



Public Service Commission

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

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

DATE: August 31, 2015
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Moni Mtenga, Engineering Specialist, Division of Engineering *mm*
RE: Docket No. 140217-WU-Application for staff-assisted rate case in Sumter County
by Cedar Acres, Inc. *CS*

Please file the attached Electric Outage with Cedar Acres Water Utility email in the above mentioned Docket File.

Thank you.

Moni Mtenga

From: Pickels, Robert <Robert.Pickels@duke-energy.com>
Sent: Thursday, July 30, 2015 3:17 PM
To: Moni Mtenga
Subject: RE: Electric Outage with Cedar Acres Water Utility

Yes, the July bills have been paid on all 3 accounts and reflect a zero account balance at this time.

From: Moni Mtenga [<mailto:MMtenga@PSC.STATE.FL.US>]
Sent: Thursday, July 30, 2015 10:35 AM
To: Pickels, Robert
Subject: RE: Electric Outage with Cedar Acres Water Utility


*** Exercise caution. This is an EXTERNAL email. DO NOT open attachments or click links from unknown senders or unexpected email. ***

Would you be able to tell me if the customer is current on their bills. Have they paid the July bill?

-Moni Mtenga

From: Pickels, Robert [<mailto:Robert.Pickels@duke-energy.com>]
Sent: Thursday, July 30, 2015 10:21 AM
To: Moni Mtenga
Subject: FW: Electric Outage with Cedar Acres Water Utility

Ms. Mtenga:

Below is the background information regarding the interruption of service for account .

- On June 2, 2015 An employee of Cedar Acres, Stacy Smith, contacted DEF asking that we remove their old internet registration. That same day, the customer enrolled in electronic billing (E-Bill). At that time, per Ms. Smith, the primary telephone number was changed from 352-552-3604 to 954-963-2225.
- On June 4, 2015 DEF issued a statement, via E-Bill, in the amount of \$275.19, with a due date of June 26, 2015.
- On June 26, 2015 DEF mailed a late payment notice advising the customer that a payment in the amount of \$275.19 is required by July 7, 2015 to prevent an interruption of service.
- On July 7, 2015 DEF placed an outbound automated call advising the customer that a payment of \$275.19 is overdue and an interruption of service is possible.
- On July 8, 2015 DEF made a courtesy call and a message was left regarding the past due balance.
- On July 14, 2015 DEF interrupted the service due to the past due balance of \$275.19.

[REDACTED]

On July 15, 2015 DEF received a payment in the amount of \$275.19 and the service was restored.

Please let me know if any further information is needed.

Robert L. Pickels
Regulatory Affairs Director
Duke Energy

From: Moni Mtenga [<mailto:MMtenga@PSC.STATE.FL.US>]
Sent: Wednesday, July 29, 2015 4:19 PM
To: Pickels, Robert
Subject: Electric Outage with Cedar Acres Water Utility

Good Afternoon,

I spoke to you earlier about a water utility who has said there power had been cut off on July 14th 2015 or sometime around that date.

Cedar Acres Inc.
Mailing Address
4700 Sheridan St. STE N, Hollywood Florida 33021

Service Address
0 US Highway 441 Pump 2
Nxt 2 7872 CR 109 F-1

Account #s


15705-05226

Would you need a copy of a bill? I also need to know if they have been late on their bill before. Any kind of information that can build a full story of what happened will be beneficial. Thank you so much for your time.

Moniaishi Mtenga
Engineering Specialist
Division of Engineering
Florida Public Service Commission
mmtenga@psc.state.fl.us
850-413-6586 (W)

