

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: October 20, 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. 140219-WU** – Application for staff-assisted rate case in Polk County by Alturas Utilities, LLC.

Docket No. 140220-WU – Application for staff-assisted rate case in Polk County by Sunrise Utilities, LLC.

Attached please find a copy of correspondence received from Alturas Utilities, LLC and Sunrise Utilities, LLC in regard to Staff's requests for information concerning customer service and billing information. Please file the attached correspondence in the documents tab of both docket files.

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

KFC

RECEIVED FPSC
15 OCT 20 PM 1:32
COMMISSION
CLERK

Kelley Corbari

From: L SZABO <l.szabo@rogers.com>
Sent: Monday, October 19, 2015 9:42 PM
To: Kelley Corbari
Cc: l.szabo@rogers.com
Subject: re customer service improvements
Attachments: Actual ALTURAS Customer Bill.pdf; Actual SUNRISE UTILITY BILL[1].pdf; NOTICE OF CHANGES[1].pdf

October 19, 2015

Hello Ms. Corbari,

I would like to bring you up to date with the significant improvement we were able to achieve within the last 3 weeks regarding customer service.

I am attaching one Sunrise and one Alturas actual customer Bill.

They contain the exact information as our monthly Billing Report just in a different format.

It also shows our new billing address where the payment should be sent.

It is a real office nearby and not just a PO Box as it was previously.

The customers also have the option to physically go there and talk to a person to discuss any question related to billing issue.

We also have in the same office a dedicated phone line for Sunrise or Alturas customers exclusively - to achieve customer satisfaction.

Sending as attachment also the notice mailed regarding management changes.

The emergency phone line is used only for its purpose.

Our customers have already complimented and thanked us for the changes we have made.

I just wanted to let you know.

Yours truly,

Leslie Szabo

Alturas Utilities, LLC
 250 Old Bartow Eagle Lake Rd.
 Bartow, Florida, 33830
 (863) 537-7556

Utility Bill

10/6/2015

Amount Due

\$52.72

Access Control Tech
 P.O. Box 550160
 Orlando, FL 32855

Amount Paid

Account Number 3321	Service Address 3321 Central Av	Payment Due Date 10/26/2015
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✂ **Detach Top and Return With Payment**

Service From	To	Description	Meter Readings		e s t Consumption	Meter Multiplier	Amount
			Previous	Current			
8/31/2015	10/1/2015	General Svc 3/4-ta	281607	287700	6093	X 1	\$47.93

County Tax: \$4.79

Prior Account Balance: \$25.92

Last Payment: 10/2/2015 (\$25.92)

Current Period Total: \$52.72

Total Amount Due:	\$52.72
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METERS WILL BE READ ON OR ABOUT Oct. 28th or Oct. 29th.
 PLEASE KEEP DOGS PUT AWAY AT THIS TIME AND KEEP METERS ACCESSABLE AND FREE OF DEBRIS.
 Please see enclosed "Important Notice of Changes"

Customer Name	
Access Control Tech	
Account No.	Payment Due Date
3321	10/26/2015

Sunrise Utilities, LLC
 250 Old Bartow Eagle Lake Rd.
 Bartow, Florida, 33830
 (863) 537-7556

Utility Bill

10/7/2015

Amount Due

\$25.34

JUANELL MONDAY
 2575 SUNRISE TERRACE
 AUBURNDALE, FL 33823

Amount Paid

Account Number: 2575S Service Address: 2575 SUNRISE TERRACE Payment Due Date: 10/27/2015

X **Detach Top and Return With Payment**

Service From	To	Description	Meter Readings		e s t Consumption	Meter Multiplier	Amount
			Previous	Current			
8/31/2015	10/1/2015	Residential	141500	146610	5110 X	1	\$23.04

County Tax: \$2.30

Prior Account Balance: \$24.05

Last Payment: 9/28/2015 (\$24.05)

Current Period Total: \$25.34

Total Amount Due:	\$25.34
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METERS WILL BE READ ON OR ABOUT Oct. 28th or Oct. 29th.
 PLEASE HAVE METERS ACCESSIBLE & FREE OF DEBRIS. HAVE DOGS PUT AWAY. THANK YOU.
 Please see enclosed "Important Notice of Changes"

Customer Name	
JUANELL MONDAY	
Account Nbr	Payment Due Date
2575S	10/27/2015

Important Notice of Changes

The business is under new management. Please do not contact Melissa or Robert regarding your water bills or problems as they are no longer affiliated with the company.

We do want to apologize to all customers for all the confusion the past month and we want you to know we have every intention of getting things back to normal. Thank you for your patience and understanding.

Please take note that there is a new mailing address to mail your payments to which is:

250 Old Bartow Eagle Lake Rd.
Bartow, FL 33830

Remember, if you are using bill pay at your bank, to change the address with your bank also.

It would be most helpful to indicate your Account Number on your checks or money orders

Moving forward, please be aware that you have 20 days from the date of your invoice to make your payment. For example, if your invoice is dated October 5th then you have until October 25th to get your payment in. After the 20th day we will send out cut-off notices which will allow you 3 days to make your payment before we do cut-offs. If you need to bring us your payment you may do so and there is a drop box located to the right of the front door under the window at the address noted above.

→In case of an emergency call Danny at 863-510-1318

→Any questions or problems with your invoices please call
Cathy at 863-537-7556 (Please do not call Danny regarding your
invoice or billing questions as he does not have any data to help with this)

Thank you and we hope this notice will help with some of your concerns.
