

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  
**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 in the above-referenced docket. Please file the attached documents in the correspondence tab of the above-referenced docket file and reference Document No. 06991-15.

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

KFC

RECEIVED PSC  
15 NOV - 3 AM 9:04  
COMMISSION CLERK  
KFC

## Kelley Corbari

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**From:** Clayton Lewis  
**Sent:** Monday, November 02, 2015 8:44 AM  
**To:** 'L SZABO'  
**Cc:** Kelley Corbari  
**Subject:** RE:

Good Morning, sir.

I have forwarded both emails to Ms. Corbari.

-----Original Message-----

**From:** L SZABO [<mailto:l.szabo@rogers.com>]  
**Sent:** Monday, November 02, 2015 7:17 AM  
**To:** Clayton Lewis  
**Cc:** [l.szabo@rogers.com](mailto:l.szabo@rogers.com)  
**Subject:**

Hello Mr. Lewis,

I have sent by error the cover letter addressed to Ms. Kelley Corbari.

I have also sent to her the complete files of our answers for the Stuff's Sixth Data Request including the cover letter

As you are part of the " team " looking after our rate case application I feel comfortable with the situation.

Yours truly,

Leslie Szabo

## Kelley Corbari

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**From:** Clayton Lewis  
**Sent:** Monday, November 02, 2015 8:42 AM  
**To:** Kelley Corbari  
**Cc:** Laura King; Stan Rieger; Paul Vickery; Martha Golden; Matthew Vogel; Shannon Hudson; Sonica Bruce; Todd Brown  
**Subject:** From Mr. Szabo concerning Docket No. 140220 - Sunrise

Kelley,

This was meant for you.

-----Original Message-----

**From:** L SZABO [<mailto:l.szabo@rogers.com>]  
**Sent:** Monday, November 02, 2015 6:50 AM  
**To:** Clayton Lewis  
**Cc:** [l.szabo@rogers.com](mailto:l.szabo@rogers.com)  
**Subject:**

October 30, 2015

Hello Ms. Corbari,

I will try my best to articulate and to remind in this letter the PSC to our history of straight forward attitude handling the rate case application.

All the information's requested was submitted willfully and openly based on information available to us.

We are sending to you the Stuff's Sixth Data Request completed prior to the final November 13, 2015 response date request.

All the people involved within our organization have spent countless hours going through on all our records to establish the legitimacy of our findings.

We have understood and studied the PSC "do or do not" rules and followed them very precisely before submitting our answers.

Spending any additional time would only result in more delays to our rate case, and would produce the same result. There are no more records to look into, and where no clear records could be found we have contacted the customer individually for the correct answer.

In our October 23, 2105 cover letter we have outlined our request of a realistic and the workable solution schedules regarding of deposit refunds and interest payment completion.

Originally, we have focused in our rate case application for improvement necessary to provide our customers with a safe water supply operation and be able to comply with the regulatory rules from the Health Department and to have some additional administration expenses.

Having an underfunded base rate, - compared to the nearby area water services provider, and having similar expenses, - and a rapidly aging system, we were, and still are forced to focus on the immediate demands of the daily operation.

In the process customer satisfaction and deposit refunds and interest payment was not looked after as it suppose to.

We were cautioned by the PSC that the administrative part including customer satisfaction is just as important, - as delivering an uninterrupted water service to the customer.

When it was brought to our attention we have reacted quickly. We have already made a very positive turn around with the added, - but unscheduled further expenses related to customer billing and customer satisfaction.

Many of our customer's has already thanked us for the changes.

We were really not aware being in violation regarding customer deposit refunds or annual interest to be made until it was pointed out to us by the PSC

Completing the Stuff's Sixth Data Request earlier than it was requested, and outlining in details our plan to comply with the monetary part we are already in the process to rectify the situation.

It is not our intention to short change our customers or withhold any information from the PSC, and to jeopardize the progress of our rate case approval.

Our record shows that we have always respected and complied with all request from day one since our application was submitted, - without creating any obstacle.

In the process of the last one and a half year, due to the PSC persistence to correct all deficiencies we have faced many challenges to overcome of the difficulties, but we have also benefited to put the business in to a more solid operational ground.

I believe there is no more relevant reason for any further delays and Sunrise and Alturas Utilities will be able to operate in a more efficient manner in the near future.

Yours truly,

Leslie Szabo