previous active accounts outstanding balance, she should contact the FPSC to file a complaint.

Customer inquired is she could have the representative from the Company that contacted her, call me for this information, so that the service could be activated. Advised she can call me if she would like, but she will still need to provide a written response to the FPSC.

MBermudez

07/16/2014 - Per F.A.C. 25-22.032(6), complaint resolution should be provided to the customer and the Commission within 15 working days after the complaint has been sent to the company. MBermudez

07/16/2014 - ATTENTION COMPANY// COMPANY RESPONSE IS PAST DUE// PLEASE PROVIDED RESPONSE AS SOON AS POSSIBLE

Company response from this complaint was due on 06/30/2014, but no response has been received. This response is past due, per F.A.C. 25-22.032(6). Please provide response as soon as possible.

MBermudez

08/26/2014 - Attempted to contact the customer but received no answer. Left a call back voicemail message advising that the Company response is past due. MBermudez

08/26/14: Tried contacting company at 863-510-1318, but reached voice mail. I left a message requesting a return call. RRoland

08/27/14: No response from company. RRoland

09/02/2014 - Past due letter is being mailed to the Company today. The letter informs the Company that response to the inquiry is due by 09/23/2014, or the Company might be subject to enforcement proceedings. MBermudez

09/11/14: Received U.S. Mail return receipt form. Ms. Melissa Owens signed for the letter on 09/09/14. Added to file. RRoland

10/09/2014 - FPSC General Council Representative, MLawson, has been advised of this case regarding the Company not responding to the Customer's concerns. My Supervisor, RRoland, has advised me to inform him if no response is received from the Company by 11/10/2014. MBermudez

Request No. 1149352W Name MORRIS ,RHONDA MS. Business Name

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ORIGINAL

11/17/14: I tried calling the customer, Ms. Morris, but reached voice mail. I requested a return call.
RRoland

12/02/14: I tried calling the customer, Ms. Morris, but reached voice mail. I requested a return call.
RRoland

12/02/14: I tried calling the company, but reached voice mail. I requested a return call. RRoland

12/03/14: I discussed this inquiry with the Bureau Chief. We decided to close the inquiry if the customer, Ms. Morris, does not contact the PSC by 12/08/14. RRoland

12/03/14: I tired calling the company and reached Ms. Melissa Owens. I explained that I was calling regarding the late response. She indicated that she also recently spoke with Michael Lawson in GCL. I advised that we are still waiting on the company to provide us a written response to this inquiry. She indicated that she will e-mail the report to the PSC by 12/04/14. I provided her with the PSCREPLY address.
RRoland

12/08/14: Still no response from the customer, Ms. Morris or the company. It appears the customer no longer wishes to pursue this complaint. The complaint is closed pending any futher action by GCL regarding the company's failure to respond. Closed as an apparent infraction, failure to respond to the PSC and customer.
RRoland

Request No. 1149352W Name MORRIS ,RHONDA MS. Business Name _____

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ORIGINAL

Marcos Bermudez-Frau

From: Randy Roland
Sent: Thursday, October 09, 2014 1:01 PM
To: Marcos Bermudez-Frau
Subject: FW: Lori McMillan & Rhonda Morris

Add to case file and let's wait to see what happens next. Let me know in 30 days if we don't hear anything.

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

From: Rhonda Hicks
Sent: Thursday, October 09, 2014 12:58 PM
To: Randy Roland
Subject: RE: Lori McMillan & Rhonda Morris

no

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

From: Randy Roland
Sent: Thursday, October 09, 2014 12:53 PM
To: Rhonda Hicks
Subject: RE: Lori McMillan & Rhonda Morris

Should we reassign to Legal or wait?

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

From: Rhonda Hicks
Sent: Thursday, October 09, 2014 12:17 PM
To: Randy Roland
Subject: FW: Lori McMillan & Rhonda Morris

fyi

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

From: Adam Teitzman
Sent: Thursday, October 09, 2014 11:59 AM
To: Rhonda Hicks; Carolyn Craig
Cc: Michael Lawson
Subject: FW: Lori McMillan & Rhonda Morris

Mike Lawson will be handling this matter.

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

From: Mary Anne Helton
Sent: Monday, October 06, 2014 4:32 PM
To: Adam Teitzman
Cc: Carolyn Craig
Subject: FW: Lori McMillan & Rhonda Morris

Adam, do you have someone that can work with Rhonda on this issue?

ORIGINAL

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

From: Rhonda Hicks
Sent: Monday, October 06, 2014 3:45 PM
To: Mary Anne Helton
Cc: Jim Dean
Subject: FW: Lori McMillan & Rhonda Morris

Mary Anne,
Sunrise Utilities will not respond to the attached customer complaints. Please advise on how we should proceed?

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

From: Randy Roland
Sent: Monday, October 06, 2014 2:42 PM
To: Rhonda Hicks
Subject: FW: Lori McMillan & Rhonda Morris

See attached electronic files.

COPY

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

September 3, 2014

Ms. Sondra Myers
Sunrise Utilities, LLC
P.O. Box 2608
Eaton Park, FL 33840

Inquiry# 1149352W

Dear Ms. Myers:

On June 9, 2014, Ms. Rhonda Morris contacted the Florida Public Service Commission (Commission) to express concerns about Sunrise Utilities. Subsequently complaint 1149352W was filed against Sunrise Utilities.

Despite numerous attempts by the Commission's Office of Consumer Assistance & Outreach to obtain a reply to the complaint, our records show that no company response has been received to date.

The Commission intends to see that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. According to PSC Rule 25-22.032(5)(a), Florida Administrative Code, ". . . a Commission staff member will investigate the complaint and attempt to resolve the dispute in the following manner: The staff member will notify the company of the complaint and request a response. The company shall provide its response to the complaint within fifteen (15) working days. The response shall explain the company's actions in the disputed matter and the extent to which those actions were consistent with applicable statutes and regulations. The response shall also describe all attempts to resolve the customer's complaint."

I have enclosed a copy of the original complaint form for which we have no response. If the Commission has not received a response within fifteen (15) business days of the date of this letter, September 24, 2014, Sunrise Utilities may be subject to enforcement proceedings. Please respond via fax to (850) 413-7168, or e-mail the response to PSCREPLY@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Rhonda L. Hicks".

Rhonda L. Hicks, Chief
Bureau of Consumer Assistance

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

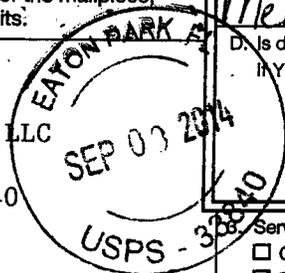
COPY

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

Article Addressed to:

SONDRA MYERS
SUNRISE UTILITIES LLC
P O BOX 2608
EATON PARK FL 33840



COMPLETE THIS SECTION ON DELIVERY

A. Signature Agent
 Addressee
X Melissa Owens

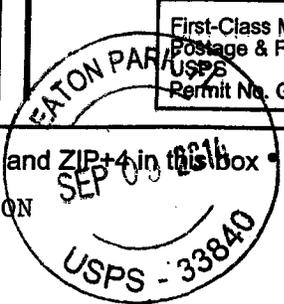
B. Received by (Printed Name) C. Date of Delivery
Melissa Owens *9-9-14*

D. Is delivery address different from item 1? Yes
if YES, enter delivery address below: No

3. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail C.O.D.

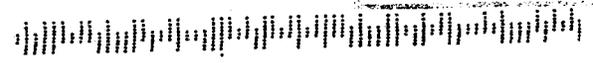
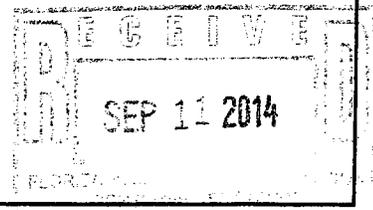
4. Restricted Delivery? (Extra Fee) Yes

Article Number (Transfer from service) 7011 3500 0001 5977 5607



First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •
FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSEE FL 32399-0850
CAO - RANDY ROLAND
CASE NO 1149352 & 1149764



COPY

Request No. 1149764W

Name MCMILLAN ,LORI MS.

Business Name

Consumer Information

Name: LORI MCMILLAN

Business Name:

Svc Address: 2435 GARDEN STREET

County: Polk

Phone: (560)-505-9491

City/Zip: Auburndale / 33823-

Account Number:

Caller's Name: LORI MCMILLAN

Mailing Address: 2435 GARDEN STREET

City/Zip: AUBURNDALE ,FL 33823-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480**

Utility Information

Company Code: WU870

Company: SUNRISE UTILITIES, LLC

Attn. Sondra Myers1149764W

Response Needed From Company? *Melissa Chens*

Date Due: 07/03/2014

Fax: R

Interim Report Received: / /

Reply Received: 11/05/2014

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: MARCOS

Entered By: SGW

Date: 06/12/2014

Time: 09:56

Via: PHONE

Prelim Type: DELAY IN

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MAB

Date: 11/14/2014

Closeout Type: WS-49

Apparent Rule Violation: Y

Preclose Type - Delay in Connection

Are you currently without service? Yes

What date did you contact the company to order service? May 28,2014

What date did the company say the service would begin? June 10,2014

Did the company contact you with a reason for the delay? Sunrise Utilities would not give a reason

Has the company given you a new installation date? No

Request No. 1149764W

Name MCMILLAN ,LORI MS.

Business Name

PAGE NO: 1

ORIGINAL

Other comments: Customer states Sunrise Utilities told her landlord that the water bill would have to be in landlord's name. Landlord does not want the bill in her name and wants the tenant to put the bill in her name. Customer states the landlord told her the issue was because a prior tenant failed to pay the water bill. Customer has offered to pay the old bill to get the water connected. Customer states she is trying to move into the service address and lack of water to the residence will be a major problem. Customer does not owe a bill to Sunrise Utilities and does not feel that she should be penalized for actions that are not her own. Customer wants to be able to put the water bill in her own name and wants water turned on at her residence.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168.

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams Lynch

07/16/2014 - Per F.A.C. 25-22.032(6), complaint resolution should be provided to the customer and the Commission within 15 working days after the complaint has been sent to the company. MBermudez

07/16/2014 - ATTENTION COMPANY// COMPANY RESPONSE IS PAST DUE// PLEASE PROVIDED RESPONSE AS SOON AS POSSIBLE

Company response from this complaint was due on 07/03/2014, but no response has been received. This response is past due, per F.A.C. 25-22.032(6). Please provide response as soon as possible.

08/26/2014 - Attempted to contact the company but received no answer. Left a call back voicemail message advising that the Company response is past due. MBermudez

Request No. 1149764W

Name MCMILLAN ,LORI MS.

Business Name

PAGE NO: 2

ORIGINAL

08/26/14: Tried contacting company at 863-510-1318, but reached voice mail. I left a message requesting a return call. RRoland

08/27/14: No response from company. RRoland

09/02/2014 - Past due letter is being mailed to the Company today. The letter informs the Company that response to the inquiry is due by 09/23/2014, or the Company might be subject to enforcement proceedings. MBermudez

09/11/14: Received U.S. Mail return receipt form. Ms. Melissa Owens signed for the letter on 09/09/14. Added to file. RRoland

10/06/14: I tried calling the complainant, Ms. McMillan, at the number provided 560-505-9491, but reached recording stating that it is a nonworking number. RRoland

10/09/2014 - FPSC General Council Representative, MLawson, has been advised of this case regarding the Company not responding to the Customer's concerns. My Supervisor, RRoland, has advised me to inform him if no response is received from the Company by 11/10/2014. MBermudez

11/05/2014 - Company response received via Email. DScott.

11/14/2014 - Reviewed Company Response:

Company Representative, Ms. Melissa Owens, provides that she's been manager of the Company since June, and connected the Customer's service as soon as she was made aware that the Customer needed water. The Customer has had water ever since then.

The Rep states that the Customer informed she cancelled her complaint with the FPSC.

MBermudez

11/14/2014 - This case shall be closed. Because the Company didn't provide a response to the FPSC within 15 business days, the complaint shall be closed as WS-49. MBermudez

Request No. 1149764W

Name MCMILLAN ,LORI MS.

Business Name _____

PAGE NO: 3

ORIGINAL

Derrell Scott

From: Angie Calhoun
Sent: Wednesday, November 05, 2014 3:31 PM
To: PSCREPLY
Subject: FW: FILES

For 1149764W

From: SunriseAlturas Utilities [<mailto:yourwaterutility@gmail.com>]

Sent: Wednesday, November 05, 2014 12:59 PM

To: Angie Calhoun

Subject: Re: FILES

Hello,

I spoke with Michael Lawson about 1 week ago. As I stated to Mr. Lawson, I only became manager in June. As soon as I was made aware that Lori Mcmillan needed water service I connected her water immediately. She has had water service every since then. Ms. Mcmillan told me that she called PSC and canceled her complaint. Wanda Morris is the owner of this property and does not live there. Thank you,

Melissa Owens

On Fri, Oct 31, 2014 at 8:53 AM, Angie Calhoun <ACalhoun@psc.state.fl.us> wrote:

REPORTS

Marcos Bermudez-Frau

From: Randy Roland
Sent: Thursday, October 09, 2014 1:01 PM
To: Marcos Bermudez-Frau
Subject: FW: Lori McMillan & Rhonda Morris

Add to case file and let's wait to see what happens next. Let me know in 30 days if we don't hear anything.

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

From: Rhonda Hicks
Sent: Thursday, October 09, 2014 12:58 PM
To: Randy Roland
Subject: RE: Lori McMillan & Rhonda Morris

no

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

From: Randy Roland
Sent: Thursday, October 09, 2014 12:53 PM
To: Rhonda Hicks
Subject: RE: Lori McMillan & Rhonda Morris

Should we reassign to Legal or wait?

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

From: Rhonda Hicks
Sent: Thursday, October 09, 2014 12:17 PM
To: Randy Roland
Subject: FW: Lori McMillan & Rhonda Morris

fyi

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

From: Adam Teitzman
Sent: Thursday, October 09, 2014 11:59 AM
To: Rhonda Hicks; Carolyn Craig
Cc: Michael Lawson
Subject: FW: Lori McMillan & Rhonda Morris

Mike Lawson will be handling this matter.

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

From: Mary Anne Helton
Sent: Monday, October 06, 2014 4:32 PM
To: Adam Teitzman
Cc: Carolyn Craig
Subject: FW: Lori McMillan & Rhonda Morris

Adam, do you have someone that can work with Rhonda on this issue?

ORIGINAL

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

From: Rhonda Hicks
Sent: Monday, October 06, 2014 3:45 PM
To: Mary Anne Helton
Cc: Jim Dean
Subject: FW: Lori McMillan & Rhonda Morris

Mary Anne,
Sunrise Utilities will not respond to the attached customer complaints. Please advise on how we should proceed?

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

From: Randy Roland
Sent: Monday, October 06, 2014 2:42 PM
To: Rhonda Hicks
Subject: FW: Lori McMillan & Rhonda Morris

See attached electronic files.

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
EDUARDO E. BALBIS
JULIE I. BROWN

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

September 3, 2014

COPY

Ms. Sondra Myers
Sunrise Utilities, LLC
P.O. Box 2608
Eaton Park, FL 33840

Inquiry# 1149764W

Dear Ms. Myers:

On June 12, 2014, Ms. Lori McMillan contacted the Florida Public Service Commission (Commission) to express concerns about Sunrise Utilities. Subsequently complaint 1149764W was filed against Sunrise Utilities.

Despite numerous attempts by the Commission's Office of Consumer Assistance & Outreach to obtain a reply to the complaint, our records show that no company response has been received to date.

The Commission intends to see that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. According to PSC Rule 25-22.032(5)(a), Florida Administrative Code, ". . . a Commission staff member will investigate the complaint and attempt to resolve the dispute in the following manner: The staff member will notify the company of the complaint and request a response. The company shall provide its response to the complaint within fifteen (15) working days. The response shall explain the company's actions in the disputed matter and the extent to which those actions were consistent with applicable statutes and regulations. The response shall also describe all attempts to resolve the customer's complaint."

I have enclosed a copy of the original complaint form for which we have no response. If the Commission has not received a response within fifteen (15) business days of the date of this letter, September 24, 2014, Sunrise Utilities may be subject to enforcement proceedings. Please respond via fax to (850) 413-7168, or e-mail the response to PSCREPLY@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Rhonda L. Hicks".

Rhonda L. Hicks, Chief
Bureau of Consumer Assistance

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

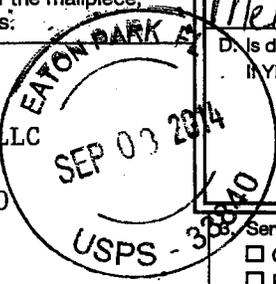
SENDER: COMPLETE THIS SECTION

COMPLETE THIS SECTION ON DELIVERY

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits:

1. Article Addressed to:

SONDRA MYERS
 SUNRISE UTILITIES LLC
 P O BOX 2608
 EATON PARK FL 33840



A. Signature
 X *Melissa Owens* Agent Addn

B. Received by (Printed Name) *Melissa Owens* C. Date of De *9-9-11*

D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

3. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Mercha
 Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

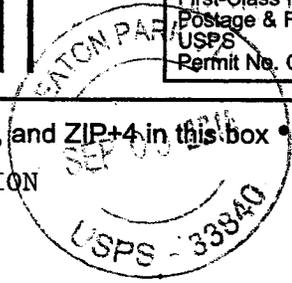
2. Article Number *7011 3500 0001 5977 5607*
 (Transfer from service)

COPY

UNITED STATES POSTAL SERVICE



First-Class M
Postage & Fe
USPS
Permit No. G



• Sender: Please print your name, address, and ZIP+4 in this box •

FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD OAK BLVD
TALLAHASSEE FL 32399-0850
CAO - RANDY ROLAND
CASE NO 1149352 & 1149764



COPY

Request No. 1159150W

Name SHINER ,STEVEN MR.

Business Name

Consumer Information

Name: STEVEN SHINER

Business Name:

Svc Address: 2438 THOMPSON ST

County: Polk

Phone: (863)-269-6494

City/Zip: Auburndale / 33823-

Account Number: 2483TS & 2430T

Caller's Name: STEVEN SHINER

Mailing Address: 2438 THOMPSON ST

City/Zip: AUBURNDALE ,FL 33823-

Can Be Reached:

E-Tracking Number: 36924

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480**

Utility Information

Company Code: WU870

Company: SUNRISE UTILITIES, LLC

Attn. Sondra Myers1159150W

Response Needed From Company? Y

Date Due: 10/02/2014

Fax:

R

Interim Report Received: / /

Reply Received: 10/21/2014

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: DH

Date: 09/11/2014

Time: 12:45

Via: E-FORM

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 10/21/2014

Closeout Type: WB-49

Apparent Rule Violation: Y

Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Thursday, September 11, 2014 12:31 PM

Cc: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 36924

CUSTOMER INFORMATION

Name: Steven Shiner

Request No. 1159150W

Name SHINER ,STEVEN MR.

Business Name

PAGE NO: 1

ORIGINAL

Telephone: 863-269-6494
Email: shineman@netzero.net
Address: 2438 Thompson St. Auburndale FL 33823

BUSINESS INFORMATION

Business Account Name: Steven Shiner
Account Number: 2438TS & 2430T
Address: 2430 & 2438 Thompson St. Auburndale Florida 33823

Water County Selected: POLK

COMPLAINT INFORMATION

Complaint: Improper Billing against Sunrise Utilities, LLC

Details:
Received my water bills 3 days ago, one was for 300% more then normal the other for even more. The meter reader that was going around was less then knowable. When he was reading my meters he just wrote the numbers on the back of a piece of scrap paper. Now I get these crazy bills. Have tried to contact Sunrise on three occasions, no answer, left voice mail, no call backs. This needs to be handled, and the company is not responding at all. I do not want my water shut off, but I am not paying these bills without checking out what is going on. Need the State to step in at this point and fix this issue ASAP. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working day after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

Request No. 1159150W Name SHINER ,STEVEN MR. Business Name _____

ORIGINAL

E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by Diane Hood

10/6/14: NOTE: It appears the company has violated PSC rules---failure to provide response to PSC within 15 days. Shonna McCray

10/6/14: ATTN COMPANY:
YOUR RESPONSE IS PAST DUE. PLEASE PROVIDE RESPONSE BY 10/15/14. Shonna McCray

10/21/14: Response received via email. Shonna McCray

10/21/14: REVIEWED COMPANY RESPONSE. Response indicates the following:
* Melissa Owens poke with customer the same day that he made complaint.
* Rechecked both meters to make sure there was not an error in the reading of the meters, readings were accurate.
* Bucket test was done on both meters to assure accuracy of the meters.
* Tests came out perfect, the customer was there for everything.
* Customer was informed that reads and usage were accurate and the bills stand.
* Customer also had plenty of time to pay the bills before the late charges. Thank you,

This inquiry closed. It appears the company has violated PSC rules---failure to provide response to PSC within 15 days. Shonna McCray

Request No. 1159150W Name SHINER , STEVEN MR. Business Name _____

ORIGINAL

Shonna McCray

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Sent: Tuesday, October 21, 2014 10:34 AM
To: Shonna McCray
Subject: Re: FL. PSC CATS NO: 1159150W STEVEN SHINER

Spoke with customer the same day that he made complaint. Rechecked both meters to make sure there was not an error in the reading of the meters, readings were accurate. Bucket test was done on both meters to assure accuracy of the meters. Tests came out perfect, the customer was there for everything. Customer was informed that reads and usage were accurate and the bills stand. Customer also had plenty of time to pay the bills before the late charges. Thank you,

Melissa Owens

On Mon, Oct 6, 2014 at 9:55 AM, Shonna McCray <SMcCray@psc.state.fl.us> wrote:

NAME: STEVEN SHINER
CASE NO: 1159150W
CALLER NAME: SHINER STEVEN
COMPANY: SUNRISE UTILITIES, LLC
BUSINESS:
CITY: Auburndale
ZIP: 33823-
ADDRESS: 2438 THOMPSON ST
TIME REC'D: 12:45
DATE REC'D: 09/11/2014
CONSUMER TELEPHONE: (863)-269-6494
CAN BE REACHED:
TIME SENT TO COMPANY: 12:50:51
DATE SENT TO COMPANY: 09/11/2014
HOW RECEIVED: E-FORM
BILLING TYPE: B
ACCOUNT NO.: 2483TS & 2430T
CATEGORY/INFRACTION CODE:
ENTERED BY: DH
ASSIGNED ANALYST: SHONNA MCCRAY
DUE DATE: 10/02/2014
CLOSEOUT ANALYST:
DATE CLOSED: / /
TIMELY/LATE:
DISPUTED AMOUNT: \$0.00

NOTES: Please review the "incorporated" Internet correspondence, located between the quotation marks on this form, in which the customer reports the following:

"-----Original Message-----"

From: consumerComplaint@psc.state.fl.us [mailto:consumerComplaint@psc.state.fl.us]

Sent: Thursday, September 11, 2014 12:31 PM

Cc: Consumer Contact

Subject: E-Form Improper Billing TRACKING NUMBER: 36924

ORIGINAL

CUSTOMER INFORMATION

Name: Steven Shiner

Telephone: 863-269-6494

Email: shineman@netzero.net

Address: 2438 Thompson St. Auburndale FL 33823

BUSINESS INFORMATION

Business Account Name: Steven Shiner

Account Number: 2438TS & 2430T

Address: 2430 & 2438 Thompson St. Auburndale Florida 33823

Water County Selected: POLK

COMPLAINT INFORMATION

Complaint: Improper Billing against Sunrise Utilities, LLC

Details:

Received my water bills 3 days ago, one was for 300% more then normal the other for even more. The meter reader that was going around was less then knowable. When he was reading my meters he just wrote the numbers on the back of a piece of scrap paper. Now I get these crazy bills. Have tried to contact Sunrise on three occasions, no answer, left voice mail, no call backs. This needs to be handled, and the company is not responding at all. I do not want my water shut off, but I am not paying these bills without checking out what is going on. Need the State to step in at this point and fix this issue ASAP. "

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing, within 15 working days after the complaint has been sent to the company.
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 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation that the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

ORIGINAL

Case taken by Diane Hood

10/6/14: NOTE: It appears the company has violated PSC rules---failure to provide response to PSC within 15 days. Shonna McCray

10/6/14: ATTN COMPANY:

YOUR RESPONSE IS PAST DUE. PLEASE PROVIDE RESPONSE BY 10/15/14. Shonna McCray

Diane Hood

WU 870

From: consumerComplaint@psc.state.fl.us
Sent: Thursday, September 11, 2014 12:31 PM
Cc: Consumer Contact
Subject: E-Form Improper Billing TRACKING NUMBER: 36924

ORIGINAL

CUSTOMER INFORMATION

Name: Steven Shiner
Telephone: 863-269-6494
Email: shineman@netzero.net
Address: 2438 Thompson St. Auburndale FL 33823

BUSINESS INFORMATION

Business Account Name: Steven Shiner
Account Number: 2438TS & 2430T
Address: 2430 & 2438 Thompson St. Auburndale Florida 33823

Water County Selected: POLK

COMPLAINT INFORMATION

Complaint: Improper Billing against Sunrise Utilities, LLC

Details:

Received my water bills 3 days ago, one was for 300% more then normal the other for even more. The meter reader that was going around was less then knowable. When he was reading my meters he just wrote the numbers on the back of a piece of scrap paper. Now I get these crazy bills. Have tried to contact Sunrise on three occasions, no answer, left voice mail, no call backs. This needs to be handled, and the company is not responding at all. I do not want my water shut off, but I am not paying these bills without checking out what is going on. Need the State to step in at this point and fix this issue ASAP.

Request No. 1166411W

Name ARMSTRONG ,KEVIN MR.

Business Name

Consumer Information

Name: KEVIN ARMSTRONG

Business Name:

Svc Address: 2385 KING AVE

County: Polk Phone: (863)-837-7104

City/Zip: Auburndale / 33823-

Account Number:

Caller's Name: KEVIN ARMSTRONG

Mailing Address: 2385 KING AVE

City/Zip: AUBURNDALE ,FL 33823-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480**

Utility Information

Company Code: WU870

Company: SUNRISE UTILITIES, LLC

Attn. Sondra Myers1166411W

Response Needed From Company? Y

Date Due: 12/16/2014

Fax: R

Interim Report Received: / /

Reply Received: 12/15/2014

Reply Received Timely/Late: T

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: JM

Date: 11/21/2014

Time: 11:43

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 10.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: RR

Date: 02/10/2015

Closeout Type: GI-08

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$10.00

Other Comments:

Customer indicates that the company is billing a reconnect charge of \$10.00 when service has not been physically disconnected. Customer indicates that the charge appears on the late notice along with the late fee. He indicates that he has been charged this \$10.00 several times.

Customer also indicates that when he tries to contact the utility by phone, he does not get an answer. If a message is left, no return call from the company is made.

Request No. 1166411W

Name ARMSTRONG ,KEVIN MR.

Business Name

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
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 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us
 Fax - 850-413-7168
 Mail - 2540 Shumard Oak Blvd.
 Tallahassee, Florida 32399-0850

Case taken by Angela Calhoun

12/15/2014 - Company response received via Email. DScott.

12/16/14: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * In August, Kevin Armstrong did not pay his bill by the due date, therefore was sent a final notice giving him 5 business days to pay his bill or call.
- * Mr. Armstrong did not pay, or call and was put on the collections list.
- * When the Company Representative went to his home (2385 King Ave, Auburndale, FL. 33823), it was explained to Mr. Armstrong that anytime a Representative has to come to his home to collect his payment in person, that it would cost him a \$10.00 premise visit.
- * Mr. Armstrong paid and his service was not disconnected.
- * The same thing happened in September, again Mr. Armstrong paid and was not disconnected.
- * Since September Mr. Armstrong has paid his bill on time.
- * Also, Mr. Armstrong never called the company.

Shonna McCray

Request No. 1166411W Name ARMSTRONG ,KEVIN MR. Business Name _____

NOTE: Response does not indicate that resolution has been provided to the customer. Shonna McCray

12/16/14: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PER CONSUMER COMPLAINT RULE 25-22.032, COMPLAINT RESOLUTION SHOULD BE PROVIDED TO THE CUSTOMER VIA DIRECT CONTACT WITH THE CUSTOMER, EITHER VERBALLY OR IN WRITING WITHIN 15 WORKING DAYS AFTER THE COMPLAINT HAS BEEN SENT TO THE COMPANY. LEAVING A MESSAGE FOR THE CUSTOMER OR SENDING A 'CALL ME' LETTER DOES NOT SATISFY THIS RULE. PLEASE CONFIRM THAT RESOLUTION HAS BEEN PROVIDED TO THE CUSTOMER. HAS RESOLUTION BEEN PROVIDED TO THE CUSTOMER? PLEASE PROVIDE RESPONSE TO THE PSC BY 12/29/14. Shonna McCray

1/7/15: NOTE: It appears the company has violated PSC rules---failure to respond to staff request within 7 days. Shonna McCray

1/7/15: ATTN COMPANY, REQUEST FOR SUPPLEMENTAL RESPONSE:
PER CONSUMER COMPLAINT RULE 25-22.032, COMPLAINT RESOLUTION SHOULD BE PROVIDED TO THE CUSTOMER VIA DIRECT CONTACT WITH THE CUSTOMER, EITHER VERBALLY OR IN WRITING WITHIN 15 WORKING DAYS AFTER THE COMPLAINT HAS BEEN SENT TO THE COMPANY. LEAVING A MESSAGE FOR THE CUSTOMER OR SENDING A 'CALL ME' LETTER DOES NOT SATISFY THIS RULE. PLEASE CONFIRM THAT RESOLUTION HAS BEEN PROVIDED TO THE CUSTOMER. HAS RESOLUTION BEEN PROVIDED TO THE CUSTOMER? PLEASE PROVIDE RESPONSE TO THE PSC BY 1/16/15. Shonna McCray

1/30/15: 9:46 a.m. Called Mr. Kevin Armstrong to provide resolution to his complaint. Mr. Armstrong stated the company is billing \$10.00 premise visit even though they do not come out to his home. Mr. Armstrong stated the company bills a \$7.00 late fee as well. He stated his bill is usually around \$17.00 per month. Explained customer billing requirements and late fees. Advised Mr. Armstrong the company's tariff would be reviewed to confirm the charges are approved. He asked what could be done to overturn the approved tariff. Customer's objection noted. Mr. Armstrong stated the premise visit is billed if he gives his payment to a technician he sees out in the field even if the bill is not due. He stated the company does not have an office or drop box where payments can be made. He stated the payments have to be mailed in. Explained to Mr. Armstrong the company's tariff would be reviewed to confirm the charges being billed and he would be re-contacted. Shonna McCray

2/10/15: 2:49 p.m. Called Mr. Kevin Armstrong at 863-837-7104 to provide resolution to his complaint. Explained Reconnection (\$15.00), Premise Visit (\$10.00), and Late Payment(\$7.00) Fees to Mr. Armstrong in detail. Mr. Armstrong stated the PSC allows the company to mark up the bills 100% in fees to customers that pay late. Advised Mr. Armstrong the fees are for set amounts and in some cases the fees may be more than the actual fees. Mr. Armstrong stated the majority of the residents cannot pay their bills on time and are being double-billed when the fees are added to the account. Advised the current fees were

Request No. 1166411W Name ARMSTRONG ,KEVIN MR. Business Name _____

effective as of 5/20/11. Mr. Armstrong states it is illegal for the PSC to approve these type of rates. He stated they can only mail payments to the company as they do not accept credit cards. Advised the PSC cannot require the company to accept payment via credit card. Mr. Armstrong request that a hearing be held before the PSC regarding fees being charged. Advised Mr. Armstrong that I would note his case that he is not satisfied with the resolution I provided and forward the case to my Supervisor for referral to the Process Review Team. Shonna McCray

2/10/15: Complaint forwarded to Supervisor for referral to process review. Shonna McCray

02/10/15: I called Mr. Armstrong. I advised that the company billed his account in accordance with approved tariffs. We discussed at length his concerns with the company's Premises Visit Fee and late payment fees. He wants the PSC to change tariffs and Florida Administrative Code regarding late payments, due dates, reconnection fees. He asked how to go about having a hearing with the Commissioners. I explained that he can request a hearing by contacting the PSC's Clerk Office. He indicated that he was unable to speak further at this moment. He stated that he may be calling back. Case closed. RRoland

03/11/2015 Customer called back to discuss the case. Forwarded call to Randy Roland. ENau

03/11/15: I spoke with Mr. Armstrong. He said a neighbor received a \$95 water bill which he said is too high. I advised Mr. Armstrong the neighbor can contact the PSC regarding her billing concerns. He indicated that she has already contacted the PSC. I asked for the neighbor's name but he did not know it. He believes the company should install a drop box so customers can drop off payments. I explained that he will need to discuss that with company staff. He indicated that the company agreed to have a customer meeting so that all customers can bring up any concerns they may have with the water service. He did not elaborate about any of these issues. RRoland

Request No. 1166411W Name ARMSTRONG ,KEVIN MR. Business Name _____

Randy Roland

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Sent: Monday, December 15, 2014 12:55 PM
To: PSCREPLY
Subject: Sunrise Utility case #1166411W

To whom it may concern,

Back in August, Kevin Armstrong did not pay his bill by the due date, therefore was sent a final notice giving him 5 business days to pay his bill or call. Mr. Armstrong did not pay, or call and was put on the collections list. When I went to his home (2385 King Ave, Auburndale, FL. 33823), I explained to Mr. Armstrong that anytime I had to come to his home to collect his payment in person, that it would cost him a \$10.00 premise visit. Mr. Armstrong paid and his service was not disconnected. The same thing happened in September, again Mr. Armstrong paid and was not disconnected. Since Sept. Mr. Armstrong has paid his bill on time. Also, Mr. Armstrong never called the company. Thank you,

Melissa Owens- Office Manager

Sunrise Utilities
PO Box2608
Eaton Park, FL. 33840

863-510-1318 phone hrs. 11:00am-2:00pm Mon.-Fri.

Request No. 1172870W

Name SHINER , STEVEN MR.

Business Name

Consumer Information

Name: STEVEN SHINER

Business Name:

Svc Address: 2438 THOMPSON ST

County: Polk

Phone: (863)-269-6494

City/Zip: Auburndale / 33823-

Account Number: 2430T & 2438TS

Caller's Name: STEVEN SHINER

Mailing Address: 2438 THOMPSON ST

City/Zip: AUBURNDALE , FL 33823-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480**

Utility Information

Company Code: WU870

Company: SUNRISE UTILITIES, LLC

Attn. Sondra Myers1172870W

Response Needed From Company? Y

Date Due: 02/20/2015

Fax:

R

Interim Report Received: / /

Reply Received: 04/29/2015

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: MARCOS

Entered By: SGW

Date: 01/30/2015

Time: 10:44

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 20.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MAB

Date: 05/01/2015

Closeout Type: WB-49

Apparent Rule Violation: Y

Preclose Type - Improper Bills

What is the amount of the bill in dispute? \$20.00 ; \$10 per address

What is the date of the bill? January 2015

Why do you believe you have been billed improperly? Customer states he did not receive his January bills from Sunrise Utilities. Customer states that he got two late notices. Customer got 2 money orders 01/30/2015 and took it to the company's business location. Customer states the company manager Melissa Owens would not come to the door. Customer states he left her a message and she returned the call. Customer states he had the payment available and could take it to her. Customer states he was told it would be \$10 per address for her to come get the check. Customer states he feels that he is being treated unfairly by this water company and is

Request No. 1172870W

Name SHINER , STEVEN MR.

Business Name

objecting to the "pick up" fee as he had it at the business door and they would not accept his payment.

Customer is concerned that the manager will not come get his payment in time to avoid the shut-off scheduled for noon. Customer states he has been earnestly trying to pay the bill since before 8:00 01/30/2015 when he was aware of the situation. Customer states his other property is a rental whose household composition includes an infant and he is concerned for their well-being also.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer

4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us
 Fax - 850-413-7168
 Mail - 2540 Shumard Oak Blvd.
 Tallahassee, Florida 32399-0850

Case taken by Suzelle Williams Lynch

03/04/2015 - ATTENTION COMPANY// PER F.A.C. 25-22.032(6)(b) THE RESPONSE TO THIS INQUIRY IS PAST DUE// PLEASE CONTACT THE CUSTOMER DIRECTLY TO DISCUSS HIS CONCERNS AND PROVIDE A RESPONSE TO THE FPSC AS SOON AS POSSIBLE. MBermudez

03/23/2015 - ATTENTION COMPANY// PER F.A.C. 25-22.032(6)(b) THE RESPONSE TO THIS INQUIRY IS PAST DUE// PLEASE CONTACT THE CUSTOMER DIRECTLY TO DISCUSS HIS CONCERNS AND PROVIDE A RESPONSE TO THE FPSC AS SOON AS POSSIBLE. MBermudez

04/03/2015 - Left a voicemail message with the Company advising that the response to this complaint is past due and requesting a call back. MBermudez

04/08/2015 - Contacted the Company and spoke with Melissa. She states that she received my voicemail messages

Request No. 1172870W Name SHINER ,STEVEN MR. Business Name _____

and is working on getting the response together. She states that she will be providing the response to all the past due cases by 04/13/2015. Advised it would be noted. MBermudez

04/17/15: I tried calling the company but reached voice mail. I left a voice-mail reminder about the past due response. I asked for a return call. RRoland

04/29/2015 - Company response received via Email. DScott.

05/01/2015 - Company response received via Email. DScott.

05/01/2015 - The Company has provided the following information regarding the Customer's concerns:

"To MARCOS BERMUDEZ-FRAU or whom it may concern at P.S.C.,

I am writing in response to Steven Shiners complaint RE: CASE NO: 1172870W
A customer has a due date. If there is not a payment received by the due date, A final notice is sent giving them 5 business days to make payment. At that point they are put on a disconnect list. If a tech shows up to disconnect which on that day I personally came to his residence with a witness. And in response to him saying I am avoiding him, Mr. Shiner sent someone else to the door to give me the payment. Prior to this taking place I spoke with Mr. Shiner on the phone and he said that "You know I'm just going to FIRE OFF ANOTHER EMAIL to Public Service Commission, and I said Mr. Shiner you do what you feel you need to do and I will Do what I have to do.

I Apologize for being so late on this response. Thank you for your time.

Manager of Sunrise Utilities
Melissa Owens "

MBermudez

05/01/2015 - Having received no further contact from the Customer, this case shall be closed. Because the Company response was received past due, the case shall be closed as WB-49. MBermudez

05/07/15: Received USPS return receipt signed by Melissa Owens of Sunrise Utilities. Added to file. RRoland

Request No. 1172870W Name SHINER ,STEVEN MR. Business Name _____

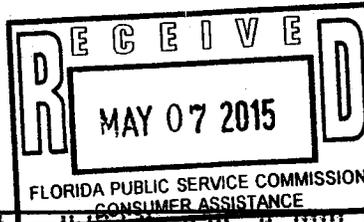
UNITED STATES POSTAL SERVICE



First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

• Sender: Please print your name, address, and ZIP+4 in this box •

FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD ~~CA~~ LVD
TALLAHASSEE FL 32399-0850
CAO - RHONDA HICKS
CASE NO 1172870W



ORIGINAL

ORIGINAL

Derrell Scott

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Sent: Friday, May 01, 2015 11:49 AM
To: PSCREPLY
Subject: RE: CASE NO: 1172870W

04-29-2015

To MARCOS BERMUDEZ-FRAU or whom it may concern at P.S.C.,

I am writing in response to Steven Shiners complaint RE: CASE NO: 1172870W
A customer has a due date. If there is not a payment received by the due date, A final notice is sent giving them 5 business days to make payment. At that point they are put on a disconnect list. If a tech shows up to disconnect which on that day I personally came to his residence with a witness. And in response to him saying I am avoiding him, Mr. Shiner sent someone else to the door to give me the payment. Prior to this taking place I spoke with Mr. Shiner on the phone and he said that "You know I'm just going to FIRE OFF ANOTHER EMAIL to Public Service Commission, and I said Mr. Shiner you do what you feel you need to do and I will Do what I have to do.

I Apologize for being so late on this response. Thank you for your time.

Manager of Sunrise Utilities
Melissa Owens

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
JULIE I. BROWN
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

April 22, 2015

Ms. Sondra Myers
Sunrise Utilities, LLC
P.O. Box 2608
Eaton Park, FL 33840

Inquiry# 1172870W

Dear Ms. Myers:

On January 30, 2015, Mr. Steven Shiner contacted the Florida Public Service Commission (Commission) to express concerns about Sunrise Utilities. Subsequently complaint 1172870W was filed against Sunrise Utilities.

Despite numerous attempts by the Commission's Office of Consumer Assistance & Outreach to obtain a reply to the complaint, our records show that no company response has been received to date.

The Commission intends to see that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. According to PSC Rule 25-22.032(5)(a), Florida Administrative Code, ". . . a Commission staff member will investigate the complaint and attempt to resolve the dispute in the following manner: The staff member will notify the company of the complaint and request a response. The company shall provide its response to the complaint within fifteen (15) working days. The response shall explain the company's actions in the disputed matter and the extent to which those actions were consistent with applicable statutes and regulations. The response shall also describe all attempts to resolve the customer's complaint."

I have enclosed a copy of the original complaint form for which we have no response. If the Commission has not received a response within fifteen (15) business days of the date of this letter, May 13, 2015, Sunrise Utilities may be subject to enforcement proceedings. Please respond via fax to (850) 413-7168, or e-mail the response to PSCREPLY@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink that reads "Rhonda L. Hicks".

Rhonda L. Hicks, Chief
Bureau of Consumer Assistance

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Request No. 1176047W

Name ORTEGA ,MARIBEL MS.

Business Name _____

Consumer Information

Name: MARIBEL ORTEGA

Business Name:

Svc Address: 2374 KING AVENUE

County: Polk

Phone: (863)-605-9919

City/Zip: Auburndale / 33823-

Account Number: 2374TC

Caller's Name: MARIBEL ORTEGA

Mailing Address: 2374 KING AVENUE

City/Zip: AUBURNDALE ,FL 33823-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480**

Utility Information

Company Code: WU870

Company: SUNRISE UTILITIES, LLC

Attn. Sondra Myers1176047W

Response Needed From Company? Y

Date Due: 03/27/2015

Fax:

R

Interim Report Received: / /

Reply Received: 04/30/2015

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: MARCOS

Entered By: JM

Date: 03/06/2015

Time: 12:27

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 100.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: MAB

Date: 05/01/2015

Closeout Type: WB-49

Apparent Rule Violation: Y

The customer states that she has received a high bill (usually her bill is around \$26). The customer states that she had been trying to contact the Company for the past 2 weeks (sometimes 2 to 3 times a day); however, she was never able to speak with anyone. Today (3/6/2015) a representative from the Company showed up at her door to collect her payment (he asked her to pay \$126 although her outstanding bill (from 3/3/15) was for \$96). The customer also states she was disconnected for non-payment on 3/3/2015. The customer states she was never able to speak with anyone at the Company about the high bill. The customer would like to make a payment and have service reconnection as soon as possible.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

Request No. 1176047W

Name ORTEGA ,MARIBEL MS.

Business Name _____

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:
E-Mail - pscreply@psc.state.fl.us
Fax - 850-413-7168
Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by J. Mclean-Sinatra

03/23/2015 - ATTENTION COMPANY// PER F.A.C. 25-22.032(6)(b) THE RESPONSE TO THIS INQUIRY IS PAST DUE// PLEASE CONTACT THE CUSTOMER DIRECTLY TO DISCUSS HER CONCERNS AND PROVIDE A RESPONSE TO THE FPSC AS SOON AS POSSIBLE. MBermudez

04/03/2015 - Left a voicemail message with the Company advising that the response to this complaint is past due and requesting a call back. MBermudez

04/08/2015 - Contacted the Company and spoke with Melissa. She states that she received my voicemail messages and is working on getting the response together. She states that she will be providing the response to all the past due cases by 04/13/2015. Advised it would be noted. MBermudez

04/17/15: I tried calling the company but reached voice mail. I left a voice-mail reminder about the past due response. I asked for a return call. RRoland

Request No. 1176047W Name ORTEGA ,MARIBEL MS. Business Name _____

05/01/2015 - The Company has provided the following information regarding the Customer's concerns:

"To Marcos Bermudez or whom it may concern at P.S.C.

This is in response to CASE NO: 1176047W

I want to start by stating that I have never had a customer by the name Maribel Ortega in my system, The customer that I have for that address is Timothy Coleman and if that is no longer the customer there then I need to disconnect that service. To address the issue at hand with a non customer at the address provided I would like to say that at the time of this disputed amount I did speak with Maribel via phone and explained that the meter is being accurately read every month and the usage is showing on the meter. I explained that possibly there is a leak, or a running toilet, a drippy faucet or she is doing something different to use more water and not realizing it. I just went through the history and the water consumption seems to be back to the usual usage at this address. So it appears that there was an issue fixed that was not the responsibility of Sunrise Utilities. Every month this address is on the disconnect list. The amounts stated above are inaccurate. My tech was there to collect \$126.22 which would have included a \$10 premise visit fee. Instead when she came to the door she cursed my tech and was very rude, waved money at him and said " I have money to pay my water bill' but refused to pay. So my tech disconnected the water. The water service was restored on the next business day when she was ready to pay the bill and reconnection fee .

Manager Sunrise Utilities
Melissa Owens "

MBermudez

05/01/2015 - Having received no further contact from the Customer, this case shall be closed. Because the Company response was received past due, the case shall be closed as WB-49. MBermudez

05/01/15: Received USPS returned receipt signed by Melissa Owens. Added to file. RRoland

Request No. 1176047W Name ORTEGA ,MARIBEL MS. Business Name _____

PAGE NO: 3

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

SONDRA MYERS
 SUNRISE UTILITIES LLC
 P O BOX 2608
 EATON PARK FL 33840

R E C E I V E D
 MAY 04 2015
 FLORIDA PUBLIC SERVICE COMMISSION
 CONSUMER ASSISTANCE

COMPLETE THIS SECTION ON DELIVERY

A. Signature Agent
X-Melissa Owens Addressee

B. Received by (Printed Name) C. Date of Delivery
Melissa Owens Yes
 No

D. Is delivery address different from item 1? Yes
 If YES, enter delivery address below: No

APR 28 2015
 USPS - 33840
ORIGINAL

3. Service Type
 Certified Mail Express Mail
 Registered Return Receipt for Merchandise
 Insured Mail C.O.D.

4. Restricted Delivery? (Extra Fee) Yes

2. Article Number (Transfer from sender) **7011 3500 0001 5977 5584**

ORIGINAL

Marcos Bermudez-Frau

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Sent: Thursday, April 30, 2015 12:02 PM
To: Marcos Bermudez-Frau
Subject: Re: FL. PSC CATS NO: 1176047W MARIBEL ORTEGA

To Marcos Bermudez or whom it may concern at P.S.C.

This is in response to CASE NO: 1176047W
I want to start by stating that I have never had a customer by the name Maribel Ortega in my system, The customer that I have for that address is Timothy Coleman and if that is no longer the customer there then I need to disconnect that service. To address the issue at hand with a non customer at the address provided I would like to say that at the time of this disputed amount I did speak with Maribel via phone and explained that the meter is being accurately read every month and the usage is showing on the meter. I explained that possibly there is a leak, or a running toilet, a drippy faucet or she is doing something different to use more water and not realizing it. I just went through the history and the water consumption seems to be back to the usual usage at this address. So it appears that there was an issue fixed that was not the responsibility of Sunrise Utilities. Every month this address is on the disconnect list. The amounts stated above are inaccurate. My tech was there to collect \$126.22 which would have included a \$10 premise visit fee. Instead when she came to the door she cussed my tech and was very rude, waved money at him and said " I have money to pay my water bill' but refused to pay. So my tech disconnected the water. The water service was restored on the next business day when she was ready to pay the bill and reconnection fee .

Manager Sunrise Utilities
Melissa Owens

On Tue, Mar 31, 2015 at 12:28 PM, Marcos Bermudez-Frau <MBERMUDE@psc.state.fl.us> wrote:

NAME: MARIBEL ORTEGA
CASE NO: 1176047W
CALLER NAME: ORTEGA MARIBEL
COMPANY: SUNRISE UTILITIES, LLC
BUSINESS:
CITY: Auburndale
ZIP: 33823-
ADDRESS: 2374 KING AVENUE
TIME REC'D: 12:27
DATE REC'D: 03/06/2015
CONSUMER TELEPHONE: (863)-605-9919
CAN BE REACHED:
TIME SENT TO COMPANY: 12:41:59
DATE SENT TO COMPANY: 03/06/2015
HOW RECEIVED: PHONE
BILLING TYPE: B

ACCOUNT NO.: 2374TC
CATEGORY/INFRACTION CODE:
ENTERED BY: JM
ASSIGNED ANALYST: MARCOS BERMUDEZ-FRAU
DUE DATE: 03/27/2015
CLOSEOUT ANALYST:
DATE CLOSED: / /
TIMELY/LATE:
DISPUTED AMOUNT: \$100.00

NOTES: The customer states that she has received a high bill (usually her bill is around \$26). The customer states that she had been trying to contact the Company for the past 2 weeks (sometimes 2 to 3 times a day); however, she was never able to speak with anyone. Today (3/6/2015) a representative from the Company showed up at her door to collect her payment (he asked her to pay \$126 although her outstanding bill (from 3/3/15) was for \$96). The customer also states she was disconnected for non-payment on 3/3/2015. The customer states she was never able to speak with anyone at the Company about the high bill. The customer would like to make a payment and have service reconnection as soon as possible.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - [850-413-7168](tel:850-413-7168)

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by J. Mclean-Sinatra

03/23/2015 - ATTENTION COMPANY// PER F.A.C. 25-22.032(6)(b) THE RESPONSE TO THIS INQUIRY IS PAST DUE// PLEASE CONTACT THE CUSTOMER DIRECTLY TO DISCUSS HER CONCERNS AND PROVIDE A RESPONSE TO THE FPSC AS SOON AS POSSIBLE. MBermudez

COMMISSIONERS:
ART GRAHAM, CHAIRMAN
LISA POLAK EDGAR
RONALD A. BRISÉ
JULIE I. BROWN
JIMMY PATRONIS

STATE OF FLORIDA



OFFICE OF
CONSUMER ASSISTANCE & OUTREACH
CYNTHIA L. MUIR
DIRECTOR
(850) 413-6482

Public Service Commission

April 22, 2015

Ms. Sondra Myers
Sunrise Utilities, LLC
P.O. Box 2608
Eaton Park, FL 33840

Inquiry# 1176047W

Dear Ms. Myers:

On March 6, 2015, Ms. Maribel Ortega contacted the Florida Public Service Commission (Commission) to express concerns about Sunrise Utilities. Subsequently complaint 1176047W was filed against Sunrise Utilities.

Despite numerous attempts by the Commission's Office of Consumer Assistance & Outreach to obtain a reply to the complaint, our records show that no company response has been received to date.

The Commission intends to see that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. According to PSC Rule 25-22.032(5)(a), Florida Administrative Code, ". . . a Commission staff member will investigate the complaint and attempt to resolve the dispute in the following manner: The staff member will notify the company of the complaint and request a response. The company shall provide its response to the complaint within fifteen (15) working days. The response shall explain the company's actions in the disputed matter and the extent to which those actions were consistent with applicable statutes and regulations. The response shall also describe all attempts to resolve the customer's complaint."

I have enclosed a copy of the original complaint form for which we have no response. If the Commission has not received a response within fifteen (15) business days of the date of this letter, May 13, 2015, Sunrise Utilities may be subject to enforcement proceedings. Please respond via fax to (850) 413-7168, or e-mail the response to PSCREPLY@psc.state.fl.us.

Sincerely,

A handwritten signature in black ink, appearing to read "Rhonda L. Hicks".

Rhonda L. Hicks, Chief
Bureau of Consumer Assistance

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD • TALLAHASSEE, FL 32399-0850

An Affirmative Action / Equal Opportunity Employer

PSC Website: <http://www.floridapsc.com>

Internet E-mail: contact@psc.state.fl.us

Request No. 1178106W

Name SMITH ,MELODIE MRS

Business Name

Consumer Information

Name: MELODIE SMITH

Business Name:

Svc Address: 2376 PEACH AVE

County: Polk

Phone: (863)-594-6487

City/Zip: Auburndale / 33823-

Account Number: PE2376

Caller's Name: MELODIE SMITH

Mailing Address: 2376 PEACH AVE

City/Zip: AUBURNDALE ,FL 33823-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480**

Utility Information

Company Code: WU870

Company: SUNRISE UTILITIES, LLC

Attn. Sondra Myers1178106W

Response Needed From Company? Y

Date Due: 04/22/2015

Fax:

R

Interim Report Received: / /

Reply Received: 04/30/2015

Reply Received Timely/Late: L

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: EAN

Date: 04/01/2015

Time: 11:23

Via: PHONE

Prelim Type: QUALITY OF

PO:

Disputed Amt: 0.00

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by: SDM

Date: 05/07/2015

Closeout Type: WS-49

Apparent Rule Violation: Y

Preclose type - Quality of Service

Customer Comments:

Customer stated that she has not been receiving any monthly bills from the company.

Customer stated that when she contacted Sunrise Utilities, Inc. customer representative Melissa Owens she was told that in order to get a water bill customer would have to pay representative a \$20.00 fee.

Customer stated that company representative Melissa Owens is always drunk and is refusing to provide monthly bills.

Customer also stated that she has had to go to the representative's home to make payments because the company does not have a local office.

Customer stated that she has been paying what representative calls a courtesy fee of \$20.00 to get her statement and pay her bill.

Request No. 1178106W

Name SMITH ,MELODIE MRS

Business Name

Customer also stated that she does not have any company contact information other than emergency phone number.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.
3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Elodie Nau

04/30/2015 - Company response received via Email. DScott.

5/7/15: NOTE: It appears the company has violated PSC rules---failure to provide response to customer and/or PSC within 15 days. Shonna McCray

5/7/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

- * In response to this customer not getting her bills, she has recently told me she was having a problem with her e-mail account and changed e-mail addresses.
- * Melissa Owens changed it in the system and the bills were being sent to her new account that she provided.

- * Ms. Owens has verification that these bills were e-mailed to the provided address.
- * Ms. Owens manually printed them and mailed to her physical address via U.S.P.S.
- * Ms. Owens gave her the amount to pay via phone the next day which was a Saturday, not normal business

Request No. 1178106W

Name SMITH ,MELODIE MRS

Business Name _____

hours and never charged her a fee for inquiring and have never charged anyone for inquiring about their bills.

* In response to charging \$20.00 for a duplicate copy of a bill, Ms. Owens has not and will never charge anyone for a duplicate of their bill.

* Ms. Owens writes a receipt for every cash transaction and if it isn't cash then this customer would have some sort of a receipt being a cancelled check, money order stub, or Ms. Owens' hand written receipt, which Ms. Owens can assure it doesn't exist.

* This person came to Ms. Owens' home after dark while she was having a family dinner and consumed so much of her time and disrupted her dinner to the point that half of my guests left before dinner was over.

* Not only is Ms. Owens a Sunrise Utilities employee, she is a customer and live in this community.

* This customer's son has ridden past Ms. Owens' house yelling obscenities and being vulgar.

* She has personnel issues with Ms. Owens from before Ms. Owens' employment that has nothing to do with Sunrise Utilities.

* As far as the \$20.00 courtesy fee she is referring to it is a \$10.00 premise visit fee per residence for sending a technician to her home to collect or disconnect, but at the disputed time she was not on the disconnect list and was not charged anything.

This inquiry closed. It appears the company has violated PSC rules---failure to provide response to the PSC within 15 days. Shonna McCray

Request No. 1178106W

Name SMITH ,MELODIE MRS

Business Name

PAGE NO: 3

Derrell Scott

From: Elodie Nau
Sent: Thursday, April 30, 2015 11:15 AM
To: PSCREPLY
Subject: FW: FL. PSC CATS NO: 1178106W MELODIE SMITH

From: SunriseAlturas Utilities [mailto:yourwaterutility@gmail.com]
Sent: Wednesday, April 29, 2015 5:34 PM
To: Elodie Nau
Subject: Re: FL. PSC CATS NO: 1178106W MELODIE SMITH

To Elodie Nau or whom it may concern at
P.S.C.

04-29-2015

I am writing in response to CASE NO: 1178106W

In response to this customer not getting her bills, she has recently told me she was having a problem with her e-mail account and changed e-mail addresses. I Changed it in my system and the bills were being sent to her new account that she provided. I also have verification that these bills were e-mailed to the provided address, also I manually printed them and mailed to her physical address via U.S.P.S. Which of course I gave her the amount to pay via phone the next day which was a Saturday, not normal business hours and never charged her a fee for inquiring and have never charged anyone for inquiring about their bill.

In response to charging \$20 for a duplicate copy of a bill, I have not and will never charge anyone for a duplicate of their bill. I write a receipt for every cash transaction and if it isn't cash then this customer would have some sort of a receipt being a cancelled check, money order stub, or my hand written receipt, which I can assure to you it doesn't exist.

This person came to my home after dark while I was having a family dinner and consumed so much of my time and disrupted my dinner to the point that half of my guests left before dinner was over.

Not only am I a Sunrise Utilities employee I am also a customer and live in this community. This persons son has ridden past my house yelling obscenities and being vulgar. She has personnel issues with me from before my employment that have nothing to do with Sunrise Utilities.

As far as the \$20 courtesy fee she is referring to is a \$10 premise visit fee per residence for sending a tech to her home to collect or disconnect, but at the disputed time she was not on the disconnect list and was not charged anything. Thank you for your time.

Manager for Sunrise Utilities
Melissa Owens

On Wed, Apr 1, 2015 at 11:38 AM, Elodie Nau <enau@psc.state.fl.us> wrote:

NAME: MELODIE SMITH
CASE NO: 1178106W
CALLER NAME: SMITH MELODIE
COMPANY: SUNRISE UTILITIES, LLC
BUSINESS:
CITY: Auburndale

ZIP: 33823-
ADDRESS: 2376 PEACH AVE
TIME REC'D: 11:23
DATE REC'D: 04/01/2015
CONSUMER TELEPHONE: (863)-594-6487
CAN BE REACHED:
TIME SENT TO COMPANY:
DATE SENT TO COMPANY: / /
HOW RECEIVED: PHONE
BILLING TYPE: S
ACCOUNT NO.: PE2376
CATEGORY/INFRACTION CODE:
ENTERED BY: EAN
ASSIGNED ANALYST: SHONNA MCCRAY
DUE DATE: 04/22/2015
CLOSEOUT ANALYST:
DATE CLOSED: / /
TIMELY/LATE:
DISPUTED AMOUNT: \$0.00
NOTES: Preclose type - Quality of Service

Customer Comments:

Customer stated that she has not been receiving any monthly bills from the company.

Customer stated that when she contacted Sunrise Utilities, Inc. customer representative Melissa Owens she was told that in order to get a water bill customer would have to pay representative a \$20.00 fee.

Customer stated that company representative Melissa Owens is always drunk and is refusing to provide monthly bills.

Customer also stated that she has had to go to the representative's home to make payments because the company does not have a local office.

Customer stated that she has been paying what representative calls a courtesy fee of \$20.00 to get her statement and pay her bill.

Customer also stated that she does not have any company contact information other than emergency phone number.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.

2. A response to the PSC is due by 5:00 p.m. Eastern time, of the 15th working days after the complaint has been sent to the company.

3. The response should include the following:
 - a) the cause of the problem
 - b) actions taken to resolve the customer's complaint
 - c) the company's proposed resolution to the complaint
 - d) answers to any questions raised by staff in the complaint
 - e) confirmation the company has made direct contact with the customer
4. Send your written response to the PSC, and copies of all correspondence with the customer to the following e-mail, fax, or physical addresses:

E-Mail - pscreply@psc.state.fl.us

Fax - [850-413-7168](tel:850-413-7168)

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by Elodie Nau

Request No. 1180403W

Name SHINER , STEVEN MR.

Business Name

Consumer Information

Name: STEVEN SHINER

Business Name:

Svc Address: 2438 THOMPSON STREET

County: Polk

Phone: (863)-269-6494

City/Zip: Auburndale / 33823-

Account Number: 2483TS & 2430T

Caller's Name: STEVEN SHINER

Mailing Address: 2438 THOMPSON STREET

City/Zip: AUBURNDALE , FL 33823-

Can Be Reached:

E-Tracking Number:

**Florida Public Service
Commission - Consumer Request
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
850-413-6480**

Utility Information

Company Code: WU870

Company: SUNRISE UTILITIES, LLC

Attn. Sondra Myers1180403W

Response Needed From Company? Y

Date Due: 05/21/2015

Fax:

R

Interim Report Received: / /

Reply Received: 05/01/2015

Reply Received Timely/Late:

Informal Conf.: N

PSC Information

Assigned To: SHONNA MCCRAY

Entered By: RJC

Date: 04/30/2015

Time: 15:20

Via: PHONE

Prelim Type: IMPROPER BILLS

PO:

Disputed Amt: 73.18

Supmntl Rpt Req'd: / /

Certified Letter Sent: / /

Certified Letter Rec'd: / /

Closed by:

Date: 6/4/15

Closeout Type:

Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer stated that he is disputing the amount \$73.18 for both of his accounts.

What is the date of the bill?

Customer stated that it is his most recent bill received in April.

Why do you believe you have been billed improperly?

Request No. 1180403W

Name SHINER , STEVEN MR.

Business Name

Customer stated that he mailed out a money order in the amount of \$73.18 on 04/20/2015. Customer stated that he contacted Sunrise Utilities to confirm if they have received his payment and the representative from Sunrise Utilities stated that they have not received his payment for \$73.18. Customer stated that he did verify with Amcot that the money order was never cashed. Customer stated that he believes that Sunrise Utilities lost his payment.

Other Comments: Customer requests assistance from the PSC to resolve this dispute.

Please note that the customer sent via fax a copy of his money order receipt # 2161765579 with his April billing statement for his service account #2430T.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by R. Castillo

05/01/2015 - Company response received via Email. DScott.

05/07/2015 - Customer called with a question for his analyst who was not available. Email sent to SMCray to request callback for customer. SLynch

5/7/15: REVIEWED COMPANY RESPONSE. Response indicates the following:

Request No. <u>1180403W</u>	Name <u>SHINER ,STEVEN MR.</u>	Business Name _____
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- * Melissa Owens didn't speak to Mr. Shiner on 4/30/15, but she did speak with Jessica via phone in regard to his accounts.
- * He is disputing the amount of his bills for his 2 residences.
- * The meters are physically and accurately read every month and the usage is put into our billing program with a set rate from PSC and the computer prints a bill.
- * Ms. Owens has no way to control how much consumption is used in the home.
- * The bill is accurate according to PSC rates.
- * Ms. Owens has no control over the postal service.
- * If the postal service put it in the company's P.O. box then she would have received it.
- * Ms. Owens didn't receive his bill or it would be posted.

Shonna McCray

5/7/15: 3:21 p.m. Returned call to Mr. Steven Shiner at 863-269-6494. Mr. Shiner stated the manager that they are dealing with is currently on probation for defrauding a utility (stealing cable). Mr. Shiner states he is paying the bills on time but they are not being credited to his accounts appropriately. Advised Mr. Shiner that the PSC does not have jurisdiction over the company's employees. Mr. Shiner states he did not have any problems with the company until Melissa Owens took over. Mr. Shiner stated he has been unable to get in contact with the utility owners. Shonna McCray

5/7/15: REQUEST FOR SUPPLEMENTAL RESPONSE:
HAS THE CUSTOMER'S PAYMENT BEEN RECEIVED SINCE 4/30/15? PLEASE PROVIDE RESPONSE BY 5/18/15. Shonna McCray

Request No. 1180403W Name SHINER , STEVEN MR. Business Name _____

Shonna McCray

From: Rey Castillo
Sent: Thursday, April 30, 2015 3:59 PM
To: 'Yourwaterutility@gmail.com'
Cc: Shonna McCray
Subject: FW: FL. PSC CATS NO: 1180403W STEVEN SHINER
Attachments: 1180403W.pdf; FAX-2015-04-30 15_03_35.tif

Re: 1180403W

Sunrise Utilities, LLC
Sondra Myers,
Here is the copy of the money receipt and billing statement sent from the customer Mr. Steven Shiner.

Respectfully,

Rey Castillo
Regulatory Specialist
Consumer Assistance and Outreach
Office Telephone #36119

From: Rey Castillo
Sent: Thursday, April 30, 2015 3:49 PM
To: 'Yourwaterutility@gmail.com'
Subject: FL. PSC CATS NO: 1180403W STEVEN SHINER

NAME: STEVEN SHINER
CASE NO: 1180403W
CALLER NAME: SHINER STEVEN
COMPANY: SUNRISE UTILITIES, LLC
BUSINESS:
CITY: Auburndale
ZIP: 33823-
ADDRESS: 2438 THOMPSON STREET
TIME REC'D: 15:20
DATE REC'D: 04/30/2015
CONSUMER TELEPHONE: (863)-269-6494
CAN BE REACHED:
TIME SENT TO COMPANY:
DATE SENT TO COMPANY: / /
HOW RECEIVED: PHONE
BILLING TYPE: B
ACCOUNT NO.: 2483TS & 2430T
CATEGORY/INFRACTION CODE:
ENTERED BY: RJC

ASSIGNED ANALYST: SHONNA MCCRAY
DUE DATE: 05/21/2015
CLOSEOUT ANALYST:
DATE CLOSED: / /
TIMELY/LATE:
DISPUTED AMOUNT: \$73.18
NOTES: Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer stated that he is disputing the amount \$73.18 for both of his accounts.

What is the date of the bill?

Customer stated that it is his most recent bill received in April.

Why do you believe you have been billed improperly?

Customer stated that he mailed out a money order in the amount of \$73.18 on 04/20/2015. Customer stated that he contacted Sunrise Utilities to confirm if they have received his payment and the representative from Sunrise Utilities stated that they have not received his payment for \$73.18. Customer stated that he did verify with Amcot that the money order was never cashed. Customer stated that he believes that Sunrise Utilities lost his payment.

Other Comments: Customer requests assistance from the PSC to resolve this dispute.

Please note that the customer sent via fax a copy of his money order receipt # 2161765579 with his April billing statement for his service account #2430T.

Per Consumer Complaint Rule 25-22.032, please use the following procedures when responding to PSC complaints.

1. Complaint resolution should be provided to the customer via direct contact with the customer, either verbally or in writing within 15 working days after the complaint has been sent to the company.
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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Case taken by R. Castillo

FAX COVERSHEET



The Money Superstore™

DATE: 4/30/15 TIME: 3:00 PM
 TO: Board of Public Utilities FROM: Steven Shiner
 ATTN: _____ ANSWER REQUIRED: YES NO
 FAX NO: 850-413-6120 NO. OF PAGES SENT: 1

MESSAGE

Amscot Fax Service Terms of Use

By using Amscot's fax service, the sender agrees *not to*: (1) transmit any unlawful material including but not limited to abusive, libelous, threatening and/or pornographic material; (2) transmit and distribute any material that constitutes copyright, trademark or other intellectual property violation or infringement subject to civil and/or criminal penalties; and (3) violate any applicable laws including but not limited to conducting activities related to gambling. The sender agrees to indemnify Amscot, its directors, officers, employees and agents for any and all claims and disputes that may arise out of or related to sending of this fax.

This transmission may be confidential, privileged or protected from disclosure under applicable law and is intended only for view and use by the intended recipient. Access by anyone else is unauthorized. If you received this transmission in error, please notify the sender immediately and destroy the received documents. Thank you very much.

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 Amscot Customer Service: 1-800-333-6130

+ 2161765579 To	Description	Meter Readings		e s t	Consumption	Meter Multiplier	Amount
		Previous	Current				
Purchaser's Receipt 04/19/15 DATE Fee: 0.00	1/2015 Residential	158400	167690		9290 X 1		\$35.87

T.C. 9973.18
 NO. 2161765579
 PAY TO THE ORDER OF
SUNRISE
 AMSCOT CORPORATION
 P.O. BOX 25137
 TAMPA, FL 33622-5137

County Tax: \$3.59

Prior Account Balance: \$23.34

Last Payment: 3/27/2015 (\$23.34)

Late Payment Fee: \$0.00

Current Period Total: \$39.46

Total Amount Due: \$39.46

If payment is made after the due date amount due: \$46.46

Phone hours are from 11 am to 2 pm, M - F.

Meters will be read on or around April 25th or 26th
PLEASE KEEP DOGS PUT AWAY DURING THIS TIME. ALSO KEEP METERS ACCESSIBLE AND CLEAR OF DEBRIS. Thank you

If you are interested in receiving your invoice by email, send your request to YourWaterUtility@gmail.com.

FAT
STUD
850-413-6120

Customer Name	
Steven Shiner	
Account No.	Payment Due Date
2430T	4/26/2015

*Amount Includes Balance
From 2 Accounts
2430 T
2438 TS*

Request No. 1180403W

Name SHINER ,STEVEN MR.

Business Name

Consumer Information Name: STEVEN SHINER Business Name: Svc Address: 2438 THOMPSON STREET County: Polk Phone: (863)-269-6494 City/Zip: Auburndale / 33823- Account Number: 2483TS & 2430T Caller's Name: STEVEN SHINER Mailing Address: 2438 THOMPSON STREET City/Zip: AUBURNDALE ,FL 33823- Can Be Reached: E-Tracking Number:	Florida Public Service Commission - Consumer Request 2540 Shumard Oak Boulevard Tallahassee, Florida 32399 850-413-6480	PSC Information Assigned To: SHONNA MCCRAY Entered By: RJC Date: 04/30/2015 Time: 15:20 Via: PHONE Prelim Type: IMPROPER BILLS PO: Disputed Amt: 73.18
	Utility Information Company: SUNRISE UTILITIES, LLC Attn. Sondra Myers1180403W Response Needed From Company? Y Date Due: 05/21/2015 Interim Report Received: / / Reply Received: / / Reply Received Timely/Late: Informal Conf.: N	Supmntl Rpt Req'd: / / Certified Letter Sent: / / Certified Letter Rec'd: / / Closed by: Date: / / Closeout Type: Apparent Rule Violation: N

Preclose Type - Improper Bills

What is the amount of the bill in dispute?

Customer stated that he is disputing the amount \$73.18 for both of his accounts.

What is the date of the bill?

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Why do you believe you have been billed improperly?

Request No. 1180403W

Name SHINER ,STEVEN MR.

Business Name

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E-Mail - pscreply@psc.state.fl.us

Fax - 850-413-7168

Mail - 2540 Shumard Oak Blvd.

Tallahassee, Florida 32399-0850

Case taken by R. Castillo

Request No. 1180403W Name SHINER ,STEVEN MR. Business Name _____

Derrell Scott

From: SunriseAlturas Utilities <yourwaterutility@gmail.com>
Sent: Friday, May 01, 2015 11:45 AM
To: PSCREPLY
Subject: Response to Case Number: 1180403W

To Rey Castillo or whom it may concern at P.S.C.

This is in response to Case Number: 1180403W

I didn't speak to Mr. Shiner today but I did speak with Jessica via phone in regard to his accounts.

He is disputing the amount of his bills for his 2 residences. The meters are physically and accurately read every month and the usage is put into our billing program with a set rate from P.S.C. and the computer prints a bill. I have no way to control how much consumption is used in the home. The bill is accurate according to P.S.C. rates. I also have no control over the postal service. If the postal service put it in my P.O. box then I would have received it. I didn't receive his bill or it would be posted.

Thank you for your time.

Manager Sunrise Utilities

Melissa Owens



[Home Page](#) » [Return To Search Results](#)

Parcel Details: 26-28-34-660000-001880

TAX EST PRT CALC PRC TRIM TAX BILL

Owners

NEWTON FAYE MCKNIGHT EST	50%
MCKNIGHT WILLIE MAC	16.67%
FRANCHER MARY ELLEN	16.67%
MCKNIGHT DAVID	16.66%

Mailing Address

Address 1 **312 LIME AVE**
Address 2
Address 3 **LAKE WALES FL 33853-4503**

Site Address

Address 1 **616 W LAKE SUMMIT DR**
Address 2
City **WINTER HAVEN**
State **FL**
Zip Code **33884**

Parcel Information

Neighborhood **211370.00**
 Show Recent Sales in this
 Neighborhood

Subdivision **ELOISE WOODS LAKE ROY UNIT**
 PB 14 PG 19

Property (DOR) **SFR up to 2.49 AC (Code: 0100)**
Use Code

Acreage **0.24**

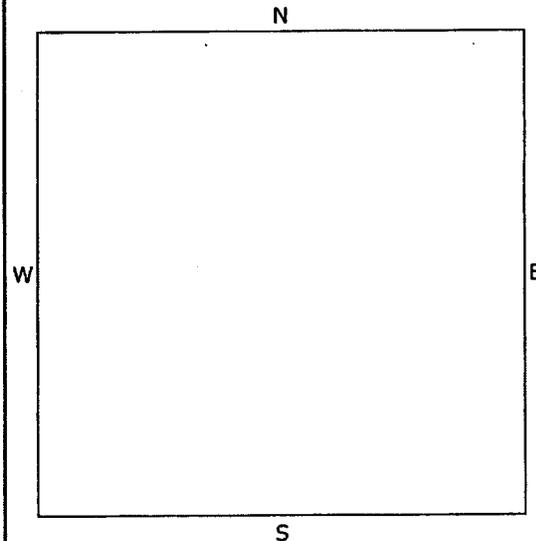
Taxing District **UNINCORP/SWFWMD/LAKE**
 REGION (Code: 92000)

Property Desc

DISCLAIMER: This property description is a condensed version of the original legal description recorded in the public records. It does not include the section, township, range, or the county where the property is located. The property description should not be used when conveying property. The Property Appraiser assumes no responsibility for the consequences of inappropriate uses or interpretations of the property description. No warranties, expressed or implied, are provided for the data herein, its use, or its interpretation.

ELOISE WOODS LAKE ROY UNIT PB 14 PG 19 19A 19B LOT 188 & BEG NW COR OF LOT 187 RUN S 27PT5 FT ELY TO ELY LINE OF LOT TO PT 30 1/2 FT S OF NE COR OF LOT NLY TO NE COR WLY TO BEG

Area Map



Recorded Plat

Visit the Polk County Clerk of Courts website to view the Recorded Plat for this parcel

Note: Some plats are not yet available on the Clerk's website. The site contains images of plats recorded on 01/05/1973 (beginning with book 058 Page 020) or later. For information on Plats recorded before 01/05/1973 (Book 058 Page 019 or less) please contact the Polk County Clerk's Office.

Mapping Worksheets (plats) for 262834

Mapping Worksheet Info
Section_262834.pdf



Sales History

Note: If you wish to obtain a copy of a deed on this parcel click on the blue OR Book/Page number. Doing so will access the Polk County Clerk of the Courts Official Records Search. Click here for a list of the system requirements. Once the document opens click the printer icon to print the document. If the deed does not have a blue link to official records, the deed may not be available through the online records of the Clerk of the Circuit Court. In order to obtain a copy of that deed you will need to contact the Clerk's Indexing Department at 863-534-4524. If the Type Inst is an R it is not available through the Clerk of the Court. To order R type instruments you need to contact the Property Appraiser.

OR Book/Page	Date	Type Inst	Vacant/Improved	Grantee	Sales Price
09449/02238	02/2015	M	I	MCKNIGHT WILLIE MAE	\$0
09449/02234	02/2015	M	I	MCKNIGHT WILLIE MAE	\$0
3613/1189	12/1995	W	I	MCKNIGHT CUBA NELL	\$10
2797/0517	11/1989	W	I		\$65,000
2363/0483	10/1985	Q	E		\$100

Exemptions

Note: The drop down menus below provide information on the amount of exemption applied to each taxing district. The HX—first \$25,000 homestead exemption may be allocated to one or more owners. The HB —second \$25,000 amended homestead exemption reflects the name of the first owner only.

Code	Description	% Ownership	Renew Cd	Year	Name	Value
<input checked="" type="checkbox"/> DX	32-33-FS196.202-DISABILITY \$500	100%	N	2006	NEWTON FAYE MCKNIGHT	\$500
<input checked="" type="checkbox"/> HX	01-26-FS196.031(1)(A)-HOMESTEAD	50%	N	2006	NEWTON FAYE MCKNIGHT	\$25,000
<input checked="" type="checkbox"/> SX	03-28-FS196.075(2A)-SENIOR EX	100%	N	2002	NEWTON FAYE MCKNIGHT	\$14,272
<input checked="" type="checkbox"/> HB	AMENDED HOMESTEAD	50%	N	2006	NEWTON FAYE MCKNIGHT	\$0

Total Exemption Value (County) \$39,772

Senior Exemption(Additional Homestead Exemption for Persons 65 and Older): For the 2015 tax year, the allowable total household adjusted gross income received during 2014 could not exceed \$28,448. If your total household adjusted gross income exceeded this limit, YOU MUST NOTIFY THIS OFFICE. Receiving no notification from the qualified senior will be considered a sworn statement, under penalty of perjury, that the income does not exceed the limit. Improperly claiming any exemption could result in a lien against your property. If you would like to receive a notice of renewal electronically, please send us an email at paoffice@polk-county.net with your name, property address, and confirmation of your request.

Value Summary (2014)

Desc	Value
Land Value	\$19,651
Building Value	\$81,100
Misc. Items Value	\$1,000
Land Classified Value	\$0
Just Market Value	\$101,751
*Cap Differential and Portability	\$11,916
Agriculture Classification	\$0
Assessed Value	\$89,835
Exempt Value (County)	\$39,460
Taxable Value (County)	\$50,375

*This property contains a Homestead Cap with a differential of \$11,916 and a Non Homestead Cap with a differential of \$0.

Values by District (2014)

District Description	Final Tax Rate	Assessed Value	Final Assessed Taxes	Exemption	Final Tax Savings	Taxable Value	Final Taxes
BOARD OF COUNTY COMMISSIONERS	6.866500	\$89,835	\$616.85	\$39,460	\$270.95	\$50,375	\$345.90
POLK COUNTY PARKS MSTU	0.421900	\$89,835	\$37.90	\$39,460	\$16.65	\$50,375	\$21.25
POLK COUNTY LIBRARY MSTU	0.210900	\$89,835	\$18.95	\$39,460	\$8.32	\$50,375	\$10.62
POLK COUNTY STORMWATER MSTU	0.100000	\$89,835	\$8.98	\$39,460	\$3.95	\$50,375	\$5.04
POLK COUNTY SCHOOL BOARD - STATE	4.960000	\$89,835	\$445.58	\$25,500	\$126.48	\$64,335	\$319.10
POLK COUNTY SCHOOL BOARD - LOCAL	2.248000	\$89,835	\$201.95	\$25,500	\$57.32	\$64,335	\$144.63
LAKE REGION LAKES MGMT DIST	0.492400	\$89,835	\$44.23	\$25,500	\$12.56	\$64,335	\$31.68
SOUTHWEST FLA WATER MGMT DIST	0.365800	\$89,835	\$32.86	\$25,500	\$9.33	\$64,335	\$23.53
		Assessed Taxes:	\$1,407.30	Tax Savings:	\$505.56	Total Taxes:	\$901.75

Non-Ad Valorem Assessments (2014)

LN	Code	Desc	Units	Rate	Assessment
1	LI100	TRI-LAKE	1.00	17.00	\$17.00
2	SW001	POLK WASTE & RECYCLING-COLL	1.00	109.80	\$109.80
3	SW002	POLK WASTE & RECYCLING-DISP	1.00	44.00	\$44.00
4	FI000	POLK COUNTY FIRE SERVICES	1.00	168.00	\$168.00
Total Assessments					\$338.80

Taxes

Desc	Last Year	2014 Final
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Taxing District	UNINCORP/SWFWMD/LAKE REGION (Code: 92000)	UNINCORP/SWFWMD/LAKE REGION (Code: 92000)
Millage Rate	16.0205	15.6655
Ad Valorem Assessments	\$418.32	\$901.75
Non-Ad Valorem Assessments	\$336.80	\$338.80
Total Taxes	\$755.12	\$1,240.55

Your final tax bill may contain Non-Ad Valorem assessments which may not be reflected on this page, such as assessments for roads, drainage, garbage, fire, lighting, water, sewer, or other governmental services and facilities which may be levied by your county, city or any other special district. Visit the Polk County Tax Collector's site for Tax Bill information related to this account. Use the Property Tax Estimator to estimate taxes for this account.

Prior Year Final Values

2013

Land Value	\$17,142.00
Building Value	\$66,341.00
Misc. Items Value	\$0.00
Just Value (Market)	\$83,483.00
SOH Deferred Val	\$5,713.00
Assessed Value	\$77,770.00
Exempt Value (County)	\$77,770.00
Taxable Value (County)	\$0.00

2012

Land Value	\$17,142.00
Building Value	\$59,328.00
Misc. Items Value	\$0.00
Just Value (Market)	\$76,470.00
SOH Deferred Val	\$0.00
Assessed Value	\$76,470.00
Exempt Value (County)	\$76,470.00
Taxable Value (County)	\$0.00

2011

Land Value	\$17,978.00
Building Value	\$63,011.00
Misc. Items Value	\$0.00
Just Value (Market)	\$80,989.00
SOH Deferred Val	\$0.00
Assessed Value	\$80,989.00
Exempt Value (County)	\$80,989.00
Taxable Value (County)	\$0.00

2010

Land Value	\$18,815.00
Building Value	\$75,920.00
Misc. Items Value	\$0.00

Just Value (Market)	\$94,735.00
SOH Deferred Val	\$0.00
Assessed Value	\$94,735.00
Exempt Value (County)	\$94,735.00
Taxable Value (County)	\$0.00

DISCLAIMER:

The Polk County Property Appraiser makes every effort to produce and publish the most current and accurate information possible. The PCPA assumes no responsibility for errors in the information and does not guarantee that the data are free from errors or inaccuracies. Similarly the PCPA assumes no responsibility for the consequences of inappropriate uses or interpretations of the data. No warranties, expressed or implied, are provided for the data herein, its use, or its interpretation. Utilization of the search facility indicates understanding and acceptance of this statement by the user.

Last Updated: Friday, May 01, 2015 at 2:21:30 AM

Kelley Corbari

From: Clayton Lewis
Sent: Thursday, May 28, 2015 4:06 PM
To: 'yourwaterutility@gmail.com'
Cc: 'L.szabo@rogers.com'; Wileypratt@netscape.net; Kelley Corbari; Laura King
Subject: CATS #1182487W - Jeanette Conrad (customer complaint)
Attachments: CATS 1182487..pdf

Mr. Pratt,
Ms. Owens,

Mr. Pratt and Ms. Owens,

Please see the attached complaint from Ms. Jeanette Conrad. A response to the complaint is due by June 18, 2015.

*Clayton K. Lewis
Division of Engineering
850 413-6578*

