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STATE OF FLORIDA



GENERAL COUNSEL  
CHARLIE BECK  
(850) 413-6199

# Public Service Commission

June 19, 2015

Mr. Leslie Szabo, Owner  
SUNRISE UTILITIES, L.L.C.  
P. O. Box 2608  
Eaton Park, FL 33840-2608  
Email: [l.szabo@rogers.com](mailto:l.szabo@rogers.com)

**REDACTED**

RECEIVED-FPSC  
15 JUN 19 PM 3:39  
COMMISSION  
CLERK

**RE: Docket No. 140220-WU – Application for staff-assisted rate case in Polk County by Sunrise Utilities, L.L.C.**

Dear Mr. Szabo:

Attached please find a copy of the transcript from the customer meeting that was held on May 20, 2015, in Auburndale, Florida on Sunrise Utilities, LLC's staff-assisted rate case. At the customer meeting, several Sunrise customers voiced complaints and concerns regarding the operation and management of the Utility. Please review the transcript and provide a response to the complaints and concerns listed below. In your response, please state:

- (a) Whether Sunrise has contacted the customer, including the date and method of contact. If Sunrise has not contacted the customer regarding the issue(s), please state when Sunrise will be contacting the customer.
- (b) Whether the concern or complaint has been resolved, and if yes, how the issue was resolved. If the issue has not been resolved, please provide a status and when the Sunrise expects the issue to be resolved.
- (c) What actions or operational changes does Sunrise plan to make in order to prevent the concerns and complaints outlined from reoccurring?

## I. Quality of Water Complaints

1. Customer: Ms. Wilson Transcript: pgs. 8–10
2. Customer: Ms. Walker Transcript: pgs. 26–28
3. Customer: Mr. Shiner Transcript: pgs. 13–21, and Attachment

**II. Leak Repair Concerns**

1. Customer: Mr. Wilson Transcript: pgs. 11-12

**III. Customer Service and Billing Concerns & Complaints**

**A. Access to Utility Contact**

1. Customer: Ms. Wilson Transcript: p. 8
2. Customer: Mr. Shiner Transcript: pgs. 13-16, 20-21, and Attachment
3. Customer: Ms. Walker Transcript: pgs. 31-33

**B. Billing Concerns & Disputes**

1. Customer: Mr. Wilson Transcript: pgs. 11-12
2. Customer: Mr. Shiner Transcript: pgs. 13-18, and Attachment
3. Customer: Ms. Arenas Transcript: pgs. 23-28, and Attachment
4. Customer: Ms. Jones Transcript: pgs. 29-31

**C. Billing Collection**

1. Customer: Ms. Arenas Transcript: pgs. 23-28, and Attachment
2. Customer: Ms. Jones Transcript: pgs. 29-31
3. Customer: Mr. Shiner Transcript: pgs. 18-19

In addition, a recent review of Commission records shows that many of the concerns raised at the customer meeting are reoccurring issues, particularly billing disputes and lack of Utility response. Therefore, attached for your reference are (1) a list of customer complaints received by the Commission between 2013 and the date of this letter; and (2) a copy of the Commission's rules governing Customer Complaints and Billing matters. A complete copy of the complaints listed in the attachment has been placed in the docket file, which is available on the Commission's website under the Clerk's tab at: <http://www.floridapsc.com/dockets/cms/>

Please provide the Utility's response to the customer concerns outlined above no later than **Friday, July 3, 2015**. Should you have any questions, please do not hesitate to contact me at (850) 413-6234 or [KCorbari@psc.state.fl.us](mailto:KCorbari@psc.state.fl.us).

Sincerely,

*s/ Kelley F. Corbari*

Kelley F. Corbari  
Senior Attorney

KFC/dml

cc: Office of Commission Clerk

**Sunrise Utilities, LLC**  
**Customer Complaints**  
**2013 - 2015**

1. PSC Complaint No. 1182487-W                      Date: 05/28/2015  
Customer: Jeanette Conrad  
Complaint: Fence Repair  
Utility Response Due: 06/18/2015    Utility Response:  
Response Timely:
  
2. PSC Complaint No. 1180403-W                      Date: 04/30/2015  
Customer: Steven Shiner  
Complaint: Billing Dispute  
Utility Response Due: 05/21/2015    Utility Response: 05/01/2015  
Response Timely: Yes
  
3. PSC Complaint No. 1178106-W                      Date: 04/01/2015  
Customer: Melodie Smith  
Complaint: Not Receiving Bills and Customer Service Quality  
Utility Response Due: 04/22/2015    Utility Response: 04/30/2015  
Response Timely: No
  
4. PSC Complaint No. 1180403-W                      Date: 03/06/2015  
Customer: Steven Shiner  
Complaint: Billing Dispute  
Utility Response Due: 05/21/2015    Utility Response: 05/01/2015  
Response Timely: Yes
  
5. PSC Complaint No. 1172870-W                      Date: 01/30/2015  
Customer: Steven Shiner  
Complaint: Billing Dispute  
Utility Response Due: 02/20/15        Utility Response: 04/29/2015  
Response Timely: No
  
6. PSC Complaint No. 1166411-W                      Date: 11/21/2014  
Customer: Kevin Armstrong  
Complaint: Billing Dispute  
Utility Response Due: 12/16/2014    Utility Response: 12/15/2014  
Response Timely: Yes

**Sunrise Utilities, LLC**  
**Customer Complaints**  
**2013 - 2015**

7. PSC Complaint No. 1159150-W                      Date: 09/11/2014  
Customer: Steve Shiner  
Complaint: Billing Dispute  
Utility Response Due: 10/02/2014      Utility Response: 10/21/2014  
Response Timely: No
8. PSC Complaint No. 1149764-W                      Date: 06/12/2014  
Customer: Lori McMillian  
Complaint: Connection Delay  
Utility Response Due: 07/03/2014      Utility Response: 11/05/2014  
Response Timely: No
9. PSC Complaint No. 1149352-W                      Date: 06/09/2014  
Customer: Rhonda Morris  
Complaint: Connection Delay  
Utility Response Due: 06/30/2014      Utility Response: None  
Response Timely: No
10. PSC Complaint No. 1114019-W                      Date: 06/21/2013  
Customer: Melissa Mclaughlin  
Complaint: Billing Dispute and Customer Service Quality  
Utility Response Due: 07/15/2013      Utility Response: 07/09/2013  
Response Timely: Yes
11. PSC Complaint No. 1099980-W                      Date: 02/04/2013  
Customer: Donna Thomas  
Complaint: Service Interruption and Notice  
Utility Response Due: 02/25/2013      Utility Response: 03/05/2013  
Response Timely: No

## **RULE 25-30.335      CUSTOMER BILLINGS.**

- (1)** Except as provided in this rule, a utility shall render bills to customers at regular intervals, and each bill shall indicate: the billing period covered; the applicable rate schedule; beginning and ending meter reading; the amount of the bill; the delinquent date or the date after which the bill becomes past due; and any authorized late payment charge.
- (2)** When a utility is unable to obtain an actual meter read, estimated bills may be provided.

  - (a)** If the utility estimates a bill, the bill statement shall prominently show the word "Estimated" on the face of the bill.
  - (b)** The utility is obligated to timely correct any problems within the utility's control causing the need to estimate bills. In no event shall a utility provide an estimated bill to any one customer more than four times in any 12-month period due to circumstances that are within the utility's control and service obligations.
  - (c)** Upon issuance of a second estimated bill in a 6 month period, the utility shall provide the customer with an explicit written explanation for the estimation, along with the utility contact information and the Commission toll-free complaint number, 1(800) 342-3552.
  - (d)** The utility shall maintain records, for a minimum of two years, detailing the number, frequency, and causes of estimated bills, which shall be made available upon request to the Commission or to any party to a rate proceeding for the utility.
- (3)** When service is rendered for less than 50 percent of the normal billing cycle, the utility shall prorate the base facility charges as though the normal billing cycle were 30 days, except that the utility may elect not to issue an initial bill for service if the service is rendered during a time period which is less than 50 percent of the normal billing cycle. Instead, the utility may elect to combine the amount owed for the service rendered during the initial time period with the amount owed for the next billing cycle, and issue a single bill for the combined time period. For service taken under flat rate schedules, 50 percent of the normal charges may be applied.
- (4)** A utility may not consider a customer delinquent in paying his or her bill until the 21st day after the utility has mailed or presented the bill for payment.
- (5)** Each utility shall establish each point of delivery as an independent customer and shall calculate the amount of the bill accordingly, except where physical conditions make it necessary to use additional meters or points of delivery for one class of service to a single customer on the same premises, or where such multiple meters or delivery points are used for the convenience of the utility.

**RULE 25-30.335      CUSTOMER BILLINGS.**

- (6)** A utility may not incorporate municipal or county franchise fees into the amount indicated as the cost for service on the customer's bill. Rather, the utility shall show any such franchise fee as a separate item.
- (7)** The utility shall maintain a record of each customer's account for the most current 2 years so as to permit reproduction of the customer's bills during the time that the utility provided service to that customer.
- (8)** If a utility utilizes the base facility and usage charge rate structure and does not have a Commission authorized vacation rate, the utility shall bill the customer the base facility charge regardless of whether there is any usage.

*Rulemaking Authority 350.127(2), 367.121 FS. Law Implemented 367.091, 367.121 FS. History—New 9-14-74, Amended 6-21-79, Formerly 25-10.97, 25-10.097, Amended 11-10-86, 11-30-93, 6-17-13.*

**RULE 25-30.320****REFUSAL OR DISCONTINUANCE OF SERVICE.**

- (1) Until adequate facilities can be provided, a utility may refuse to serve an applicant if, in the best judgment of the utility, it does not have adequate facilities, or supply to render the service applied for, or if the service is of character that is likely to affect unfavorably service to other customers.
- (2) As applicable, the utility may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the customer shall be given written notice and allowed a reasonable time to comply with any rule or remedy any deficiency:
  - (a) For noncompliance with or violation of any state or municipal law or regulation governing such utility service.
  - (b) For failure or refusal of the customer to correct any deficiencies or defects in his piping or equipment which are reported to him by the utility.
  - (c) For the use of utility service for any other property or purpose than that described in the application.
  - (d) For failure or refusal to provide adequate space for the meter or service equipment of the utility.
  - (e) For failure or refusal to provide the utility with a deposit to insure payment of bills in accordance with the utility's regulation.
  - (f) For neglect or refusal to provide reasonable access to the utility for the purpose of reading meters or inspection and maintenance of equipment owned by the utility.
  - (g) For nonpayment of bills, including nonpayment of municipal sewer service under circumstances specifically provided in Section 159.18(2), F.S., or noncompliance with the utility's rules and regulations in connection with the same or a different type or a different class of utility service furnished to the same customer at the same premises by the same or affiliated utility only after there has been a diligent attempt to have the customer comply, including at least 5 working days' written notice to the customers. Such notice shall be separate and apart from any bill for service. For purposes of this subsection, "working day" means any day on which the utility's office is open and the U.S. Mail is delivered. A utility shall not, however, refuse or discontinue service for nonpayment of a dishonored check service charge imposed by the utility.
  - (h) Without notice in the event of a condition known to the utility to be hazardous.
  - (i) Without notice in the event of tampering with regulators, valves, piping, meter or other facilities furnished and owned by the utility.

**RULE 25-30.320****REFUSAL OR DISCONTINUANCE OF SERVICE.**

- (j) Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of such service, the utility, before restoring service, may require the customer to make at his own expense all changes in piping or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the deficiency in revenue resulting from such fraudulent use. Service shall not be discontinued if, prior to the arrival of the utility to discontinue service, the customer has:
1. Paid for all fraudulent use of service;
  2. Demonstrated the fraudulent use has ceased;
  3. Paid all other applicable fees and charges; and
  4. The service condition allowing fraudulent use of service has been corrected.
- (3) Service shall be restored when cause for discontinuance has been satisfactorily adjusted.
- (4) In case of refusal to establish service, or whenever service is discontinued, the utility shall notify the applicant or customer in writing of the reason for such refusal or discontinuance. In all instances involving refusal or discontinuance of service the utility shall advise in its notice that persons dissatisfied with the utility's decision to refuse or discontinue service may register their complaint with the utility's Customer Relations Personnel and to the Florida Public Service Commission at 1(800) 342-3552, which is a toll free number.
- (5) The following shall not constitute sufficient cause for refusal or discontinuance of service to an applicant or customer:
- (a) Delinquency in payment for service by a previous occupant of the premises unless the current applicant or customer occupied the premises at the time the delinquency occurred and the previous customer continues to occupy the premises and such previous customer will receive benefit from such service.
  - (b) Failure to pay for appliances or equipment purchased from the utility.
  - (c) Failure to pay for a different class of service, except where two or more classes of service are rendered to the same customer at the same premises.
  - (d) Failure to pay the bill of another customer as guarantor thereof.
  - (e) Failure to pay a dishonored check service charge imposed by the utility.

**RULE 25-30.320****REFUSAL OR DISCONTINUANCE OF SERVICE.**

(6) No utility shall discontinue service to any customer, between 12:00 noon on a Friday and 8:00 a.m. the following Monday or between 12:00 noon on the day preceding a public holiday and 8:00 a.m. the next working day; provided, however, that this prohibition shall not apply when:

- (a) Discontinuance is requested by or agreed to by the customer; or
- (b) A hazardous condition exists; or
- (c) Meters or other utility-owned facilities have been tampered with; or
- (d) Service is being obtained fraudulently or is being used for unlawful purposes.

*Rulemaking Authority 350.127(2), 367.121 FS. Law Implemented 367.081, 367.111, 367.121 FS. History—New 9-12-74, Amended 4-3-80, 10-25-84, Formerly 25-10.74, 25-10.074, Amended 11-10-86, 1-1-91, 1-7-93, 11-30-93, 10-28-98.*

## **RULES: CUSTOMER COMPLAINTS**

### **RULE 25-30.355 COMPLAINTS.**

- (1)** A utility shall make a full and prompt acknowledgement and investigation of all customer complaints and shall respond fully and promptly to all customer requests.
- (2)** For the purpose of this rule the word "complaint" used in this rule shall mean an objection made to the utility by the customer as to the utility's charges, facilities or service, where the disposal of the complaint requires action on the part of the utility.
- (3)** Replies to inquiries by the Commission's staff shall be furnished within fifteen (15) days from the date of the inquiry and shall be in writing, if requested.

*Rulemaking Authority 350.127(2), 367.121 FS. Law Implemented 367.121 FS. History--New 9-12-74, Formerly 25-10.70, 25-10.070, Amended 11-10-86.*

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### **RULE 25-22.032 CUSTOMER COMPLAINTS**

- (1) Intent; Application and Scope.** It is the Commission's intent that disputes between regulated companies and their customers be resolved as quickly, effectively, and inexpensively as possible. This rule establishes informal customer complaint procedures that are designed to address disputes, subject to the Commission's jurisdiction, that occur between regulated companies and individual customers. It provides for expedited processes for customer complaints that can be resolved quickly by the customer and the company. It also provides a process for informal Commission staff resolution of complaints that cannot be resolved by the company and the customer.
- (2) Processing of Complaints.**
  - (a)** Any customer of a Commission regulated company may file a complaint with the Division of Service, Safety and Consumer Assistance whenever the customer has an unresolved dispute with the company regarding electric, gas, telephone, water, or wastewater service that is subject to the Commission's jurisdiction. The complaint may be communicated orally or in writing. The complaint shall include the name of the company against which the complaint is made, the name of the customer of record, and the customer's service address. Upon receipt of a complaint by telephone, Commission staff will determine if the customer has contacted the company.

## **RULES: CUSTOMER COMPLAINTS**

- (b) In the case of complaints made by telephone, if the customer agrees, Commission staff will put the customer in contact with the company for resolution of the complaint using the telephone transfer-connect system described in subsection (4), or by other appropriate means if the company does not subscribe to the telephone transfer-connect system. If the customer does not agree to be put in contact with the company, then, in the case of companies subscribing to the telephone transfer-connect system, staff will submit the complaint to the company for resolution in accordance with the provisions set forth in subsection (5).
  - (c) For those companies not subscribing to the telephone transfer-connect or to the E-mail transfer system described in subsection (4), staff will submit the complaint to the company for resolution in accordance with the provisions of subsection (6).
- (3) **Protection from Disconnection.** During the complaint process described in subsections (5)-(9), a company shall not discontinue service to a customer because of any unpaid disputed amount until the complaint is closed by Commission staff. However, the company may require the customer to pay that part of a bill which is not in dispute. If the company and the customer cannot agree on the amount in dispute, Commission staff will make a reasonable estimate to establish an interim disputed amount until the complaint is closed by Commission staff. If the customer fails to pay the undisputed portion of the bill, the company may discontinue the customer's service pursuant to Commission rules.
- (4) **Telephone Transfer-connect and E-mail Transfer Systems.**
  - (a) Each company subject to regulation by the Commission may provide a telephone transfer-connect telephone number by which the Commission may directly transfer a customer to that company's customer service personnel. When the telephone transfer is complete, any further charges for the call shall be the responsibility of the company and not the Commission or the customer. Each company that subscribes to the telephone transfer-connect system must provide customer service personnel to handle transferred calls during the company's normal business hours and at a minimum from Monday through Friday, 9:00 a.m. to 4:00 p.m., Eastern time, excluding all holidays observed by the company. Telephone transfer-connect calls shall not be initially answered by a recorded voice but shall be answered by a person ready to receive information about the complaint.

## RULES: CUSTOMER COMPLAINTS

- (b) A company may also provide to the Commission an E-mail address by which the customer may directly E-mail a complaint to the company's customer service personnel from the Commission's Internet Web site. The company shall acknowledge the customer's E-mail to the customer by no later than the working day after the date of receipt.
- (5) Complaints resolved within three (3) days by companies participating in the Telephone Transfer-Connect System or the E-mail Transfer System. Companies that subscribe to the telephone transfer-connect or E-mail transfer system may resolve a customer complaint within three (3) days in the following manner:
- (a) The Commission staff handling the complaint will forward a description of the complaint to the company for response and resolution. The three (3) day period will begin the working day after the day the information is sent to the company and end at 5:00 p.m. Eastern time on the third working day, excluding weekends and company holidays. If the company satisfactorily resolves the complaint, the company shall notify Commission staff of the resolution in writing by no later than 5:00 p.m. Eastern time on the third day.
  - (b) If the customer does not object to the company's resolution to the complaint, the complaint will not be reported in the total number of complaints shown for that company in the Commission's Consumer Complaint Activity Report. However, the Commission will retain the information for use in enforcement proceedings, or for any other purpose necessary to perform its regulatory obligations.
  - (c) If the customer informs Commission staff that the complaint has not been resolved, the Commission staff will notify the company and require a full report as prescribed in subsection (6).
  - (d) For purposes of this subsection a complaint will be considered "resolved" if the company report indicates that the problem has been corrected or the company report indicates that the company and the customer have agreed to a plan to correct the problem.
- (6) **General Commission Staff Complaint Investigation.** If the customer is not placed in direct contact with the company by means of the telephone transfer-connect or E-mail transfer system for resolution of his complaint, Commission staff will investigate the complaint and attempt to resolve the dispute in the following manner:

## **RULES: CUSTOMER COMPLAINTS**

- (a) Commission staff will acknowledge receipt of the complaint to the customer, notify the company of the complaint and request a written response from the company. Notification to the company by Commission staff will be to the primary Commission liaison for each certificate unless the company has provided to the Director of the Division of Service, Safety and Consumer Assistance a name, address, telephone and facsimile numbers and E-mail address for a separate point of contact for complaint handling for each certificate. It is preferable for a company to have a single point of contact for complaint handling but a company may identify up to a maximum of three points of contact for complaint handling per certificate. However, if Commission staff directs a complaint to any one of the identified multiple complaint handling contacts, the company shall process the complaint and not return the complaint to Commission staff for redirecting the complaint to other company points of contact.
- (b) If the customer specifically makes a request to the Commission that he or she not be contacted by the company, Commission staff will request that the company not contact the customer directly. Otherwise, the company shall make direct contact with the customer verbally or in writing and provide to the customer its response to the complaint within 15 working days after the Commission staff sends the complaint to the company. Responses sent by mail must be postmarked within the 15 working day time period. The company shall also provide to the Commission staff, within 15 working days after the Commission staff sends the complaint to the company, a written response to the customer's complaint. However, in the case of those complaints where the company has proposed, under the provisions of subsection (5) of this rule (complaints resolved in 3 days), a resolution with which the customer is not satisfied, the company shall respond within twelve (12) working days of the case being resent to the company.
- (c) The company's response to the Commission staff shall explain the likely cause of the problem, all actions taken by the company to resolve the customer's complaint, and the company's resolution or proposed resolution of the complaint and shall answer any specific questions raised by Commission staff. The company response shall also include letters or E-mails sent to the customer that contain the company's proposed resolution of the complaint or statement of position in addressing or resolving the complaint. Upon Commission staff request, other documentation related to the complaint shall be provided to Commission staff. If the company's proposed resolution has not yet been implemented at the time of the response to the Commission staff and

## **RULES: CUSTOMER COMPLAINTS**

customer, the company shall fully set forth in its response the steps that will be taken by the company to resolve the complaint and the dates by which each step will be taken by the company. The company shall promptly notify the customer if it is subsequently unable to take its proposed action as scheduled and shall provide to the customer and, upon request, to Commission staff, a new resolution schedule for the complaint.

- (d) Commission staff will not normally further respond to the customer. However, if a customer objects to the company response to the complaint, the customer may request further review of the complaint by Commission staff. Commission staff will then propose a resolution of the complaint. The proposed resolution to the customer may be either oral or written. Upon request of either the customer or the company, Commission staff shall provide the proposed resolution in writing.
- (e) Commission staff may request copies of bills, billing statements, field reports, written documents, or other information in the participants' possession that may be necessary to resolve the dispute. The company shall respond in 7 working days to each subsequent request by staff after the initial company response. If a complete response cannot be provided in the 7 working days, the company shall provide an update regarding the response every 15 working days until the response is completed. Such update shall identify all actions taken since the last report, an explanation of why a complete response cannot be provided, and a time schedule for providing a complete response. Commission staff may perform, or request the company to perform, any tests, on-site inspections, and reviews of company records necessary to aid in the resolution of the dispute.

### **(7) Process Review Team.**

- (a) If the customer or the company is not in agreement with Commission staff's proposed resolution, the Division of Service, Safety and Consumer Assistance will refer the complaint to a Process Review Team consisting of staff from the Office of the General Counsel, the Division of Regulatory Compliance and Consumer Assistance, and the appropriate technical division. This Process Review Team will review the complaint file to determine further handling of the complaint.

## **RULES: CUSTOMER COMPLAINTS**

- (b) If the Process Review Team finds that the subject matter of the complaint may be within the Commission's jurisdiction, that the relief sought can possibly be granted by the Commission, that the basis of the complaint is not an objection to current statutes, rules, company tariffs, or orders of the Commission, and that a violation of an applicable statute, rule, company tariff or order of the Commission may have occurred, the Division of Service, Safety and Consumer Assistance shall schedule an informal conference. The fact that an informal conference is scheduled shall not preclude any participant or Commission staff from later taking a position that the complaint does not fall into one or more of the above categories.
  - (c) The Process Review Team will recommend that the Office of the General Counsel send a closure letter to the participants if the team finds that:
    - 1. The case involves issues or concerns that fall outside the jurisdiction of the Commission,
    - 2. The relief sought cannot be provided by the Commission,
    - 3. The basis of the complaint is an objection to current statutes, rules, company tariffs, or orders of the Commission, or
    - 4. It does not appear that a violation of applicable statutes, rules, company tariffs, or orders of the Commission occurred.
  - (d) Once the closure letter has been sent, the case will be closed.
- (8) Informal Conference.**
- (a) If the Process Review Team identifies a complaint for an informal conference, Division of Service, Safety and Consumer Assistance staff will notify the company and provide to the customer a Dispute Resolution Form PSC/SSC 010 (01/04), incorporated herein by reference, via certified mail. The customer shall return the completed Dispute Resolution Form PSC/SSC 010 to the Division of Service, Safety and Consumer Assistance postmarked within 15 working days after the date of its being sent to the customer. If the completed Dispute Resolution Form PSC/SSC 010 is not received from the customer with a postmark within the required 15 working days, the customer's complaint will be closed at that point. If the Dispute Resolution Form is completed and returned by the customer, Commission staff will provide a copy to the company.

## **RULES: CUSTOMER COMPLAINTS**

- (b) A customer's completed Dispute Resolution Form PSC/SSC 010 shall consist of:
1. A statement describing the facts that give rise to the complaint and, to the extent known, an explanation of why the basis of the complaint may be a violation of the applicable statutes, rules, company tariffs, or orders of the Commission. The statements filed by the customer should not raise any new issues not addressed in the initial complaint.
  2. A statement of the issues to be resolved.
  3. Any dollar amount in dispute.
  4. A statement of the relief requested.
- (c) Any participant may file additional information, documentation, or arguments; however, such additional information, documentation or arguments shall be limited to the issues from the customer's original complaint which are identified in the customer's Dispute Resolution Form PSC/SSC 010.
- (d) When an informal conference is scheduled, the presiding staff member appointed to conduct the conference shall not have participated in the proposed resolution of the complaint. The appointed staff shall be comprised of a representative of the Division of Service, Safety and Consumer Assistance staff, an attorney from the Office of the General Counsel, and a staff member from appropriate technical staff. The representative from the Division of Service, Safety and Consumer Assistance will preside at the informal conference.
- (e) After receiving the Dispute Resolution Form from the customer, Commission staff will send a written notice to the participants setting forth the unresolved issues, the procedures to be followed at the informal conference, and the dates by which written materials are to be filed. A company may at this time respond to information contained on the customer's Dispute Resolution Form. Each participant may be represented at the informal conference by an attorney or other representative or may represent himself. Each participant shall be responsible for his own expenses in the handling of the complaint. The conference may be held no sooner than ten days following a notice, unless all participants agree to an earlier date.
- (f) At the conference, the participants shall have the opportunity to present information, orally or in writing, in support of their positions. During the conference, staff may encourage the parties to resolve the dispute. The Commission staff will be responsible for tape-recording, but not transcribing, the informal conference. A participant may arrange for transcription at his own expense.

## **RULES: CUSTOMER COMPLAINTS**

- (g) If a settlement is not reached within 20 working days following the informal conference and if the complaint is not withdrawn, staff shall submit a recommendation to the Commission for consideration at the next available Commission Conference. Copies of the recommendation shall be sent to the participants by the Office of the General Counsel.
  - (h) The Commission will address the matter by issuing a notice of proposed agency action or by setting the matter for hearing pursuant to Section 120.57, Florida Statutes. If the Commission sets the matter for hearing, the participants may be represented by an attorney or a qualified representative as prescribed in Rule 28-106.106, F.A.C., or may represent themselves. Each participant shall be responsible for his own expenses in the handling of the complaint.
- (9) Settlement.** At any time the participants may agree to settle their dispute. If a settlement is reached, the participants or their representatives shall file with the Division of Service, Safety and Consumer Assistance a written statement to that effect. The statement shall indicate that the settlement is binding on all participants, and that the participants waive any right to further review or action by the Commission. If the complaint has been docketed, the Division of Service, Safety and Consumer Assistance shall submit the settlement to the Commission for approval. If the complaint has not been docketed, the Division of Service, Safety and Consumer Assistance will acknowledge the statement of settlement by letter to the participants.
- (10) Record Retention, Reports, and Auditing.**
- (a) All companies shall retain documentation relating to each Commission complaint for two years after the date the complaint was closed by the Commission.
  - (b) All companies that participate in the telephone transfer-connect, E-mail transfer or three day complaint resolution options shall file with the Commission's Division of Service, Safety and Consumer Assistance, by the fifth working day of each month a report in tabular form that summarizes the following information for the preceding calendar month:
    1. The number of calls handled via telephone transfer-connect, including the date received, customer's name, a brief description of the complaint, and whether the complaint was addressed;
    2. The number of complaints handled via E-mail transfer, including the date received, the customer's name, the Commission assigned tracking number, a brief description of the complaint, and whether the complaint was addressed.

## **RULES: CUSTOMER COMPLAINTS**

3. The number of complaints handled under the three day complaint resolution procedure, including the date received, the customer's name, the Commission assigned filing number, a brief description of the complaint, and whether the complaint was resolved.
- (c) Companies shall provide access to the Commission to all such records for audit purposes.

### **(11) Extensions of Time.**

- (a) In the event of a storm named by the National Hurricane Center, a tornado recorded by the National Weather Service, a flood, a telephone cable cut, a severe gas or water main break, a major electrical outage, an extreme weather disturbance or fire causing activation of the county emergency operation center, acts of terrorism, or work stoppage, any of which substantially affects its operations and resources, a company may file a notice which will automatically extend by three working days the time for filing responses, forms, reports and other submissions required by this rule. Such notice shall be submitted in writing to the Director of the Division of Service, Safety and Consumer Assistance and shall state a reason for the three day extension. The utility will send one written request that will apply to all complaints or reports pending or received during the extension period. When the company does provide complaint responses or reports containing information on complaints affected by an extension of time, the extension must be noted on the complaint or report. For complaints, the three day extension shall apply to any complaints pending at the time such notification is given and to new complaints received during the extension period.
- (b) If the company participates in the transfer connect system described in subsection (4), and the circumstances described in paragraph (11)(a) affect the operation of the transfer-connect system, the company may establish an alternative, temporary means of transmitting customer concerns from the Commission to the company for handling within the transfer-connect program.

*Specific Authority 350.127(2), 364.0252, 364.19, 366.05, 367.121 FS. Law Implemented 120.54, 120.569, 120.57, 120.573, 364.01, 364.0252, 364.03(1), 364.15, 364.183, 364.185, 364.19, 364.337(5), 366.03, 366.04, 366.05, 367.011, 367.111, 367.121 FS. History—New 1-3-89, Amended 10-28-93, 6-22-00, 1-29-04.*



## 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. They 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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STATE OF FLORIDA     )  
                              :  
COUNTY OF LEON        )

CERTIFICATE OF REPORTER

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

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

DATED this 2nd day of June, 2015.

*Linda Boles*

---

LINDA BOLES, CRR, RPR  
Official FPSC Hearings Reporter  
(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-**

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**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.

RECEIVED-PISC  
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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.

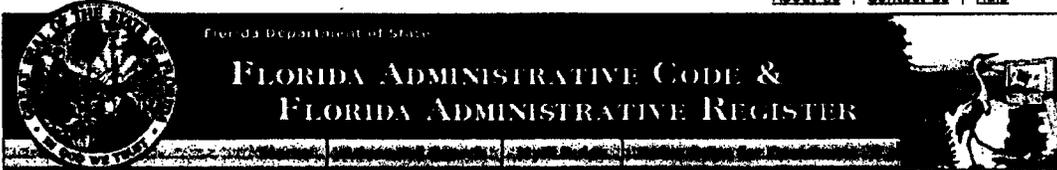
EMERGENCY CANCELLATION OF MEETING

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 Submitted to/Confirmed by Administrative Code & Register Staff**

Notices Confirmed by ACR

**Notices Submitted to ACR**

	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**

	Rule No. Organization	Rule Title	Section	Issue	Date
None					

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Provided by Mr. Shiner

Thank you for allowing me 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 I 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 3<sup>rd</sup> 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 be 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 an 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 20<sup>th</sup>, dropped it IN the Eaton Park Post Office, the same post office that they have there PO Box in!!! On the 30<sup>th</sup> 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 there 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 ARE WANT TO RAISE OUR RATES!!*

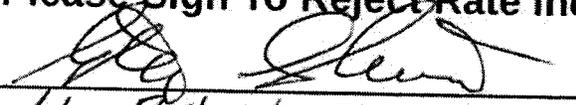
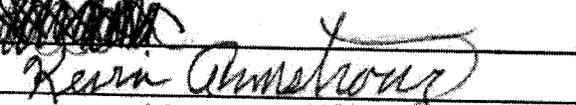
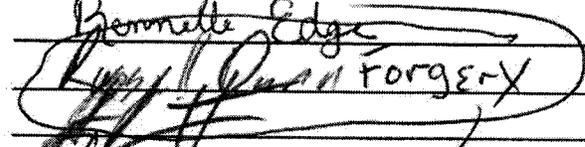
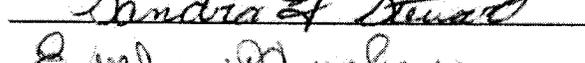
*Please Sign!*



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

	JAMES A HENDERSON
John Postwick 2512 Edmund Cir.	Rica Seabear
Rebecca Dawson 2610 Fowler Ave.	Anthony Laffin - 2425 TERI
Donna Churchill	Angela Flanagan
<del>XXXXXXXXXX</del>	Ryan Marsh
	Elizabeth Briggs
Monica McFarland <sup>2410</sup> Autumnwood Dr.	<del>XXXXXXXXXX</del>
Brian Carter <sup>108</sup> ADAMS RD. FLA	Christian Wallace
AMY V Postwick	Sergio Cardenas
Di H Dazed Humphreys	Masha Gleson
Dan Cooley	James Cox
Mindy Cooley	James Elyse
Chelsea McFarland	Hubb Syke
	Gloria Ectora
Amanda Fongallaz	Elegan Bradley
Thomas Perkins 2458 Teri	J Hone Buckingham
Raymundo Ramirez	Bernette Edge
Bonita Ramirez	
Jacqueline Little	
Patricia Ann Gainer	
Meme Vincent	
Erica Farmer	
Therese Simpson	Ervelyn Nixson
Rudie Hec	Ryan <del>XXXX</del>
Cornell J. Ellis	Skylar Crawley
Jon Burr 2599 S.A. Blvd.	Dutton Crowley

2

NOPE ~~BC~~

Ben Spadley

Chris Spadley

~~Ronald Spadley~~

~~Dense Cheatham~~

Rudy Cheatham

Mason Simpson

~~Kylie & William~~

Brandi Steinfeld

~~Shay Fitch~~

~~Nathan Collins~~

Amber Dordick

Keshia A. Nall

~~John O. Ink~~

Hannon Johnson

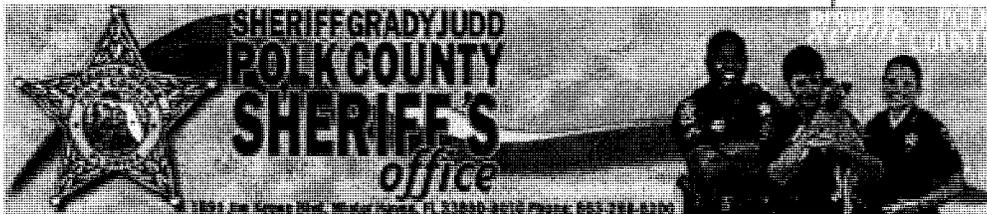
Timmy Joe

~~Christopher W. Clark~~

Kaylene Bernardy

Calixto Romero

Ahida Cruz



Sheriff Grady Judd News Room Inside PCSO Fugitives & Offenders Careers Animal Control Citizen Info Crime Prevention Inquiries Contact Us Stop Graffiti Search

[www.polksheriff.org](http://www.polksheriff.org) > **Inquiries**

Disclaimer: Information posted on this web site is provided for informational purposes only. It is subject to change and may be updated periodically. While every effort is made to ensure that the posted information is accurate, it may contain factual or other errors. Inmate information changes quickly and the posted information may not reflect the current information. An arrest does not mean that the inmate has been convicted of the crime. This information also does not imply guilt or innocence. The information on this web site should not be used for any type of legal action.

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](#).

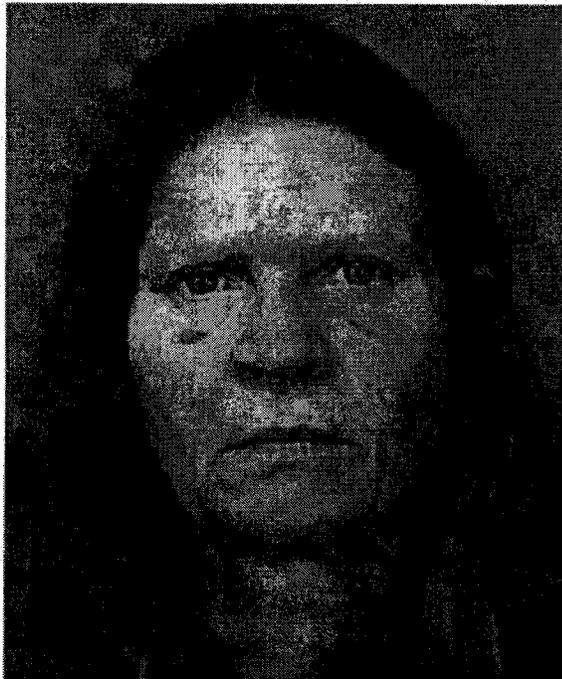
How Released Abbreviations	
<b>CBN</b> - Cash Bond	<b>SBN</b> - Surety Bond
<b>CFRMC</b> - Cent Fla Reception and Med Ctr	<b>STPR</b> - State Prison
<b>PROB</b> - Probation	<b>TISR</b> - Time Served
<b>PTR</b> - Pre-Trial Release	<b>TRAN</b> - Transferred
<b>REL</b> - Released	<b>TTY</b> - Teletype
<b>ROR</b> - 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*

**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*

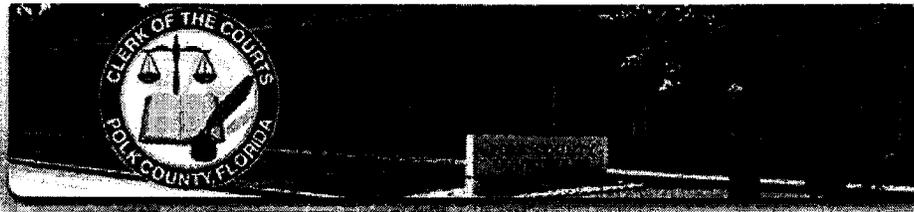
*Mr. Peacock - 863-401-2420  
 Probation Officer*

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		
<b>532014CF002127A000XX</b> [532014CF002127A000XX]	03/24/2014	FELONY	CASE CLOSE		
	<b>CHARGE SEQ#</b>	<b>STATUTE</b>	<b>STATUTE TEXT</b>	<b>DATE</b>	<b>PHASE</b>
	001	812014 2E	PETIT THEFT (GRTR \$100, BUT LESS \$300)	06/24/2014	<u>Court: Adjudication Withheld</u>
	002	81214 2A	TAMPER WITH THEFT OF UTILITY OR CABLE SERVICE	06/24/2014	<u>Court: Adjudication Withheld</u>
[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					
<a href="#">[Court Events   Finance Info   Docket Info]</a>					

**Financial Summary**

<b>ASSESSMENT:</b>	Total : \$793.95	Paid to Date : \$378.00	Balance Due : \$415.95
<b>RESTITUTION:</b>	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

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.

[Return to Corrections Offender Information Network](#)

#### Information For...

- [Media](#)
- [Inmate/Offender Families](#)
- [Victims](#)
- [Students](#)
- [Vendors](#)
- [Offenders](#)
- [Job Seekers](#)
- [Volunteers](#)

#### Publications

- [Recidivism Report](#)
- [Annual Report](#)
- [Annual Substance Abuse Reports](#)
- [Quarterly Escapes Report](#)
- [Agency Strategic Plan](#)
- [Perimeter Check](#)
- [Quick Facts](#)
- [Inmate Orientation Handbook: English - Spanish](#)
- [More...](#)

#### Orgs & Offices

- [Office of the Secretary](#)
- [Organization](#)
- [Organization Charts](#)
- [Statewide Facility Directory](#)
- [Frequently Called Numbers](#)
- [Citizens' Services](#)

#### About Us

- [Who Are We?](#)
- [Mission](#)
- [History of Corrections](#)

#### How Do I...

- [Pay Court Ordered Payments](#)
- [Call an Inmate](#)
- [File a Complaint](#)
- [Send an Inmate Money](#)
- [Write to an Inmate](#)
- [Visit an Inmate](#)
- [Register for Victim Notification](#)

#### Resources

- [Contact Us](#)
- [Media Releases](#)
- [Open Government Information](#)

#### Special Programs

- [Beekeeping Programs](#)
- [Second Chance Farm - Horse Programs](#)
- [Inmate Dog Adoption Programs](#)
- [Corrections Foundation](#)



[Privacy Policy](#) | [Accessibility](#)

Provision by Mr. Shuman



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

**Amount Paid**

Hector Arenas  
2541 King Ave  
Auburndale, FL 33823

Account Number

Service Address  
2541 King Ave

Payment Due Date  
4/26/2015

X

Detach Top and Return With Payment

Service		Description	Meter Readings		Consumption	Multiplier	Amount
From	To		Previous	Current			
2/28/2015	3/31/2015	Residential	1460010	1468000	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](mailto: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

**Hector Arenas**  
2541 King Ave  
Auburndale, FL 33823

**Amount Paid**

Account Number

Service Address

Payment Due Date

2541 King Ave

5/28/2015

X **Detach Top and Return With Payment**

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

2831  
37.67  
~~65.298~~  
Hector

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](mailto:YourWaterUtility@gmail.com).

Customer Name

Hector Arenas

Account Nbr

Payment Due Date

5/28/2015

PROVIDED BY MS. ARENAS

HECTOR ARENAS TORRES  
AHIDA CRUZ DOMINGUEZ  
2541 KING AVE  
AUBURNDALE, FL 33828

11-18

1094

4/25/15  
Date

Pay to the  
Order of

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



**Bank**

America's Most Convenient Bank®

for

Service water. Alvela.

Account: [REDACTED]

Amount: 28.31

PostDate: 20150429

Tran\_ID: [REDACTED]

CheckNum: 1094

DIN: [REDACTED]

ReturnReasonDescription:

ECEItemSeqNum: [REDACTED]

Proces by Ms. Arenas