

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: September 25, 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 Staff's correspondence to Sunrise Utilities, LLC requesting additional information on a customer complaint. Please file the attached documents in the correspondence tab of the above-referenced docket file and reference Document No. 05981-15.

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

KFC

RECEIVED FPSC

15 SEP 25 PM 3:57

COMMISSION
CLERK

Kelley Corbari

From: Kelley Corbari
Sent: Friday, September 25, 2015 10:01 AM
To: 'Steven Shiner'; yourwaterutility@gmail.com
Subject: RE: Sunrise Utilities

RE: 140220-WU
Sunrise

Doc. # 05981-15

Mr. Shiner -

Thank you so much for updating me on the status of your issue with Sunrise. I am pleased to hear that your issue was resolved quickly and satisfactorily. Should you have any additional questions or concerns, please do not hesitate to contact us.

Sincerely,
Kelley Corbari

Kelley F. Corbari,

Senior Attorney - Regulatory Analysis Section
Office of the General Counsel
FLORIDA PUBLIC SERVICE COMMISSION
Email: KCorbari@psc.state.fl.us
Direct Phone: (850) 413-6234
Direct Fax: (850) 413-6235

PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Steven Shiner [<mailto:theshineman@gmail.com>]
Sent: Thursday, September 24, 2015 5:34 PM
To: yourwaterutility@gmail.com; Kelley Corbari
Subject: Sunrise Utilities

Dear Kelly;

As per our phone conversation this is to confirm that the issue I was having with billing is a closed matter. The utility contacted me almost instantly after sending my e-mail. M. Metri was very helpful, supplied me with the information I needed, and I ordered a check cut from my online bill pay within a couple of mins.

I am very impressed, surprised and happy with the speed and efficiency that this matter has been handled.

Yours very truly,

Steven Shiner