

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:** November 2, 2015  
**TO:** Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk  
**FROM:** Kelley F. Corbari, Senior Attorney, Office of the General Counsel *KFC*  
**RE:** **Docket No. 140220-WU** – Application for staff-assisted rate case in Polk County by Sunrise Utilities, LLC.

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Attached please find Sunrise Utilities, LLC's correspondence to Staff providing a customer service update in the above-referenced docket. Please file the attached documents in the documents tab of the above-referenced docket file and reference Document Nos. 06638-15 and 06991-15.

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

KFC

RECEIVED FPSC  
15 NOV -3 AM 9:04  
COMMISSION  
CLERK

## Kelley Corbari

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**From:** L SZABO <l.szabo@rogers.com>  
**Sent:** Monday, November 02, 2015 7:49 AM  
**To:** Kelley Corbari  
**Cc:** Shannon Hudson  
**Attachments:** Cathy E customer update.docx

Hello Ms. Corbari

I am sending as attachment Cathy Parker letter to bring you up to date with some customer satisfaction issue.

This letter also confirms we are already in the process looking after interest payments.

Yours truly,

Leslie Szabo

**CATHY E. PARKER, E.A.**

BOOKKEEPING & TAX SERVICE

TELEPHONE  
FAX  
(863)533-4141  
(863)533-4142

250 OLD BARTOW EAGLE LAKE ROAD  
BARTOW, FL 33830

E-MAIL: CATHY@PARKERTAXTEAM.COM

October 30, 2015

TO: Leslie Szabo

FROM: Cathy Parker

RE: Customers of Sunrise Utilities, LLC

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

Due to large volume of calls it took me a couple of days to return Mr. Armstrong's phone calls but I did talk to him at length in regards to his prior invoices. I told Mr. Armstrong to give me a day and I would research the issue and see if we could get the problem resolved. I did research his complaint and found he had been credited for two payments he had made which were \$13.13 and \$41.22. He explained to me he did not realize that because the prior manager would not really talk to him. I went on to tell him I was doing my best to get things posted and hopefully in the future these problems would not exist. I also told him if there is ever a problem with the invoicing to contact me and we would get the matter resolved. We concluded our conversation on very good terms and he seemed pleased that his issues were finally fixed.

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

I did miss taking a couple of Mr. Shiner's phone calls due to the change of management and the large volume of calls. I have recently spoke with Mr. Shiner, this week, and I listened to his concerns would make this correction on his November 1<sup>st</sup> invoice. He seemed very pleased that he was able to talk to me and that this situation was going to be cleared up.

I feel we had a nice conversation and at the end he said he wasn't the bad guy he just wanted things to run smoothly with his water utility bills. He even offered to help me in anyway, i.e. if I needed him to pick up payments from customers who couldn't get them to my office and he would deliver to me as a courtesy. I thought that was admirable of him.

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

You sent me the "Attachment F" and requested I contact a few of the customers which are Albert Brown, Alfredo Ramirez, Amanda Bentz, Amanda Fageallaz, Brad Rutherford and Margarita Galindo. They show deposits on their accounts and I will be requesting proof of those deposits. I will hopefully have that info to you in the next 3 to 5 days.

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