

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-

RECEIVED - FPSC
15 NOV 18 10:31 AM
COMMISSION CLERK

DATE: November 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. 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 correspondence received from Alturas Utilities, LLC and Sunrise Utilities, LLC, in response to Staff's request for information. Please file the attached in the documents tab of above-referenced docket files.

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

KFC

Kelley Corbari

From: L SZABO <l.szabo@rogers.com>
Sent: Monday, November 16, 2015 7:45 AM
To: Kelley Corbari; Shannon Hudson
Attachments: abstract from our previous letter.docx; Agreement.docx; Wiley - Lewis.docx; Cathy to Mr. Parmer.docx; Kevin Armstrong.docx

November 12, 2015

Hello Ms. Corbari,

It took me a week to overcome my disappointment for the unexpected additional delays of our rate case application agenda after speaking with Ms. Martha on November 5, 2015

The PSC has all the records from the original target date to each of our rate case delays.

By not having as of date the questioner for Alturas Utilities regarding customer deposit issues, - similar to Stuff's Sixth Data Request for Sunrise I hope it will not cause more pointless delays.

We have looked after the customer satisfaction concern, the billing or accounting topic, and are in the process of completion of the customer deposit issues.

We have managed to overcome with the everyday business challenges, dealt with all the back log of the previous years, plus having the test year for both companies.

Are we also being tested indirectly how long we can continue stay in operation not having any additional revenues due to all the delays ?

I still believe one of the functions of PSC to help the small Utility Companies to provide their customers with a reasonable rate, - protecting them from a Mega Company sale or takeover and force them to pay a much higher rate.

The Mega Companies with their organization from the lawn mower to their legal department are able to demand a higher rate base duet to their justifiable expenses, and I must wonder if they would also tolerate a such lengthy process to their rate case approval, - that we are forced to endure.

The original purpose for our rate case application was to make the necessary improvements to our aging system to ensure a safe and uninterrupted water service to Alturas and Sunrise customers.

The PSC regardless to those urgent problems have decided to focus on the administrative issues in the last 6 months and kept delaying our rate case

Is it a common practice of the PSC to hear the rate case application 20 months later from the date it was submitted, - promptly answered and having the full cooperation of the applicant ?

The only confirmed rate case hearing was August 27, 2015 and anything after that date was assumed or verbally discussed without any firm commitment from the PSC part.

Based on the information received from Ms. Martha it will be on January 6, 2016 on the PSC agenda, - is this correct ?

I hope you will provide me with the answer in writing regarding to this date,
having an in dept knowledge of our rate case.

Yours truly,

Leslie Szabo

September 8, 2015

Hello Ms. Corbari,

We have come to term with Cathy Parker Accounting firm regarding the initial lump sum total charges to bring up to date to the books of Alturas for \$ 900 and Sunrise for \$ 1,300 for the period of the last 10 months.

Abstract from our previous letter sent.

Furthermore to confirm my November 5, conversation with Ms. Martha this agreement will be implemented in January 2016 as it will be an essential step to prepare our the Federal Tax Returns for our CPA and 2015 Annual Reports to the PSC.

From: Cathy Parker [mailto:cathy@parkertaxteam.com]
Sent: Friday, October 16, 2015 4:28 PM

To: 'pscreply@psc.state.fl.us' <pscreply@psc.state.fl.us>
Subject: REQUEST NO. 1193600W

Dear Mrs. Hood:

I see on the information provided to me by M Mitra (copy attached for your reference) that the case was taken by you and assigned to MARCOS.

My services have been retained by Sunrise Utilities, LLC and Alturas Utilites, LLC.

I think now we can hopefully get things back running smoothly especially when it comes to customer service.

At the time of the incident reported by Mr. and Mrs. Parmer I was only handling the accounting.

Mr. Parmer had called me and apologized for doing so but he could not get anyone to answer the previous phone.

I helped Mr. Parmer the best I could and eventually I did get the situation under control.

He also explained his water service continuously was going in and out due to a broken pipe front of his house.

Our emergency tech explained to me this new line installed should fix that problem for the future.

After getting the situation under control Mr. Parmer was upset about the hole left in his front yard.

I called our technician take the dirt to Mr. Parmer's home and fill the hole.

Two or three hours later Mr. Parmer called and thanked us and he appreciated all we did.

We truly hope that the Florida Public Service Commission realizes and feels that M Mitra and our office are doing everything we can satisfy our customers

Thank you for your time.

Cathy E. Parker

CATHY E. PARKER, E.A.

BOOKKEEPING & TAX SERVICE

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(863)533-4141

250 OLD BARTOW EAGLE LAKE ROAD
BARTOW, FL 33830

FAX
(863)533-4142

E-MAIL: CATHY@PARKERTAXTEAM.COM

November 9, 2015

TO: Leslie Szabo

FROM: Cathy Parker

RE: Agreement regarding my services

Just to confirm, our agreement is as follows for Sunrise Utilities, LLC and Alturas Utilities, LLC:

For the first three months the monthly fee will be \$1,200.00 per month and then we will reduce the monthly fee to \$800.00.

Our services for the monthly fees will include; preparing the monthly detail reports, collection of customer payments and deposits, depositing money in the appropriate bank accounts and reporting these deposits to you, keeping track of late payers and reviewing cut offs with you, monthly invoicing and cut off notices, taking calls from customers and assisting them with their invoices and complaints and most importantly posting to the system and making sure all data is kept updated.

We look forward to a long working relationship and feel we can have everything running smoothly by the end of November, 2015.

Re: Clayton Lewis request

Tuesday, November 10, 2015 11:31 AM

"Wiley Pratt" <wileypratt@aim.com>

l.szabo@rogers.com

From:

To:

[Full Headers Printable View](#)

Good Morning,

Information that Mr. Lewis needed for rate case

Alturas Utilities

July 7, 2015: Power Failure. / Electric Panel

Sunrise Utilities

August 31, 2015: Line Brake / Aging System

September 30, 2015: Line Brake / Aging System

Wiley

CATHY E. PARKER, E.A.

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E-MAIL: CATHY@PARKERTAXTEAM.COM

October 30, 2015

TO: Leslie Szabo

FROM: Cathy Parker

RE: Customers of Sunrise Utilities, LLC

In regards to the complaints of Kevin Armstrong of 2385 King Avenue, Auburndale, Florida, 33823:

Due to large volume of calls it took me a couple of days to return Mr. Armstrong's phone calls but I did talk to him at length in regards to his prior invoices.

I told Mr. Armstrong to give me a day and I would research the issue and see if we could get the problem resolved.

I did research his complaint and found he had been credited for two payments he had made which were \$13.13 and \$41.22.

He explained to me he did not realize that because the prior manager would not really talk to him. I went on to tell him I was doing my best to get things posted and hopefully in the future these problems would not exist.

I also told him if there is ever a problem with the invoicing to contact me and we would get the matter resolved.

We concluded our conversation on very good terms and he seemed pleased that his issues were finally fixed.

In regards to the complaints of Steve Shiner who is the property owner of 2430 Thompson Street and 2438 Thompson Street, Auburndale, Florida, 33823:

I did miss taking a couple of Mr. Shiner's phone calls due to the change of management and the large volume of calls. I have recently spoken with Mr. Shiner, this week, and I listened to his concerns.

He seemed very pleased that he was able to talk to me and that this situation was going to be cleared up.

I feel we had a nice conversation and at the end he said he wasn't the bad guy he just wanted things to run smoothly with his water utility bills.

He even offered to help me in anyway, i.e. if I needed him to pick up payments from customers who couldn't get them to my office and he would deliver to me as a courtesy. I thought that was admiral of him.

I felt good about our conversation and the fact that I had satisfied his complaints.

You sent me the "Attachment B" and requested I contact a few of the customers which are Albert Brown,

Alfredo Ramirez,

Amanda Bentz,

Amanda Fageallaz,

Brad Rutherford and

Margarita Galindo.

They show deposits on their accounts and I will be requesting proof of those deposits. I will hopefully have that info to you in the next 3 to 5 days.

Also requested that "interest on deposits held" be paid and that interest credit will be posted on the November invoices that I will be doing over the weekend.

Cathy E. Parker