

State of Florida



Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

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

RECEIVED FPSC
15 OCT 22 AM 11:29
COMMISSION CLERK

DATE: October 22, 2015
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Kelley F. Corbari, Senior Attorney, Office of the General Counsel
RE: **Docket No. 140219-WU** – Application for staff-assisted rate case in Polk County by Alturas Utilities, LLC.
Docket No. 140220-WU – Application for staff-assisted rate case in Polk County by Sunrise Utilities, LLC.

Attached please find a copy of correspondence received from Alturas Utilities, LLC and Sunrise Utilities, LLC in regard to Staff's additional request for information concerning utility customer service and billing contacts. Please file the attached correspondence in the documents tab of both docket files and reference Document No. 06695-15.

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

KFC

Kelley Corbari

From: L SZABO <l.szabo@rogers.com>
Sent: Thursday, October 22, 2015 9:31 AM
To: Kelley Corbari
Cc: l.szabo@rogers.com
Subject: updated information
Attachments: Cust contact 2.docx

Hello Ms. Corbari

I am sending the updated the information due to the current improvement to improve customer satisfaction : as Attacment.

Best regards,

Leslie Szabo

Hello Ms. Corbari

I am sending the updated the information due to the current improvement to improve customer satisfaction :

Utility Mailing Address = P.O. Box 2608, Eaton Park, FL 33840-2608

The utilities will continue to use the PO Box for non-payment related communication.

Billing Payment Address =250 Old Bartow Eagle Lake Road, Bartow, FL 33830

Billing Contact = Cathy Parker (863) 537-7556

Customer Service Contact = M. Mitra (863) 510-1318

Emergency & Repair Contact = Danny Massey (868) 510-1318

Maria Mitra will continue to handle customer service issues that are not billing related

She communicate mainly by e-mail at yourwaterutilities@gmail.com or (863) 510 1318

Contact related to Wiley Pratt not changed.

Yours truly,

Leslie Szabo

Kelley Corbari

From: Kelley Corbari
Sent: Wednesday, October 21, 2015 3:17 PM
To: 'l.szabo@rogers.com'; 'SunriseAlturas Utilities (yourwaterutility@gmail.com)'
Subject: RE: Update Contact Info - Alturas/Sunrise
Attachments: Alturas & Sunrise - Contact Info (09-28-15).pdf; Alturas & Sunrise - Cust Service & Bill Changes (10-20-15).pdf

Hi Mr. Szabo,

The Commission Clerk's office contacted me this morning about the Customer Service & Billing update information you sent me yesterday. The Clerk's office asked me to clarify a couple of questions it had about the updated information you provided.

On September 28, 2015, you sent me updated Utility Contact forms that had the following information: *(See Attached)*

- (1) Utility Mailing Address = P.O. Box 2608, Eaton Park, FL 33840-2608
- (2) Customer Service Contact = M. Mitra (868) 510-1318
- (3) Emergency & Repair Contact = Danny Massey (868) 510-1318

Yesterday, you sent me information regarding the customer service and billing changes the Utilities recently made. The changes included the following information: *(See Attached)*

- (1) Utility Mailing Address = 250 Old Bartow Eagle Lake Road, Bartow, FL 33830
- (2) Billing Contact = Cathy Parker (863) 537-7556

Could you please verify the correct contact information for the Utilities? For example:

- Will the new mailing address for customer payments also be the new mailing address for the utilities or will you still continue to use the PO Box for non-payment related communication?
- Will Maria Mitra continue to handle customer service issues that are not billing related? If so, what telephone number can Ms. Mitra be reached at?

Thanks so much,
Kelley

Kelley F. Corbari,

Senior Attorney – Regulatory Analysis Section
Office of the General Counsel
FLORIDA PUBLIC SERVICE COMMISSION
Email: KCorbari@psc.state.fl.us
Direct Phone: (850) 413-6234
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PLEASE NOTE: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

From: Kelley Corbari
Sent: Tuesday, September 22, 2015 4:06 PM
To: [I.szabo@rogers.com](mailto:iszabo@rogers.com); SunriseAlturas Utilities (yourwaterutility@gmail.com)
Cc: Clayton Lewis; Martha Golden; Nonnye Grant
Subject: Update Contact Info - Alturas/Sunrise
Importance: High

Hi Mr. Szabo,

The Commission Clerk's office needs to you update the contact information for both Alturas and Sunrise. Attached are the contact information forms that need to be completed and returned to the Clerk's office.

Please make sure all the information on the form is correct and revise any information that is not. Also, please make sure to include the contact telephone numbers for both Ms. Mitra and Mr. Pratt. Once the forms are complete, please sign the forms and returned the signed forms to the Clerk's office either by mail, email or fax. If you email the forms, please scan the signed forms and attach the signed forms to the email.

If you have any questions, please let me know.

Thanks so much,
Kelley

Kelley F. Corbari,

Senior Attorney – Regulatory Analysis Section
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