

P R O C E E D I N G S

1
2 **MS. KING:** Good morning, and welcome to the
3 customer meeting to discuss Sunrise Utilities, LLC's
4 staff-assisted rate case in Docket No. 140220. And just
5 so you all know, this meeting is being recorded and
6 videoed.

7 I'm Laura King. I'm with the Florida Public
8 Service Commission's Division of Engineering. With me
9 this morning is Mr. Dick Durbin. He is with the
10 Division of Consumer Assistance and Outreach. Contact
11 information for key staff members assigned to this case
12 can be found on page 2 of the Special Report that you
13 were given this morning.

14 The primary purpose of today's meeting is to
15 hear from you, the customers, regarding the quality of
16 service provided by the utility and its attempt to
17 address customer satisfaction.

18 But before we get into the customer comments,
19 I'd like to briefly explain what a staff-assisted rate
20 case is and how it's processed, and provide an overview
21 of the rates and tell you how you can participate in
22 this process.

23 As a little background, the utility's last
24 rate increase was approved in 2012, and they applied for
25 this current rate increase November 12th of 2014.

1 So what is a staff-assisted rate case? It's a
2 process where the Commission staff assists a small water
3 and wastewater utility in its rate relief request.
4 Staff assistance usually eliminates the need for them to
5 hire outside engineers and accountants. This helps
6 reduce the costs and expenses passed on to you, the
7 customer.

8 So what triggers a staff-assisted rate case?
9 The application which I mentioned earlier was filed on
10 November 12th, 2014. A staff auditor goes in and
11 conducts an examination of the utility's books and
12 records. A staff engineer reviews the utility's plant
13 and operation, and they also contact the Department of
14 Environmental Protection to ensure compliance with their
15 rules and regulations.

16 The next step is that a staff report was
17 prepared, and that contains staff's preliminary findings
18 and preliminary rate increases.

19 The next step in the process is holding a
20 customer meeting, which is where we are today, and the
21 whole purpose of this meeting is to get your input
22 regarding the utility.

23 After this meeting, staff goes back to the
24 office and we prepare and file a recommendation that
25 details staff's proposed rates. The recommendation is

1 then heard by the Commission at a conference agenda.

2 When preparing the staff recommendation, the
3 staff considers your input and all the information
4 obtained subsequent to our preparation of the staff
5 report. The rates in the final recommendation that is
6 proposed by staff may be different than what you have in
7 front of you today.

8 After we complete our investigation, we do
9 file our recommendation. That is currently scheduled to
10 be filed on August 6th of this year. The recommendation
11 is reviewed by the Commissioners and is voted on at a
12 conference which is now scheduled for August 18th, 2015,
13 in Tallahassee. Customers and utility representatives
14 may speak at this conference. We ask that if you do
15 come to Tallahassee to speak, that you let us know
16 you're there so we can advise the Commissioners that you
17 want to be heard.

18 After the Commission Conference a proposed
19 agency action order is issued within 20 days. A 21-day
20 protest period then begins where any substantially
21 affected party may protest the order and request a
22 hearing. If no party files a protest, the new rates
23 will be effective upon issuance of a consummating order.
24 That's usually three to five days after the expiration
25 of the protest period.

1 If a party other than the utility protests,
2 the order can be put -- the rates can be put into
3 effect; however, the approved rates would be held
4 subject to refund pending the outcome of any protest.
5 If a timely protest is filed, a hearing would be held in
6 your service area or as close as possible, and the
7 Commissioners would attend that hearing. The utility
8 and protesting parties will be allowed to litigate the
9 issues. The utility may be able to recoup those costs
10 in rates going forward. Customers can testify before
11 the Commissioners at that hearing.

12 This next slide shows the utility's test year
13 revenues and expenses, along with staff's preliminary
14 calculations. The test year numbers indicate what the
15 company recorded in its books and records. As you can
16 see, the utility was operating at a loss during the test
17 year. Staff's preliminary Phase I numbers represent
18 adjustments made to the utility's numbers. The Phase II
19 numbers show the preliminary rates that would be
20 implemented only after the utility has completed
21 improvements to the system and has provided
22 documentation to the Commission staff proving that those
23 improvements have been made and are complete. Phase II
24 rates, if at all implemented, would be implemented about
25 a year after the Phase I rates.

1 Based on the revenues and expenses shown on
2 the prior slide, staff calculated its preliminary rates.
3 Those are on page 3 of the Special Report that you have.
4 And please remember these rates are preliminary and
5 could change after we complete our recommendation and
6 hear your comments this evening.

7 So how can you participate in the process?
8 Well, you can provide comments at today's meeting. You
9 can provide written comments and leave them here with us
10 this morning, or you can mail them. You can monitor the
11 progress of the case via the Commission's website, which
12 I'll provide a little more detail on that in a moment,
13 or you can address the Commission at its conference in
14 Tallahassee, again, scheduled for August 18th.

15 **UNIDENTIFIED SPEAKER:** Is that information in
16 here?

17 **MS. KING:** Yes, ma'am.

18 So what happens to the comments you provide?
19 Whether oral or written, all comments are considered by
20 staff in determining the quality of service prior to
21 submitting its recommendation. These are also
22 considered by the Commissioners when evaluating and
23 voting on the final rates.

24 If you'd like to follow the progress of this
25 case via our website, that address is

1 www.Floridapsc.com. That address is on page 2 of the
2 Special Report. And once you get onto our website, you
3 can enter the docket -- you go to the Clerk's Office tab
4 and you enter the docket number, and that docket number
5 is in the Special Report, and that will allow you to
6 follow all the information related to the case.

7 If you cannot travel to Tallahassee but would
8 like to see what happens at the Commission Conference in
9 August, you can click on the Conference and Meeting
10 Agenda tab on the day of the conference, and the video
11 will stream live and you can watch the Agenda Conference
12 live.

13 This next slide provides useful information
14 regarding the Office of Public Counsel. They're an
15 advocate for the customers before the Commission. They
16 are involved in many of the water and wastewater rate
17 cases. If you'd like to contact them, their number is
18 1-800-342-0222, and their website is FloridaOPC.gov.
19 And if after the meeting you need this information, I'll
20 be glad to go over it again.

21 This next slide shows the information on how
22 to contact the Commission's Consumer Assistance
23 Division. This information is in the Special Report.

24 This concludes my presentation. I thank you
25 all for your attention, and I'd like to go ahead and

1 call our first customer to speak. And that would be
2 Ms. Wilson. If you please would come forward and speak.

3 And, Ms. Wilson, before you speak, I would
4 like to just let you guys know that Mr. Pratt is here.
5 He represents the utility. He is the plant operator for
6 Sunrise.

7 **MS. WILSON:** He's Sunrise?

8 **MS. KING:** Yes, ma'am.

9 **MS. WILSON:** Okay. There has been some issues
10 out there with our Spanish community about them being
11 charged water \$100 a month. Now, I have to do more
12 investigating with these people because this came from
13 someone that speaks Spanish and she isn't here this
14 morning. So I've got to make sure I do my legwork, you
15 know, after this, but I am going to do that.

16 And, you know, the other day I went to run a
17 bathtub full of water and there was grass (phonetic) in
18 my water. Where does it come from? You know, we want
19 our water clean and we would like to have it drinkable,
20 but that, you know that's not going to happen, but at
21 least clean. There's been still bleaching of our
22 clothes on certain times, you know, when they first, I
23 guess, put their chemicals in. But they have a lot of
24 room for improvement in their business.

25 And we're not allowed to contact the owner.

1 That's prohibited, they said. We were never allowed
2 from day one when I moved in there. How long have we
3 been there?

4 **MR. WILSON:** Since '08.

5 **MS. WILSON:** Yeah. Since '08. And we're not
6 allowed to contact him. He doesn't want to hear from
7 us. And this is unacceptable. If we have a problem,
8 who do we go to? We have to come to you guys because
9 they won't respond. And it's just -- it doesn't matter.
10 There's no communication whatsoever, and we have to have
11 communication. That's just like having TECO Electric,
12 they talk to us, they're workable, they're at the top of
13 their game. But Sunrise Utility doesn't even have a
14 game plan, and this has to stop, on behalf of Sun Acres.
15 Right?

16 And that's all I have for right now, but I
17 will be doing a lot of investigation on the Spanish
18 community because I hear that they've really been done
19 wrong, so -- right.

20 And they will be -- this one lady is on an
21 honor system, they said, an honor system. That woman
22 that's supposed to be reading our meters or whoever that
23 may be is letting this one lady read her own meter and
24 call in with the reading. Well, we want all the meters
25 read because if you get on that kind of a system and

1 later on down the road you've neglected to read it
2 right, you may have to pay a huge water bill at the end
3 of that time period if she ever gets her meter read, you
4 know. And they have to be -- Sunrise needs to be
5 responsible for the job. So an honor system doesn't
6 work with me.

7 I mean, I want people sending their water bill
8 out just like I do. You get it in the mail, you see if
9 it's right, you send it right back. And really there's
10 no way to know sometimes if our water bill is right.
11 But I keep an eye on my meter. I clean my box out for
12 them so they have a nice, clean area to read the meter.
13 Everybody doesn't do that, but I want to make sure my
14 bill doesn't get messed up because I always pay and
15 never neglect my bills. But, yeah, there's a lot of
16 investigation that has to go on.

17 Can you think of anything you want to put into
18 the record for right now?

19 **MR. WILSON:** You have to boil the water.

20 **MS. WILSON:** Yeah. We have to boil the water.
21 There's no way to use it if you're going to use it in
22 food. We boil -- I have to boil water every day and
23 keep it in gallon jugs on my countertop because there's
24 no way I can use the water in food. I don't trust it.

25 **MR. WILSON:** We bought, we bought a brand new

1 Bunn, and then --

2 **MS. WILSON:** Yeah. We brought a brand new
3 Bunn coffee pot, and in four days, it was only four days
4 of using the water, our Bunn stopped up and wouldn't get
5 a drop out of it. We couldn't believe that. That was
6 really weird. So we cleaned it, and then purified water
7 from then on out to use in everything. Because if it'll
8 stop a Bunn up, it might stop me up, and I don't want
9 that to happen.

10 But, you know, all jokes aside, some neighbors
11 need a lot of addressing out there on how their people
12 are treated, and it looks like I'm going to have to be
13 the one to get out there and find out.

14 **MR. WILSON:** And when they repaired that
15 line --

16 **MS. WILSON:** Yeah.

17 **MR. WILSON:** -- they just put a little boot on
18 it, so it's temporary.

19 **MS. KING:** Could you get to the mike?

20 **MS. WILSON:** Yeah. You need to tell them.
21 No, you know about that. You went over there. So get
22 up.

23 **MS. KING:** If you don't mind, Mr. Wilson,
24 would you please? That way we can hear your comments
25 here real quick.

1 **MR. WILSON:** Here about, what, six months ago

2 --

3 **MS. WILSON:** Yeah.

4 **MR. WILSON:** -- a year ago they had a water
5 leak there on King Avenue, and they came out -- they
6 went to Lowe's and bought one of those little rubber
7 boots that you tie it down with clamps and put on it.
8 It's a temporary fix. That was a year ago. It still
9 has not been touched.

10 **UNIDENTIFIED SPEAKER:** Are you talking about
11 the one in front of my house?

12 **MR. WILSON:** No. The one down there across
13 the bridge.

14 **UNIDENTIFIED SPEAKER:** Oh.

15 **MR. WILSON:** And I know it's not from people
16 parking on it because it's this close to a fence. They
17 had to dig under the fence to get to it.

18 **MS. KING:** Okay. Thank you. We appreciate
19 your comments.

20 And, Ms. Wilson, if you'd like to take some
21 extra copies of our Special Report to give to your
22 neighbors, it does have our 800 number. We do have some
23 Spanish speaking, super complaint analysts if some of
24 your Spanish speaking neighbors need to call in and
25 voice their concerns and complaints. Or if they'd like

1 to provide any written complaints or comments, we'd love
2 to take those.

3 **MS. WILSON:** I'll be sure to deliver it.

4 **MS. KING:** Thank you both for your comments.

5 Mr. Shiver?

6 **MR. SHINER:** Shiner.

7 **MS. KING:** Shiner. I'm sorry. Thank you.

8 If you don't mind coming forward and giving us
9 your name. And, I'm sorry, if you could provide your
10 address for the record, your name and address for the
11 record. I'm sorry.

12 **MR. SHINER:** Thank you for allowing me to
13 speak. My name is Steven Shiner, and I reside at 2438
14 Thompson Street in Auburndale.

15 I'm a resident and a landlord in the service
16 area of Sunrise Utilities. I've lived in the Sunrise --
17 the Sun Acres development for many years now, and I've
18 had no real problems or complaints with this utility
19 during the entire time until now.

20 Soon after Ms. Owens became manager I had my
21 first problem with this utility. I received a water
22 bill for \$175.30 in September of 2014. That was at
23 address 2430 Thompson Street, which is another property
24 that I own. I pay the water bills for the properties
25 that I own in the development. Because the utility was

1 having a problem collecting from tenants, I took it upon
2 myself and switched all the water services into my name
3 so that the utility gets paid. I understand it's a
4 small utility and it is important that they get paid for
5 the utility -- for the water use.

6 I made a phone call to Ms. Owens to complain
7 about this bill. Two phone calls later I did not get a
8 call back. Finally I filed a complaint with the
9 board -- the Board of Public Utilities in reference to
10 this bill. It was Complaint No. 1159150-W. This proved
11 to be the start of many problems to come.

12 Soon afterward, Ms. Owens contacted me about
13 the problem. I explained my position and she offered a
14 bucket test. I agreed. She never came back to complete
15 the test, so I did my own little test. Being that I
16 owned the property nextdoor, I took a 5-gallon bucket,
17 ran five gallons into it, watching the meter at the same
18 time, and marked the bucket. Emptied it and did the
19 same thing nextdoor. Low and behold, a dramatic
20 difference.

21 There was a slight leak at that property. I
22 will not deny it. The toilet had a very slight on and
23 off drip through the flapper, which I replaced.
24 Ms. Owens blamed that horrendous bill on that leaking
25 flapper, which was ridiculous. The toilet is connected

1 to the house through a 3/8ths line. If that line would
2 have run for the entire billing period wide open, it
3 would not equal the gallonage that was posted on my
4 bill. And I proved it to her through charts that I
5 located on the internet that I have with me today, if
6 the Commission wants to actually see it or if Mr. Pratt
7 wants to see it.

8 Then in the third week of October they quietly
9 replaced the meter at that property without
10 documentation given to the Commission that I could
11 locate on your website.

12 Ms. Owens has also spoken about my account
13 with my tenants. I don't know how anybody else runs a
14 business -- we don't talk about other people's accounts.
15 It's nobody's business but the account holder and the
16 business, period.

17 Funny thing is after that whole episode, I
18 never got another bill for \$175, and that was prior to
19 me replacing the flapper. The bill came down to what I
20 considered reasonable. When the bill -- when she came
21 to me about that bill, she told, she informed me that I
22 had to pay the past due amount, which I did. I ended up
23 paying the whole bill because they're threatening to
24 shut my tenants' water off. I think that was wrong.
25 And I wrote a letter to them stating how I felt, and I

1 carbon copied that letter to this Commission under the
2 same complaint number, and received no response.

3 Then there was an additional warning sent.
4 This warning went to my 15-year-old son and was also
5 repeated to my tenant nextdoor, that I was going to be
6 sorry for going to the Commission with a complaint.
7 This should not be tolerated on any level. It is my
8 right to contact a governing agency when I feel I am
9 being treated unfairly. This matter remains open in my
10 mind, although there has been no contact regarding it
11 since then.

12 A few months later there was a problem with
13 another bill. I never received one. I should have
14 caught it, my fault, but I have ten properties that I
15 pay the water bills and other bills on, and I missed it.
16 I did get the turnoff notice one day before the water
17 was supposed to be turned off. So I again called
18 Ms. Owens and offered to drop the payment off to her
19 directly. I was informed, extremely rudely, her home
20 was not her office and that she did not take payments
21 there. I said, okay, where can I drop this payment off?
22 Have you tried the post office was my response.

23 Dropping it off at the post office was not
24 going to put the money in her hands in time for the
25 cutoff date. No office, no office exists anywhere.

1 They do not take credit cards. They do not process
2 payments online. She informed me that she could come to
3 my house and she would pick up the checks for me. There
4 was a pause, and then she added there's a \$10 site visit
5 charge per property. What? Charged me \$20 to come to
6 my house to pick up one check that covered the payment
7 for water for two properties, plus I had to pay another
8 \$14 in late charges. I have the receipt for that with
9 me today should the Commission like to see it.

10 That's some customer service in my book. I
11 don't know about anybody sitting here, but if I ran my
12 business like that, I'd be out of business. But Sunrise
13 has a monopoly. We're not allowed to put in wells. We
14 have to connect to their service.

15 Then last month, this is the best one, I sent
16 the money order for my payment of \$73.18 on the 20th.
17 Dropped it in the Eden Park post office, which means it
18 went from the front desk into their P.O. Box nonstop.
19 Come the 20th -- or come the 30th, I get a late notice.
20 This time, being so aggravated and so upset with
21 Ms. Owens and questioning my ability to stay cool, I had
22 my property manager call Ms. Owens. She claimed she
23 never got the money order. How the heck a money order
24 can get lost between the front counter of the post
25 office and the P.O. Box is beyond me, but she claimed

1 she never got it.

2 So I went, got another money order, included
3 another \$14 in late charges, brought it to the post
4 office, and sent it from the front counter to the
5 P.O. Box return receipt requested for almost \$7. I
6 don't feel like I can send my payment in to this woman
7 anymore without a return receipt requested.

8 Now, going back to that money order that never
9 arrived going from the front desk to the P.O. Box, I put
10 a tracer on it. It comes back it had been cashed.
11 Funny thing is the payee had been changed. That was
12 turned over to the Polk County Sheriff's Department and
13 is currently going -- undergoing a criminal
14 investigation to find out what happened with this money
15 order that clearly has my address and my account numbers
16 on it, and it is obvious that you can see the payee was
17 changed. And I just happen to have a copy of it for
18 this Commission to see.

19 This is just a few complaints of the so-called
20 customer service. I am by no means alone. We, the
21 customers of Sunrise Water Utilities, have a petition
22 with 70 signatures. That represents nearly 35 percent
23 of their customer base.

24 **MS. WILSON:** And I can get a lot more.

25 **MR. SHINER:** This petition was left at the

1 local corner store. It was not advertised in any way.
2 Nobody did any talking up about it. Not everybody has
3 to go through that store. The only signatures on that
4 petition are the customers that stumbled on it, that
5 just happened to notice it sitting on the counter for a
6 period of ten days. I thought it important not to leave
7 it there too long.

8 Funny thing is while it was there, twice, not
9 once but twice, Ms. Owens' husband tried to get out of
10 the store with it. Really? There's no doubt in my mind
11 that had this petition been carried door to door that
12 the amount of signatures on that petition would have
13 been staggering.

14 A lot of people have come to me and told me
15 that they were afraid to sign that petition because
16 there would be retaliation from Ms. Owens and the people
17 working the utility on the local level. This is a
18 realistic concern based on my own experiences.

19 In summing up customer service, we have no
20 after hours contact number. Return calls take days in
21 some cases. Management is rude and dishonest.
22 Ms. Owens herself is currently on probation for utility
23 theft. I have the documentation for the Commission's
24 review.

25 At best, one to three notices on overdue --

1 one to three days' notice on overdue notices before
2 cutoff. \$10 charge to pick up payments with no other
3 option than U.S. mail, not even a drop box. I ask the
4 board, is this customer service?

5 And in addressing the maintenance of the
6 property, I am by no means an expert. So as far as
7 water quality and testing and all that, that's between
8 you and the labs. I trust you'll do your job. However,
9 I would like to point out that the property is not and
10 has not been cared for properly in some time. Grass is
11 routinely allowed to grow high. In fact, grass just
12 last week was over 18 inches tall. Nice glossy --
13 whoops -- 8x10 pictures for you. Feel free to look at
14 them. You can keep them, too. It was cut the next day,
15 but I am sure that they're aware that y'all were coming
16 out to inspect the property. So like my father used to
17 say, pictures are worth a thousand words. So there you
18 go, pictures.

19 When you look at these pictures, it's
20 important to look at the grass against the white tank in
21 the background. I took them with a cell phone. Not the
22 greatest quality, but when you look at it against the
23 white paint, it's very obvious that some of this grass
24 is literally up to my chest. So I'm being very kind
25 when I say 18 inches.

1 I would like to thank you for this
2 Commission's time, and I would also like to point out
3 that the problems that this water company is having
4 financially are based on mismanagement. I have reviewed
5 every single public document on this utility online.
6 There are a million and one ways that this company can
7 become profitable that they are not utilizing. I've
8 been in business my entire adult life.

9 Also, as an owner -- and in your proposed rate
10 increase it shows the owners taking a \$12,000 salary.
11 It doesn't -- that's not bad, you know, considering. I
12 mean, it's a small investment. As a business owner, I
13 don't take money out of a losing company. I eat it. It
14 was a bad business model when they bought it, it's a bad
15 business model now, and it isn't going to be a good
16 business model no matter what you do. The bottom line
17 is the best that we can hope for here is to make a
18 couple of grand a year and that's going to be it, and
19 that's if he adjusts his business practices and the way
20 things are being handled in the field. It has
21 absolutely nothing to do with our rate increase.

22 I'm paying \$70 a month for two houses in this
23 district. The water bill I paid today at Auburndale
24 Utilities for two houses, \$17.47. Now, I understand
25 there are basic expenses that are spread over a wider

1 amount of customers driving down overall percentage of
2 cost. I understand all that. Like I said, I've been in
3 business a lot of years. But when I'm paying \$70 for
4 the same service that I'm being provided for, let's say,
5 \$20 -- and round it up to be generous -- and they want
6 more, I have a problem with that. And there are 70
7 customers on this sheet that do, too.

8 If the Commission would like any of these
9 documents, I'll be more than happy to leave any of them
10 with you, along with a copy of what I just said today.
11 I thank you for your time. I trust that you will come
12 to the correct decision.

13 **MS. KING:** Thank you, sir. And we'll -- we
14 will take those, those documents.

15 **MR. SHINER:** What's that?

16 **MS. KING:** Thank you. And we will take the
17 documents back with us.

18 **MR. SHINER:** Here's the pictures right here.

19 **MS. KING:** If you don't mind, if I can talk to
20 you after, and I'll get everything from you then.

21 **MR. SHINER:** I'll keep everything.

22 **MS. KING:** Thank you.

23 And now Hector Arenas, if you will please come
24 to the microphone and state your name and your address,
25 please. Thank you.

1 **MS. ARENAS:** Hector Arenas. My address is
2 2541 King Avenue in Auburndale, Florida. I don't speak
3 too much English, you know, but thank you for this
4 meeting because everybody needs it, you know. What he
5 said is, everything is true. Everybody have problems.
6 Too much people tell me, that speak Spanish, say same
7 problem. But not come today, I don't know, scared, I
8 don't know, sometimes because don't understand
9 everything, you know. Because I come today, I need
10 more, I come today because I need it, you know. But
11 everybody say, yes, everybody complain. Everybody, you
12 know, but sometimes scared, sometimes (inaudible) and
13 sometimes be more better stay home, you know.

14 But he said for this three things I pay and
15 somebody came to my door, say, you know, pay. I said,
16 hey, before I pay with a money order, you know, the
17 first time, say, you pay. I say, okay. Cash. Okay.
18 Because, you know, you don't pay, cut the water, you
19 know. Okay. I pay cash. He said, next bill your bill
20 is down, you know. It's okay. It's okay. My bill
21 down.

22 But the second time I put money on it again,
23 somebody go knock, knock, you don't pay. I said, I pay
24 already. He said, no, you need pay or your water cut.
25 I say, okay, I pay. But my next bill come two bills

1 together, you know. I tell that lady, hey, what
2 happened? I already paid two bills. She said, you call
3 this number. Okay. I called. My daughter speak
4 English good, you know. She called, but the lady mad,
5 mad, mad. She say, why you call me? This number is
6 personal. You don't need call here. She said, I have
7 problem, and somebody put up the phone.

8 Okay. I call Amscot (phonetic) because my
9 money order goes for Amscot. Amscot say you need call
10 me, you need pay \$20, you know. I say, okay, not me. I
11 pay more \$7 for pay late. Okay. And in April I paid
12 for check, you know. And got a man at my house about
13 7:00 or 8:00 p.m. The man, like, drink, stinking,
14 smoke. The man, like, I don't know, but no good, you
15 know. When somebody go to your house, say, you pay me,
16 but I know I paid. I said, I paid for check. He said,
17 no, you pay or cut your water. My husband mad. My
18 husband say, no, you're not going to cut my water
19 because I pay already. He said, no, no, no, you pay me.
20 My husband mad. My husband say, I don't pay for you no
21 more. Last time I paid double. He said, because talk
22 too much, you know, and he say, you pay or cut the
23 water.

24 Okay. My husband say, I go, I go the bank. I
25 call, but the bank say you take the money already. You

1 have problem. He say, okay. You call the bank and come
2 tomorrow. He say, okay. I call the bank, and they say
3 April 29th somebody take the money and I have problem.
4 I go to the bank. He give me copy. You know, already,
5 April 29th somebody take the money.

6 Now, about May 5 come the bill. And my
7 neighbors said, like you paid last month, I showed a
8 copy, I showed everything, but somebody said you pay or
9 cut the water. I don't know what happened.

10 **MR. ARENAS:** She says she only wants people to
11 do things right and not make us pay twice.

12 **MS. KING:** So, ma'am, has this issue been
13 resolved with the double payment?

14 **MR. ARENAS:** No, it hasn't.

15 (Inaudible.)

16 **MS. WALKER:** Ma'am, she's my neighbor.

17 **MS. KING:** You need to come to the microphone
18 and identify yourself.

19 **MS. WALKER:** I don't know if you can
20 understand me better. I had throat cancer, so I'm
21 sorry.

22 **MS. KING:** That's okay. If we can get you --

23 **MS. WALKER:** She's my neighbor. She's only
24 been out there maybe, what, two years. They live right
25 nextdoor to me, bought my mom's old house. Every time

1 I've talked to her it's been about the water bill. And
2 this gentleman that comes to their house -- and I don't
3 know who they have working for them, I try to stay out
4 of politics, but they've upset this family. This is one
5 of the best families I've ever met in my life, even
6 better than my own family. But they're honest people,
7 and they tell that man they paid their bill and he
8 threatened them. He threatened to cut their water off
9 if they didn't give him the cash. And I told her not to
10 give him anymore money. And he was going to go get his
11 wife that owned the company to come up here and deal
12 with them. That's not right. And if this gentleman
13 back here represents the water company and their
14 employees, then they need to do something about this
15 family, or people just harassing these families I guess
16 all speak -- they speak better English than me, but, you
17 know, they go to their house and threaten them. That's
18 not right. Somewhere along the line there are going to
19 be some deep, deep problems.

20 And as far as the rate increase, I have no
21 problem with it as long as the water is drinkable. But
22 I've been out there since 1972, and I bought my house in
23 '79. I quit drinking the water in 1999 when I got
24 cancer and four other ladies and men that lived out
25 there got cancer. I have not drank a drop of Sun Acres

1 water since because the water, if it sets in your
2 commode for more than one or two days, it gets moldy.
3 If you leave coffee in your coffee pot for a day or two,
4 it'll get moldy.

5 And the gentlemen that came out when we had a
6 bad water break in front of our house last year, they
7 said they were from the company, and it wasn't the man
8 in the trailer park, we tried to talk to him about the
9 mold in the water and the water lines and things like
10 that. This lady gets trash out of hers. Sometimes I
11 get just black spots. But like I say, I put water
12 filters on my faucets. I wash my dishes with that. I
13 take a bath. I wash my clothes. But the water never
14 goes into my food. I don't even trust boiling it.

15 And I told her if that man ever come back to
16 her house, to call me, and I'll call Grady Joe. He's a
17 very good friend of my brother's and mine. And I'm not
18 threatening nobody, but these people don't deserve to be
19 harassed.

20 Like I say, I've been up there 40 something
21 years, and I'll live out there until I die because I
22 like Sun Acres. And up until the last few years I
23 didn't have any problems except with the water wasn't
24 clean to me.

25 **MS. KING:** And you're Ms. Walker?

1 **MS. WALKER:** Yeah. I live at 2549. And I'm
2 not trying to grandstand, but I'm just -- this family is
3 new out there. The lived in a very high class
4 neighborhood, moved out there to that, and then to be --
5 and they have completely redone the property and the
6 house. They're good people, and they don't need this
7 gentleman coming and threatening them, I don't think.

8 **MS. KING:** Thank you, Ms. Walker.

9 **MS. WALKER:** I'm sorry. I --

10 **MS. KING:** No. That's okay. We appreciate
11 your comments.

12 **MR. ARENAS:** And she doesn't like, like,
13 somebody that's strange knocking on her door and asking
14 for money twice.

15 **MS. KING:** Well, thank you for your comments.
16 And I will have someone on our staff to look into this
17 billing issue, double payment. But we thank you for
18 your comments.

19 Ms. Walker, do you have any other comments
20 you'd like to make?

21 **MS. WALKER:** No. I guess I grandstanded
22 enough, but --

23 (Inaudible.)

24 **MS. KING:** Did you sign in?

25 **MR. DURBIN:** Just after you finish with the

1 ones that have signed up, we'll get you --

2 **MS. KING:** Well, Ms. Walker was our last
3 customer that signed up. So, ma'am, if you will come
4 forward and state your name and address, please.

5 **MS. JONES:** My name is Ida Jones, and I live
6 at 2445 King Avenue.

7 My complaint is the water. I've lived out
8 there eight years, and the last three years I had the
9 same problem as her. They was saying I wasn't paying my
10 bill but I was paying my bill. They was coming to my
11 house asking me to pay the bill again for the last,
12 what, two years.

13 And another thing, too, when I -- after I
14 would pay my bills, they would still -- I would get
15 another bill saying that I paid late, and I didn't pay
16 late. And they would have like a \$7 fee on there.

17 And then I have two -- I want to know, too,
18 why they come out to your house sometime 8:00 reading
19 your meter. I done caught them numerous of times coming
20 to my house with a cell, a cell phone reading my meter.
21 And at one particular time I sent my brother outside
22 seeing why he was out there so late. I thought maybe it
23 was a leak or something and he had to turn the water off
24 or something. And he was, like, no, I'm just reading
25 the meter. I said, 8:30 at night you're reading the

1 meter? It's already dark.

2 And I told -- and I was telling them about,
3 like she said, the water and these spots in your toilet
4 if you let it sit, like, more than two days. And for
5 the last six years I've been buying water, too. I don't
6 drink the water either because it has a smell to it when
7 you take a shower. And then it leaves rings around the
8 tub if you leave it in the tub too long.

9 **MS. KING:** Thank you, Ms. Jones. We
10 appreciate your comments.

11 Is there anyone else here that would like to
12 speak this morning?

13 (Inaudible.)

14 **MR. ARENAS:** She wants to talk. Her husband
15 is coming soon, if y'all can wait.

16 **MR. DURBIN:** Sure. We can wait a little bit.

17 **MS. KING:** Yeah. We can wait a few minutes.
18 Yeah. Yeah. We can wait a little bit.

19 **MS. WALKER:** She wants to know if he's going
20 to speak.

21 **MS. KING:** No, ma'am. The purpose of this
22 meeting --

23 **MS. WALKER:** To answer any of our questions.

24 **MS. KING:** Right. No. The purpose of this
25 meeting is just for us to take comments back to the

1 office. We're not going to get involved in a question
2 and answer kind of issue. We're here to get your
3 comments and bring them back to the Commissioners about
4 the quality of service, billing issues, concerns. I'm
5 sure Mr. Pratt will be glad to talk to you after the
6 meeting.

7 **MS. WALKER:** I mean, when I moved out there,
8 we paid our bill in Haines City.

9 **MS. KING:** Yes, ma'am.

10 **MS. WALKER:** If you had a problem, you could
11 go to the office, talk to the people up to 5:00 at
12 night, call them on the weekend. They were always out
13 there. And over the years, and I worked, wasn't home
14 during the day, I didn't know what was going on, over
15 the years the water companies have changed, I mean, the
16 owners.

17 **MS. KING:** Yes, ma'am.

18 **MS. WALKER:** And I just wish that when it was
19 going to change, why don't they send out some kind of
20 bulletin? You know, you get your, you get your account
21 in a sealed envelope now. It don't come in the little
22 postcard. So if someone is going to send out these
23 sealed envelope letters, put a note in there with who to
24 contact, a phone number.

25 There was a water line broke in front of my

1 house last year. I own three extra lots by my house.
2 They were flooded before anyone come out there to try to
3 stop the water. And it took them two days -- they fixed
4 it. But we didn't have anyone to call. I called 14
5 times.

6 **MS. KING:** So, Ms. Walker, may I ask you, do
7 you have a contact number?

8 **MS. WALKER:** No. I don't have anything. I
9 looked at my last invoice I got, and it just has the
10 Eden Park P.O. Box. No one's name. But back before
11 this company owned it I had a problem with my bill
12 getting paid. You couldn't -- my daughter used to pay
13 it online. Well, when it changed over, my daughter did
14 it through the bank to pay it online, and I got hit with
15 a late charge and a threat of cutting my water off. And
16 I finally got through to someone, they got it
17 straightened out. It was being sent to the wrong
18 company. But we didn't get anything upfront saying
19 this. I just wish we had more information.

20 **MS. KING:** So you didn't receive a notice that
21 the utility had been sold?

22 **MS. WALKER:** No. I just found it out from
23 people. Like the different people that check our
24 meters, we never know who's going to do it. One lady
25 came out, I even got my shovel and went down the road

1 and helped her cut down weeds and get into the meters.
2 I thought, okay, here's someone that really is going to
3 do a good job. I haven't seen her since.

4 **MS. KING:** Okay.

5 **MS. WALKER:** So, you know, we just need to
6 know who we can turn to, you know. I don't want city
7 water. I like what we've got. Out there it's ours.
8 But we just need more -- you know I don't know how to
9 say it. Thank you for listening to me.

10 **MS. KING:** Yes, ma'am. We appreciate your
11 comments. And what we'll do -- I'm sorry.

12 **MR. SHINER:** May I add something?

13 **MS. KING:** Please come up, identify yourself
14 again for the record, and you can go ahead and add your
15 comment.

16 **MR. SHINER:** I think a lot of --

17 **MS. KING:** Identify -- because this is going
18 to be transcribed.

19 **MR. SHINER:** I'm Mr. Shiner, Steven Shiner
20 again. I think it would solve a lot of problems, a very
21 simple solution, access to somebody above the local
22 management.

23 Does anybody here know who the actual owner of
24 Sunrise is? Anybody? No. Nobody does. Nobody can get
25 ahold of them. The only number we're given locally is

1 a -- it's a cell phone number at their main number
2 that's in the hands of Ms. Owens and unmonitored by
3 anybody else.

4 Just for the record, the owner's name is
5 Leslie Sasnal (phonetic). He owns 98 percent of the
6 company. Another 2 percent of the company is owned by
7 Stuart Sheldon. All right. And they have an address in
8 Fort Lauderdale that I'm not going to give out. And I
9 also have a phone number down there as well, but I'm not
10 going to -- that's not anybody -- they need to be the
11 ones to make that step to take care of things. But when
12 you have a failing company, they don't need to be hiring
13 a manager. They need to be here managing that company
14 themselves. Thank you.

15 **MS. KING:** Thank you. And what we'll do is I
16 will -- we'll go off the record for a few moments while
17 we're waiting for our last customer to, to come.
18 Hopefully they'll be here shortly and -- unless anyone
19 else has any comments right now they need to make.

20 (Inaudible.)

21 Okay. Thank you. We'll go off the record for
22 a few moments.

23 (Recess.)

24 We have no more customers that are speaking,
25 so we're going to go ahead and conclude the meeting, and

1 we thank everyone for coming.

2 (Customer meeting concluded at 11:20 a.m.)

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1 STATE OF FLORIDA)
 2 : CERTIFICATE OF REPORTER
 3 COUNTY OF LEON)

4 I, LINDA BOLES, CRR, RPR, Official Commission
 5 Hearings Reporter, Hearing Reporter Services Section,
 6 Office of Commission Clerk, do hereby certify that the
 7 foregoing proceedings were transcribed from digital
 8 recording to the best of my ability.

9 I FURTHER CERTIFY that I am not a relative,
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 11 nor am I a relative or employee of any of the parties'
 12 attorneys or counsel connected with the action, nor am I
 13 financially interested in the action.

14 DATED this 2nd day of June, 2015.

15 *Linda Boles*

16 LINDA BOLES, CRR, RPR
 17 Official FPSC Hearings Reporter
 18 (850) 413-6734

State of Florida



Public Service Commission

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

-M-E-M-O-R-A-N-D-U-M-

DATE: May 22, 2015
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Laura King, Public Utilities Supervisor, Division of Engineering *LK*
RE: Docket No. 140220-WU - Application for staff-assisted rate case in Polk County by Sunrise Utilities, L.L.C.

Please file the attached in the exhibits, collected at the Customer Meeting on May 20, 2015, with the transcript in the above mentioned docket.

Thank you.

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15 MAY 22 AM 8:47
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FAR Notice of Meeting/Workshop Hearing

NOTICE OF CUSTOMER MEETING

The FLORIDA PUBLIC SERVICE COMMISSION announces a public customer meeting in the following docket to which all persons are invited.

DATE AND TIME: Wednesday, May 20, 2015 at 10:00 a.m.

PLACE: Auburndale Recreation Hall
119 W. Park St.
Auburndale, FL 33823

GENERAL SUBJECT MATTER TO BE CONSIDERED: Docket No. 140220-WU –Application for staff-assisted rate case in Polk County by Sunrise Utilities LLC.

PURPOSE: The purpose of the meeting is to give customers and other interested persons an opportunity to offer comments regarding the quality of service the utility provides, the proposed rate increase, and to ask questions and comment on other issues. One or more of the Commissioners of the Florida Public Service Commission may attend and participate in this meeting. For questions, contact Commission staff, Clayton Lewis at 850-413-6578.

In accordance with the Americans with Disabilities Act, persons needing a special accommodation to participate at this proceeding should contact the Office of Commission Clerk no later than 5 days prior to the workshop/meeting at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, via 1-800-955-8770 (Voice) or 1-800-955-8771 (TDD), Florida Relay Service.

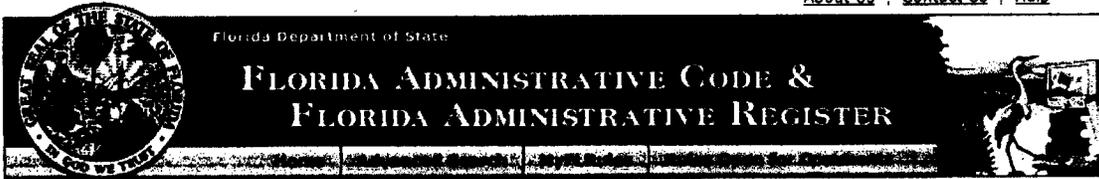
EMERGENCY CANCELLATION OF MEETING

If settlement of the case or a named storm or other disaster requires cancellation of the proceedings, Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at 850-413-6199.

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[Notices Confirmed by ACR](#)

Notices Submitted to ACR

| ID | Rule No / Organization | Rule Title | Section | Issue | Date |
|----------|------------------------|-----------------------------------|---------|----------------------|-----------|
| 15940415 | 4/27/2015 | Florida Public Service Commission | Meeting | 4/28/2015 Vol. 41/82 | 4/27/2015 |
| 15941288 | 4/27/2015 | Florida Public Service Commission | Meeting | 4/28/2015 Vol. 41/82 | 4/27/2015 |

Notices Confirmed by ACR

| ID | Rule No / Organization | Rule Title | Section | Issue | Date |
|------|------------------------|------------|---------|-------|------|
| None | | | | | |

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Provided by Mr. Shiner

Thank you for allowing be to speak here today, I do have a speech prepared, and ask that you hear me out completely. My name is Steven Shiner, I am a resident and a landlord in the service area of Sunrise Utilities.

I have lived in the Sun Acres development for many years now, and have had no real problems or complaints with this utility during the entire time until now. Soon after Ms. Owens became manager I had my first problem. I received a water bill for 175.30 in September 2014, at 2430 Thompson St, thinking that there was a problem, I made a phone call to Sunrise to question it. After leaving 2 messages on the answering machine, and getting no call backs. With the date due coming up fast, and no one else to contact. I made a report to the Board of Public Utilities #1159150W. This proved to be the start of many problems to come. Soon afterword Ms. Owens contacted me about my problem. I explained my position, and she offered a bucket test, I agreed. She never came back to complete it, so did my own little test. Being that I own the property next door. I took a five gallon bucket, ran five gallons into it, watching the meter at the same time, and marked the bucket. Emptied it, and did the same thing next door. Low and behold the difference was dramatic. They did have a slight leak, a toilet did have a small on again and off again leak, a bad flapper, that I replaced. Ms. Owens blamed the huge water bill on that, ignoring and not checking the bucket test I had run. Even when presented with the fact that a toilet fed with a 3/8 line could not use that amount of water if left to run wide open for the entire billing period. Then in the 3rd week of October they quietly replaced the meter, with no documentation given to this commission. Ms. Owens has also spoken about my account to my tenants, since when do we discuss anyone's account with a third party? Funny thing is no other crazy bills have come since then. I was told to pay the "Past Due" amount or my tenants water would be shut off. I did pay that bill, along with a note asking them to delete the late charges, and sending a copy of such letter to this commission. This letter also made it clear that this is not a closed issue, and that not only did I not appreciate my account information being discussed with my tenants, an additional warning was sent through my then 15 year old son that I was going to sorry for contacting this commission. This should not be tolerated, it is my right to contact a governing agency when I feel that I am being treated unfairly. This matter remains open in my mind, although there has been no contact regarding it since that time.

A few months later there was another problem with a bill..... never received one!!! Should have caught it, but with 10 properties to watch after, it got by me. I did get the turn off notice, ONE day before the turn off!!! So I again called Ms. Owens, and offered to drop off the payment to her directly. I was informed rudely that her home was not and office, and that she did not take payments there!! I said ok, where can I drop this payment off?? I was told the post office. That no office existed, and they did not have on line payments, and that they did not take credit cards. She informed me that she could pick it up at my home, and that there would be a \$10.00 charge, then added per account. So she ended up charging me 20 bucks, to pick up one money order for both properties. Some customer service here.

Then just last month I sent a money order for my payment of 73.18 on the 20th, dropped it IN the Eaton Park Post Office, the same post office that they have there PO Box in!!! On the 30th I got another late notice. This time I had my property manager call them, They claimed to never receive the money order. So I called Amscot where I purchased the money order, and placed a tracer on it. The tracer came back.... The Payee on the money order had been changed!! and it was cashed!!! Copies of the money order, have been turned over to the Polk County Sheriff's department for prosecution. A replacement money order was dropped at the same post office Return Recpt. Requested, and was signed for by Ms. Owens 12 mins later!!!!

This is just a few examples of the so called customer service, I am not alone by no means in feeling like

we the customers of Sunrise Water are being victimized by Ms. Owens, here is a petition of 70 customers that feel the same way I do. Nearly 35% of there entire customer base!! Two signatures have not been counted due to that fact that someone signed Ms. Owens husbands name, and one signed "Nope". This petition was placed at the local corner store, not advertised in any way, so only reflexive of the people that stumbled onto it and signed it. There is no doubt in my mind that far more signatures could have been collected going door to door. It was also stated by a number of people that they were afraid to sign it as there would be retaliation from Ms Owens. That is a realistic concern based on my own experiences.

In summing up Customer Service we have, No After Hours Contact Information, Returned calls take days in some cases, Management is Rude, and dishonest as Ms. Owens herself is currently on PROBATION for utility Theft!!, Only 1-3 business days for over due notices to cut off, \$10.00 Charge to pick up payments with no other option other then US Mail, Not even a drop box. I ask the board Is This Customer Service???

In addressing the maintenance of there property, I am not an expert by any means. So as far as water testing and all of that, that remains between you and the labs. However I would like to point out that the property has not been cared for in some time. Grass is routinely allowed to get rather high. In fact the grass just last week was over 18 inches tall. It was cut the next day as I am sure they are aware the condition of the property is something you look at. My father used to tell me "Pictures are worth 1000 words, so here are two pictures taken just one day before cutting. You be the judge. It is important to look beyond the fence against the white paint of the tank.

I Thank You for your time, and ask yourselves, would YOU want to pay a utility mismanaged to the point of this one more money? Would you as a consumer like to treated in such an abhorrent manner by the very people who's pay your are contributing to? Would YOU as a consumer want to feel that all your payments for services should have to sent return recpt. Requested, just to make sure your water service to your home was not turned off? Have a very nice day, I trust this board will come to right conclusions.

someone is forging signatures
forging

ATTENTION SUN ACRES RESIDENTS!!

Did You Know??

Provided by Mr. Shiner
@ Customer Meeting

Our Water Company Sunrise Utilities has applied for a rate increase of more than 30% in some of their rates!!!

Charges for 0 -5,000 gallons: +31.83%
Charges for 5,001 - 10,000 gallons: +30.18%

ASK YOURSELF FOR WHAT??

**Public Meeting Wednesday May 20, 2015
Auburndale Recreation Hall
119 West Park Street Auburndale**

**Can't Make The Meeting?? Please Sign Attached
Petition Rejecting Proposed Rate Increases!!**

→ **NO CUSTOMER SERVICE**
→ **NO OFFICE TO PAY BILLS**
NO CONTACT WITH UTILITY OWNERS
NO CERTIFIED PLUMBERS ON STAFF

AND WE HAVE TO PAY FOR BOTTLED WATER

THIS IS SO WRONG!

They CANT EVEN Keep the
WATER ON HALF the time. BUT YET

You PPL WANT to Raise our Rates!!

Please
SIGN!

①

70

WE THE PEOPLE, customers of Sunrise Utilities, LLC hereby request The Board Of Public Utilities REJECT rate case Docket # 140220-WU.

Please Sign To Reject Rate Increase

~~John Bestwick~~
 John Bestwick 2512 Edmond Cir.
 Rebecca Clauson 2610 Fowler Ave.
 Donna Churchill
~~Kevin Armstrong~~
 Kevin Armstrong
 Monica McFarland 2410 Autumnwood Dr.
 Britney Carter 108 ADAMS Rd. Aub.
 AMY Bestwick
 DUSTY DAVID HUMPHREY
 Dan Cooley
 Mindy Cooley
 Chelsea McFarland
 Amanda Fongallaz
 Thomas Reming 2458 Teri
 Raymundo Ramirez
 Benito Ramirez
 Jacqueline Little
 Patricia Ann Gainer
 Rene Vincent
 Erica Farmer
 Drew Simpson
 Russell Hill
 Cornell J. Hill
 Jen Berr 2599 S.A. Blvd.

JAMES A HENDERSON
 Rica Secker
 Anthony Laffin - 2425 Teri
 Angela Flanagan
 Ryan Marsh
 Elizabeth Briggs
 Christian Wallace
 Sergio Cardenas
 Masha Gleson
 James Cron
 Mary Kline
 HARRY SYKE
 Gloria Kinton
 Megan Bradley
 Jhone Buckingham
 Bernette Edge
 Lynn Jean Forger
 2513 Edmond
 Melissa Edge
 Sandra Stewart
 Evelyn Hughes
 Ryan Hill
 Skylar Crowley
 Dalton Crowley

7

NOPE ~~BC~~

Ben Spradley

Chaz Spradley

Ronald Spradley

Danese Cheatham

Rudy Cheatham

Mason Simpson

Kwila Williams

Brandi Steinfeld

Shay High

Nytrah Collins

Amber Dowdell

Keshia A. Nall

John O. O'Neil

Hannon Johnson

Timmy Joe

Christopher N. Clark

Kylyna Bernardy

Calixto Romero

Ahida Cruz

Provided By Mr. Shinee



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Any information regarding case dispositions must be obtained from the Polk County Clerk of the Court.

For statewide criminal history information, please contact the Florida Department of Law Enforcement, Public Records, (850) 410-8109, or visit their website.

| How Released Abbreviations | |
|---|----------------------------|
| CBN - Cash Bond | SBN - Surety Bond |
| CFRMC - Cent Fla Reception and Med Ctr | STPR - State Prison |
| PROB - Probation | TISR - Time Served |
| PTR - Pre-Trial Release | TRAN - Transferred |
| REL - Released | TTY - Teletype |
| ROR - Rel on Own Recognizance | |

More Information:

- [How to get a record expunged/sealed\(removed\)](#)

Perform another search

OWENS, MELISSA 2014-006222



Inmate Name: OWENS, MELISSA ANN **Release Date:** 3/26/2014
Booking Number: 2014-006222
Booking Date: 3/26/2014
Race: W **Sex:** F **DOB:** 9/12/1966
Height: 504 **Weight:** 105
Location: TRANSFERRED TO BOOKING
Arresting Agency: POLK COUNTY SHERIFF
Hold: no **Hold for:**
Disposition of Hold:
DNA: yes

Never Paid Fines!!
 Still owes County
 \$415.95

Case #: 530014CF002127A

000 X X

AKA

| | |
|--------------------|------------|
| AKA | DOB |
| OWENS, MELISSA ANN | 09/12/66 |
| OWENS, MELISSA ANN | 09/12/66 |

Charge Number 1

Statute: 812.014(2c1) LARC-GRAND THEFT 300 LESS THAN 5K DOLS
Charge on Arrest Docket: GT DIR INFO FILE
Bond Type: SBN
Bond Number: PSC5180293 **Purge Number:**
Purge/Bond Amount: 1000 **Surety:** 0
Cash: 0 **Bond Exp.:** SBN PSC5180293 \$1000.00 **Disposition:** SBN
Upgrade/Reduction:

Charge Number 2

Statute: 812.14(2a) LARC-ALTER TAMPER INJURE UTILITY EQUIPMENT
Charge on Arrest Docket: TAMPER W/THEFT UTILITY CABLE DIR I/F
Bond Type: SBN

- ON PROBATION - Till
 June 3rd 2013

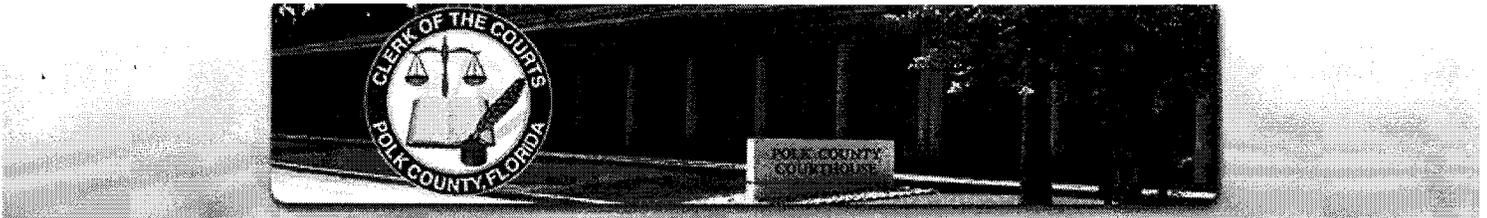
Mr. Peacock - 863-401-2420
 Probation Officer

5/7/2015

Jail Inquiry Details

Bond Number: PSC5180294 **Purge Number:**
Purge/Bond Amount: 500 **Surety:** 0
Cash: 0 **Bond Exp.:** SBN PSC5180294 \$500.00 **Disposition:** SBN
Upgrade/Reduction:

[Perform another search](#)



Case Financial Information

[New Search](#)

| CASE NUMBER | FILE DATE | CASE TYPE | STATUS |
|---|--------------------|--|---|
| 532014CF002127A000XX [532014CF002127A000XX] | 03/24/2014 | FELONY | CASE CLOSE |
| | CHARGE SEQ# | STATUTE STATUTE TEXT | DATE PHASE |
| | <u>001</u> | 812014 2E PETIT THEFT (GRTR \$100, BUT LESS \$300) | 06/24/2014 Court: Adjudication Withheld |
| | <u>002</u> | 81214 2A TAMPER WITH THEFT OF UTILITY OR CABLE SERVICE | 06/24/2014 Court: Adjudication Withheld |
| [STATE ATTORNEY=DUCHARME KRISTIE STATE ATTORNEY=FRANKLIN KATIE DEFENDANT=OWENS, MELISSA ANN PLAINTIFF=STATE OF FLORIDA] [JUDGE=RAIDEN, MICHAEL E] | | | |
| LAST DOCKET DATE=06/27/2014 DISPOSITION DATE=06/24/2014 | | | |
| [Court Events Finance Info Docket Info] | | | |

Financial Summary

| | | | |
|---------------------|---------------------------|-------------------------|------------------------|
| ASSESSMENT: | Total : \$793.95 | Paid to Date : \$378.00 | Balance Due : \$415.95 |
| RESTITUTION: | Total : \$0.00 | Paid to Date : \$0.00 | Balance Due : \$0.00 |
| | Last Payment : 04/10/2015 | | |

Financial Details

| COUNT | ASSESSMENT DUE | ASSESSMENT PAID | RESTITUTION DUE | RESTITUTION PAID | PAYMENT DATE |
|-------|----------------|-----------------|-----------------|------------------|--------------|
| 001 | \$793.95 | \$378.00 | \$0.00 | \$0.00 | 04/10/2015 |

Corrections Offender Network

Supervised Population Information Detail

(This information was current as of 5/3/2015)



DC Number: H44550
Name: OWENS, MELISSA
Race: WHITE
Sex: FEMALE
Hair Color: BROWN
Eye Color: GREEN
Height: 5'04"
Weight: 110 lbs.
Birth Date: 09/12/1966
Supervision Begin Date: 06/24/2014
Current Location: BARTOW
Current Status: ACTIVE
Supervision Type: PROBATION MISDEMEANOR
Scheduled Termination Date: 06/23/2016



Current Verified PERMANENT Address:
 2429 GARDEN STREET
 AUBURNDALE, FL 33823

Aliases:
 MELISSA OWENS MELISSA ANN OWENS
 MELISSA ANN SELF

Note: The offense descriptions are truncated and do not necessarily reflect the crime for which the offender is on supervision. Please refer to the court documents or the Florida Statutes for further information or definition.

| Current Community Supervision History: | | | | | |
|--|------------------|---------------|--------|----------|------------------------------|
| Offense Date | Offense | Sentence Date | County | Case No. | Community Supervision Length |
| 08/13/2012 | PETIT-THEFT-MISD | 06/24/2014 | POLK | 1402127 | 1Y 0M 0D |
| 08/13/2012 | MISDEMEANOR | 06/24/2014 | POLK | 1402127 | 1Y 0M 0D |

First Previous Next Last Return to List

New Search

Record: 1 of 2

The Florida Department of Corrections updates this information regularly, to ensure that it is complete and accurate, however this information can change quickly. Therefore, the information on this site may not reflect the true current location, status, scheduled termination date, or other information regarding an offender.

This database contains public record information on felony offenders sentenced to the Department of Corrections. This information includes offenders sentenced or released to state supervision or offenders received for supervision from another state as the result of an Interstate Compact transfer. Information contained herein includes current supervision offenses. Offense types include related crimes such as attempts, conspiracies and solicitations to commit crimes. Information on offenders sentenced to county jail, county probation, or any other form of supervision is not contained. The information is derived from court records provided to the Department of Corrections and is made available as a public service to interested citizens. The Department of Corrections makes no guarantee as to the accuracy or completeness of the information contained herein. Any person who believes information provided is not accurate may contact the Department of Corrections.

For questions and comments, you may contact the Department of Corrections, Bureau of Probation and Parole Field Services, BARTOW Circuit Office. This information is made available to the public and law enforcement in the interest of public safety.

Search Criteria: Last Name: owens First Name: melissa Search Aliases: on Sex: ALL Race: ALL Offense Category: ALL Classification Status: ALL Current Custody: ALL Identifier Type: ALL County of Supervision: ALL Current Location: ALL Eye Color: ALL Hair Color: ALL Supervision Type: ALL Supervision Status: ALL

Current Status Definitions: **Active** - offender is being actively supervised by the probation officer in the community. **Active Suspense** - offender is temporarily unavailable for direct supervision during the supervision term, due to being in custody in jail or another facility, but is still being monitored by a probation officer for release, arrest, etc. **Absconder** - offender absconds from supervision (his/her whereabouts are unknown and the offender is not available for supervision) and warrant is issued for violation.

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Provided by Mr. Skowron



Produced by Mr. St...



Sunrise Utilities, LLC

P.O. Box 2608
Eaton Park, FL 33840
863/510-1318

Utility Bill

4/6/2015

Amount Due

\$28.31

Hector Arenas
2541 King Ave
Auburndale, FL 33823

Amount Paid

Account Number

Service Address

Payment Due Date

2541 King Ave

4/26/2015

X

Detach Top and Return With Payment

| Service From | Service To | Description | Meter Readings | | e s t Consumption | Meter Multiplier | Amount |
|--------------|------------|-------------|----------------|---------|----------------------------|------------------|---------|
| | | | Previous | Current | | | |
| 2/28/2015 | 3/31/2015 | Residential | 1460010 | 1466000 | 5990 | X 1 | \$25.74 |

County Tax: \$2.57

Prior Account Balance: \$26.59

Last Payment: 3/30/2015 (\$26.59)

Late Payment Fee: \$0.00

Current Period Total: \$28.31

Total Amount Due: \$28.31

If payment is made after the due date amount due: \$35.31

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.

Customer Name

Hector Arenas

Account Nbr

Payment Due Date

4/26/2015

provided by Ms. Arenas

1

Sunrise Utilities, LLC

P.O. Box 2608
Eaton Park, FL 33840
863/510-1318

Utility Bill

5/8/2015

Amount Due

\$48.44

Amount Paid

Hector Arenas
2541 King Ave
Auburndale, FL 33823

Account Number

Service Address

Payment Due Date

2541 King Ave

5/28/2015

✂ _____ Detach Top and Return With Payment _____

| Service | | Description | Meter Readings | | Consumption | e s t | Meter Multiplier | Amount |
|-----------|-----------|-------------|----------------|---------|-------------|-------------|---------------------|---------|
| From | To | | Previous | Current | | | | |
| 3/31/2015 | 4/30/2015 | Residential | 1466000 | 1475450 | 9450 | X | 1 | \$37.67 |

Handwritten notes:
2831
37.67
63.98
128

County Tax: \$3.77

Prior Account Balance: \$28.31

Last Payment: 4/28/2015 (\$28.31)

Late Payment Fee: \$7.00

Current Period Total: \$48.44

Total Amount Due: \$48.44

If payment is made after the due date amount due: \$55.44

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

Meters will be read on or around May 29th or 30th

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.

Customer Name
Hector Arenas
Account Number
Payment Due Date
5/28/2015

PROVIDED by MS. ARENAS

HECTOR ARENAS TORRES
AHIDA CRUZ DOMINGUEZ
2541 KING AVE
AUBURNDALE, FL 33023

11-19

1094

4/25/15
Date

280

Pay to the
Order of

Sunrise Utilities, LLC | \$ 28.31
Twenty-eight and thirty-one Cents

Dollars



America's Most Convenient Bank®

For

Service water. Attelas

MP

Account: [REDACTED]

Amount: 28.31

PostDate: 20150429

Tran_ID: [REDACTED]

CheckNum: 1094

DIN: [REDACTED]

ReturnReasonDescription:

ECEItemSeqNum: [REDACTED]

Provided by Ms. ARENAS