

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-

---

**DATE:** September 12, 2016  
**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.

---

Attached please find a copy of a correspondence from the Office of Public Counsel to Commission Staff and Polk County Health Department regarding a recent outage and personnel qualification concerns. Please file the attached document in the documents tab of the above-referenced docket file and reference Document No. 07098-16.

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

KFC

RECEIVED FPSC  
2016 SEP 12 AM 11:59  
KFC

## Kelley Corbari

---

**From:** Kelley Corbari  
**Sent:** Friday, August 26, 2016 11:48 AM  
**To:** Reis, Roland (Roland.Reis@flhealth.gov)  
**Subject:** FW: August 20, 2016 Sunrise facebook.docx  
**Attachments:** August 20, 2016 Sunrise facebook.docx; SUN ACRES Neighbor hood team effort.pdf

More Sunrise info

### *Kelley F. Corbari,*

Senior Attorney – Regulatory Analysis Section  
Office of the General Counsel  
FLORIDA PUBLIC SERVICE COMMISSION  
Email: [KCorbari@psc.state.fl.us](mailto:KCorbari@psc.state.fl.us)  
Direct Phone: (850) 413-6234  
Direct Fax: (850) 413-6235

**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:** Roth, Danielle [<mailto:ROTH.DANIELLE@leg.state.fl.us>]  
**Sent:** Monday, August 22, 2016 8:01 AM  
**To:** Kelley Corbari  
**Subject:** FW: August 20, 2016 Sunrise facebook.docx

Good Morning Kelley:

Denise just sent me these Facebook posts from Sunrise. Apparently the water was off for a little but this weekend, but one of the neighbors (William Scott) got it back on. Looks like it was a leak. Not sure if this is something you want to share with PCHD? I don't know that William Scott is authorized in any way to be fixing plumbing.

**From:** Vandiver, Denise  
**Sent:** Monday, August 22, 2016 7:53 AM  
**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>  
**Subject:** August 20, 2016 Sunrise facebook.docx

I don't know if you can read these screen shots  
I also tried printing the page to pdf.

*Denise*

OLIVER

Seen by 44

**William M Scott**  
August 20 at 11:11 AM · Public · Photo



Like Share

7

Seen by 42

- Robert Owens** Nice  
Like 2 August 20 at 11:57 AM
  - Tammy Caldwell** Looks amazing great job  
Like 1 August 20 at 11:54 PM
  - Tammy Lashley Parmer**  
August 20 at 11:54 AM
- Any update or info William Scott?

www.facebook.com/photo.php?fbid=1020516871469...

- Living Stone** I think he is working  
Like August 20 at 10:57 AM
  - Pamela Poole** Yes, nothing like putting clothes in to wash and realizing 20min later water off!  
Like August 20 at 10:53 AM
  - William M Scott** Sorry  
Like August 20 at 10:46 PM
  - Living Stone** Has anyone called the water company?  
Like 1 August 20 at 10:35 AM
  - Living Stone** Not that they would answer anyway  
Like August 20 at 11:00 AM
  - Pamela Poole** I thought that we would be notified at least on here!  
Like August 20 at 11:01 AM
  - Robert Owens** William and I are the ones that would have turned it off and he hasn't called me so im guessing there is a real bad leak somewhere  
Like 1 August 20 at 11:03 AM
  - Robert Owens** If either one of us would have turned it off you would have gotten a notice on here  
Like 3 August 20 at 11:05 AM
  - Tammy Lashley Parmer** Water back on and they HAVE been made aware of problem!  
Like 1 August 20 at 11:13 AM
  - Marsha McCollam** Mines not on  
Like August 20 at 11:15 AM
  - Pamela Poole** Ours is too. Thanks y'all  
Like August 20 at 11:15 AM
  - Sheri Giddens** Nicely My child was in the shower  
Like August 20 at 11:20 AM
  - William M Scott** Sorry  
Like August 20 at 11:15 PM
  - Brandy Smith** Ours came back on then went right back off  
Like August 20 at 11:30 AM
  - Brandy Smith** replied · 2 Replies
  - Brenda Gainey**  
August 20 at 11:32 AM · 1 Comment
- Thanks to all who participated in fixing the water

**William M Scott**  
August 20 at 12:11 PM · Public · Photo



Like Share

5

Seen by 42

- Tonja Shaeffer Rafferty** I wonder what the insides of those tanks look like.  
Like August 20 at 12:24 PM
  - William M Scott** They are good but no one drained them an iron water builds up over time  
Like 1 August 20 at 12:11 PM
  - William M Scott**  
August 20 at 12:11 PM · Public · Photo
- Things are better sorry

Like Share

book.com/photo.php?fbid=1020516871765...

Seen by 39

Neighbor hood team effort

**Melissa Phelps Barrett**  
August 20 at 12:58 PM · Public · Photo

Here we go again on our own. Going down the only road we've ever known shm

Like Share

2

Seen by 41

- Melissa Stewart Eaghney** Lol yep  
Like August 20 at 12:51 PM
- Melissa Phelps Barrett** Be nice since im out doing yard work to be able to come inside and wash my face and drink a glass of ice water. Oh wait we dont drink the water. guess its ok then!  
Like 1 August 20 at 12:58 PM
- William M Scott** Water is gold  
Like August 20 at 12:58 PM

**Robert Owens**  
August 20 at 12:58 PM

Thank you William M Scott and Im sure Chris Witzig cause Im sure your there with your BFF and I dont want to leave out Kenny Popejoy for all your efforts and just to let everyone know this was not a leak or anything this is preventive. Thats What everyone has been asking for. So lets all be thankful that we have such a competant man like William M Scott on the job

Like Share

6

Seen by 41

- Robert Owens** He didnt realize he had to turn off the water otherwise he would have let us know  
Like August 20 at 12:57 PM
- William M Scott** All good  
Like August 20 at 12:57 PM
- Chris Witzig** All good in the acres have a good rest of Saturday  
Like 1 August 20 at 12:57 PM

**William M Scott**  
August 20 at 12:58 PM · Public · Photo

Water is on sorry

August 20 at 11:33am

Sunrise Water is like a box of chocolate you NEVER know what you will ge

Like Share

6

Seen by 4

Living Stone I Know the people that help fix the water everytime they shut his water off so who knows whats going to happen

Like August 20 at 11:47am

Sherry L. Blankenship Gardner You NEVER know

Like August 20 at 12:25pm



Sheri Giddens-Nicely

August 20 at 10:54am · Albuquerque

Is the water out again?????

Like Share

Seen by 3

Living Stone I was just about to ask the something

Like August 20 at 10:55am



Sheri Giddens-Nicely Well I just wish we would get a warning when they know that it's gonna happen!

Like August 20 at 10:56am



Chris Witzig They thought they could keep it on while working to much pressure had to drain tank will ne back on soon HOPEFULLY

Like August 20 at 12:12pm



William M Scott

August 20 at 12:56pm · Albuquerque

I tried to keep it on

Like Share

Seen by 3



William M Scott

August 20 at 12:57pm · Albuquerque

Please bare with us 20 minutes sorry

Denise Neifert Vandiver

# SUN ACRES Neighbor hood tea...

Public Group

Join Group

News Feed

Messages

### SHORTCUTS

- Landon Jr. High 9th... 2
- I grew up in Grove ... 1
- Vandiver Family R...
- Office

Discussion Members Photos

Search this group

Join this group to post and comment.

Join Group

### EXPLORE

- Pages Feed 20+
- Events
- Games
- Pokes 1
- Photos
- Saved
- Games Feed 20+
- On This Day
- See More...

### RECENT ACTIVITY



**Robert Owens**  
3 hrs

Is there anyone that goes by Paul Davis restoration and city electric just west of recker on spirit lake to work in the morning. I need a ride to work. I Have to be there by 7 or earlier if so please let me know.

Like Share

Seen by 20



**Chris Witzig**  
16 hrs

Cops ambulance and fire truck on the move in the acres

Like Share

Seen by 39



**Tonja Shaeffer Raffety** What's up?  
Like · 16 hrs



**William M Scott** Slept right threw it hope all is ok  
Like · 16 hrs · Edited



**Sheri Giddens-Nicely** Everything is ok. Daughter had a panic attack when her dad flipped out hence why cops were here but did nothing  
Like · 12 hrs



**William M Scott** Good glad shes ok  
Like · 12 hrs



**Sheri Giddens-Nicely** Me too since I just had her at er last night when she got hurt at the drive in...just not been s good weekend!  
Like · 12 hrs

### OLDER



**William M Scott**  
August 20 at 2:15pm · Auburndale





Like Share

7

Seen by 42



**Robert Owens** Nice

Like · 2 · August 20 at 2:57pm



**Tammy Caldwell** Looks amazing, great job.

Like · 1 · August 20 at 6:54pm



**Tammy Lashley Parmer**

August 20 at 10:56am

Any update or info William Scott?

Like Share

Seen by 44



**Living Stone** I think he is working

Like · August 20 at 10:57am



**Pamela Poole** Yes, nothing like putting clothes in to wash and realizing 20min later water off!!

Like · August 20 at 10:59am



**William M Scott** Sorry

Like · August 20 at 3:28pm



**Living Stone** Has anyone called the water company

Like · 1 · August 20 at 10:59am



**Living Stone** Not that they would answer anyway

Like · August 20 at 11:00am



**Pamela Poole** I thought that we would be notified at least on here!

Like · August 20 at 11:01am



**Robert Owens** William and I are the ones that would have turned it off and he hasnt called me so Im guessing there is a real bad leak somewhere

Like · 1 · August 20 at 11:05am



**Robert Owens** If either one of us would have turned it off you would have gotten a notice on here

Like · 3 · August 20 at 11:06am



**Tammy Lashley Parmer** Water back on and they HAVE been made Aware of problem

Like · 1 · August 20 at 11:13am



**Marsha McCollam** Mines not on

Like · August 20 at 11:18am



**Pamela Poole** Ours is too. Thanks y'all

Like · August 20 at 11:23am



**Sheri Giddens-Nicely** My child was in the shower

Like · August 20 at 11:26am



**William M Scott** Sorry

Like · August 20 at 3:19pm



**Brandy Smith** Ours came back on then went right back off | |

Like · August 20 at 11:52am



**Brandy Smith** replied · 2 Replies



**Brenda Gainey**

August 20 at 2:32pm · Auburndale

Thanks to all who participated in fixin the water.

Like Share

6

Seen by 38



**William M Scott**

August 20 at 2:16pm · Auburndale





Like Share

5

Seen by 42



**Tonja Shaeffer Raffety** I wonder what the insides of those tanks look like.  
Like · August 20 at 2:28pm



**William M Scott** They are good but no one drained them an iron water builds up over time  
Like · 1 · August 20 at 2:31pm



**William M Scott**  
August 20 at 2:17pm · Auburndale

Things are better sorry

Like Share

5

Seen by 39



**Melissa Phelps Barrett**  
August 20 at 12:39pm · Auburndale

Here we go again on our own.. Going down the only road we've ever known.....shm

Like Share

2

Seen by 41



**Melissa Stewart Eighmey** Lol...yep  
Like · August 20 at 12:41pm



**Melissa Phelps Barrett** Be nice since im out doing yard work to be able to come inside and wash my face and drink a glass of ice water....Oh wait...we dont drink the water...guess its ok then  
Like · 1 · August 20 at 12:43pm



**William M Scott** Water is goid  
Like · August 20 at 2:06pm



**Robert Owens**  
August 20 at 1:00pm

Thank you [William M Scott](#) and Im sure [Chris Witzig](#) cause Im sure your there with your BFF, and I dont want to leave out [Kenny Popejoy](#) for all your efforts and Just to let everyone know this was not a leak or anything this is preventive. Thats What everyone has been asking for. So lets all be thankful that we have such a competant man like [William M Scott](#) on the job.

Like Share

6

Seen by 41



**Robert Owens** He didnt realize he had to turn off the water otherwise he would have let us know

Like · August 20 at 1:01pm



**William M Scott** All good

Like · August 20 at 1:16pm



**Chris Witzig** All good in the acres have a good rest of saturday

Like · 1 · August 20 at 1:41pm



**William M Scott**

August 20 at 12:59pm · Auburndale

Water is on sorry

Like Share

Seen by 37



**Sherry L Blankenship Gardner**

August 20 at 11:30am

Sunrise Water is like a box of chocolate you NEVER know what you will get

□

Like Share

6

Seen by 41



**Living Stone** I Know the people that help fix the water everytime they shut his water off so who knows whats going to happen

Like · August 20 at 11:46am

**Sherry L Blankenship Gardner** You NEVER know |

Like · August 20 at 12:23pm



**Sheri Giddens-Nicely**

August 20 at 10:54am · Auburndale

Is the water out again????

Like Share

Seen by 37



**Living Stone** I was just about to ask the samething

Like · August 20 at 10:55am



**Sheri Giddens-Nicely** Well I just wish we would get a warning when they know that it's gonna happen!

Like · 1 · August 20 at 10:56am



**Chris Witzig** They thought they could keep it on while working to much pressure had to drain tank will ne back on soon HOPEFULLY

Like · August 20 at 12:12pm



**William M Scott**

August 20 at 12:09pm · Auburndale

I tried to keep it on

Like Share

Seen by 36



**William M Scott**

August 20 at 12:09pm · Auburndale

Please bare with us 20 minutes sorry

Like Share

SUN ACRES Neighbor hood team effort



Denise · Home · Like



**Tammy Lashley Parmer**

August 20 at 11:12am

Mine is trying to come back on

Like Share

Seen by 36

MEMBERS

57 Members



CREATE NEW GROUPS

Groups make it easier than ever to share with friends, family and teammates.

Create Group

RECENT GROUP PHOTOS

See All



CREATE NEW GROUPS



Friends Who Like Florida State University

Get Started



University of North Florida Friends

Get Started

SUGGESTED GROUPS

See All



Tallahassee Online

Join

CKSON

Jacksonville University

Cyd Bean

Rhonda Poe Merritt

Sam McArthur



**Chris Witzig**  
August 20 at 6:27am · Auburndale

William M Scott where is the bologna and eggs this morning this fat boy is hungry ..... GOOD MORNING fine people of the acres have a good saturday enjoy like you never did before

Like Share

4

Seen by 41



**Chris Witzig** Robert Owens rise and shine buddy  
Like · 1 · August 20 at 6:28am



**Robert Owens** Im up  
Like · August 20 at 6:29am



**Chris Witzig** Lol  
Like · August 20 at 6:29am



**Robert Owens** Waiting for William to post my breakfast  
Like · August 20 at 6:30am



**Chris Witzig**

Like · August 20 at 6:30am



**Michelle Bovinett** Batters up! Im working y'all should be too.



Like · August 20 at 6:32am



**Robert Owens** Thank you Michelle but I will wait for Williams breakfast  
Like · August 20 at 6:34am



**William M Scott** Dang yaw made me hungry  
Like · August 20 at 6:48am



**Robert Owens** Get the maid cooking  
Like · 1 · August 20 at 6:48am



**William M Scott** Lol  
Like · August 20 at 6:49am



**William M Scott** Work uggggg  
Like · August 20 at 6:49am



**Robert Owens** Dang Guess Ill go see Michelle Bovinett  
Like · 1 · August 20 at 6:50am



**William M Scott** Make it ur way  
Like · August 20 at 6:53am



**Robert Owens** lol  
Like · August 20 at 6:54am



**William M Scott** Bring me some back delivery  
Like · August 20 at 6:54am



**William M Scott**  
August 19 at 6:40pm

THANK GOD FOR ANOTHER GREAT WEEK

SUN ACRES Neighbor hood team effort

6

Seen by 43

View 44 more comments



**William M Scott** Oooolaart  
Like · August 19 at 7:24pm

Leadership Tallahassee  
707 members



Leadership Tallahassee  
3 friends · 443 members

SUGGESTED PAGES

MEMBERS

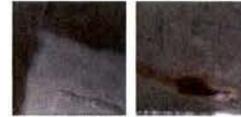


CREATE NEW GROUPS

Groups make it easier than ever to share with friends, family and teammates.

Like Page

RECENT GROUP PHOTOS



CREATE NEW GROUPS



Friends Who Like Florida State University



University of North Florida Friends

SUGGESTED GROUPS



Tallahassee Online  
Yardale

- Lynn Deamer-Moore 10m
- Gina Bongirno 49m
- Gail Schaper 1m
- Judd Roy Bean II 9h
- Karla A. Iuchs Enwri... 7h
- Edward Mills 5m
- Jennifer Duckie Fea... 7h
- Clint Vandiver 17h
- Maritza Tapia 13m
- Harold Briley 1h
- Carmen Voley-Mills 8h
- Jen Olcott 1h
- Robert Vandiver 12h
- Valita Widdop 6h
- Sammy Anna 6h
- Rachel Lovins 50m
- Edward A. Tellechea 43m

CKSON

Jacksonville University

- Cyd Bean
- Rhonda Poe Merritt
- Sam McArthur



**Robert Owens** Sorry Chris Im just checking  
Like · August 19 at 7:25pm



**Tonja Shaeffer Raffety**  
August 17 at 8:23pm

Question please: is there any place available to drop off our water bill payments? I didn't get mine in the mail on time for it to be there by the 21st. Looking for another option, even if it means me taking it to them.

Like Share

Seen by 44

View 9 more comments



**Tonja Shaeffer Raffety** Yes Thankyou. A neighbor supplied me with a stamp. It will probably be late or at least told it's late. Thankyou for asking.  
Like · 1 · August 18 at 3:27pm



**William M Scott K**  
Like · August 18 at 3:29pm



**Melissa Phelps Barrett**  
August 16 at 8:18am · Auburndale

Just an FYI... Call it a threat,warning, whatever you want to call it....in the mornings I sit outside to wait for the middle school bus. There are way to many people hauling ass in this neighborhood. Starting tomorrow I will have my phone and be videoing the speeders in this neighborhood and will contact the police. This is not me being a bitch this is for the protection of OUR neighborhood kids!

Like Share

13

Seen by 45

View 13 more comments



**William M Scott** We are blessed please enjoy every day u are not promised tomorrow  
Like · 3 · August 18 at 7:00am



**Alan McCollam** Amen  
Like · August 18 at 9:27am



**Melissa Phelps Barrett**  
August 17 at 7:17am · Auburndale

Anyone going down k-ville to recker will be detoured. Bad wreck around the day care right past the light.

Like Share

5

Seen by 40

View 4 more comments



**Sue Smith** Praying for them  
Like · August 17 at 8:15am



**Karina Loza** Omg  
Like · August 17 at 8:52am



**Pamela Poole**  
August 17 at 7:18am · Auburndale

Good morning Acres! Let's make today safe and wonderful for us and our families!!!

SUN ACRES Neighbor hood team effort



Denise Home

Seen by 30



**Robert Owens**  
August 16 at 8:11pm

I thank all you neighbors. this is the first thing i check when i get home from work. (to see if there were any water leaks) Love being a part of this

**Craigslis Emergency**  
Craigslis  
707 members



**Leadership Tallahassee**  
3 friends · 443 members

SUGGESTED PAGES

MEMBERS

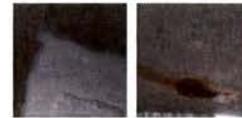


CREATE NEW GROUPS

Groups make it easier than ever to share with friends, family and teammates.

Like Page

RECENT GROUP PHOTOS



CREATE NEW GROUPS



Friends Who Like Florida State University



University of North Florida Florida Friends

SUGGESTED GROUPS



Tallahassee Online  
Yardale

- Lynn Deamer-Moore 10m
- Gina Bongirno 49m
- Gail Schaper 1m
- Judd Roy Bean II 9h
- Karla A. Iuchs Enwri... 7h
- Edward Mills 5m
- Jennifer Duckie Fea... 7h
- Clint Vandiver 17h
- Maritza Tapia 13m
- Harold Briley 1h
- Carmen Voley-Mills 8h
- Jen Olcott 1h
- Robert Vandiver 12h
- Valita Widdop 6h
- Sammy Anna 6h
- Rachel Lovins 50m
- Edward A. Tellechea 43m

Search

CKSON

Jacksonville University

- Cyd Bean
- Rhonda Poe Merritt
- Sam McArthur

community

Like Share

5

Seen by 43

View 3 more comments



Robert Owens Bobby Bushay the og water boy

Like · August 16 at 8:16pm



Robert Owens too funny William M Scott

Like · 1 · August 16 at 8:17pm



Tonja Shaeffer Raffety shared Shareably's video.

August 15 at 10:34am

Something to get your giggles going.

7,506,011 Views

Shareably

June 2

Like Page

Parents are shocked when their son runs into the room with a revelation about his pet lizards.

Like Share

3

Seen by 41

Craigslist  
707 members



Leadership Tallahassee  
3 friends · 443 members

SUGGESTED PAGES



MEMBERS



CREATE NEW GROUPS

Groups make it easier than ever to share with friends, family and teammates.

Like Page

RECENT GROUP PHOTOS



CREATE NEW GROUPS



Friends Who Like Florida State University



University of North Florida Friends

SUGGESTED GROUPS



Tallahassee Online  
Yarrdeala

- Lynn Deamer-Moore 10m
- Gina Bongirno 49m
- Gail Schaper 1m
- Judd Roy Bean II 9h
- Karla A. Iuchs Enwri... 7h
- Edward Mills 5m
- Jennifer Duckie Fea... 7h
- Clint Vandiver 17h
- Maritza Tapia 13m
- Harold Briley 1h
- Carmen Voley-Mills 8h
- Jen Olcott 1h
- Robert Vandiver 12h
- Valita Widdop 6h
- Sammy Anna 6h
- Rachel Lovins 50m
- Edward A. Tellechea 43m

SUN ACRES Neighbor hood team effort

Denise Home

Older Posts

CKSON

Jacksonville University

- Cyd Bean
- Rhonda Poe Merritt
- Sam McArthur

## Kelley Corbari

---

**From:** Roth, Danielle <ROTH.DANIELLE@leg.state.fl.us>  
**Sent:** Wednesday, August 24, 2016 11:29 AM  
**To:** Kelley Corbari  
**Subject:** FW: Sunrise Utility  
**Attachments:** hole.jpg; patch.jpg; another leak.jpg; another patch.jpg

FYI. Steve Shiner sent me these pictures of the patch-work done at the Utility.

**From:** Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]  
**Sent:** Wednesday, August 24, 2016 9:22 AM  
**To:** Roth, Danielle <ROTH.DANIELLE@leg.state.fl.us>  
**Subject:** Re: Sunrise Utility

The water company posted these pictures on-line, thought you may like to see them. Not one patch as was reported, but two. Don't know if the health Department has had a look at them.

On Mon, Aug 8, 2016 at 10:23 AM, Steven Shiner <[theshineman@gmail.com](mailto:theshineman@gmail.com)> wrote:

Good to hear... Thanks.... I'll keep you informed of anything that continues to happen..... I just got a water bill for \$98.33 in the mail for one of my tenant properties. Because it's a tenant property I do not know if there is a meter problem or not. I know there are no leaks, it could be useage. I'm not saying anything, I'm going to pay it, and see what happens next month. So at this point no complaint, but you should be aware of it. Thanks for your help, and sorry to take up so much of your time. Steve

On Mon, Aug 8, 2016 at 10:18 AM, Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)> wrote:

Wow! I can assure you that the Public Service Commission and Department of Environmental Protection are working hard on this case.

**From:** Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]  
**Sent:** Monday, August 08, 2016 9:59 AM  
**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>  
**Subject:** Re: Sunrise Utility

He got mad at me and made it so that I could no longer post in the room..... They deleted any and all comments that were negative about Sunrise..... THEN I was asked to sell and move out of the area!! LOL My only wish is that something happens fast here.... Have a great Day!! Steve Shiner

On Mon, Aug 8, 2016 at 8:18 AM, Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)> wrote:

Thanks for letting me know Steven.

**From:** Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]

**Sent:** Sunday, August 07, 2016 6:56 PM

**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>

**Subject:** Re: Sunrise Utility

FYI: William Scott IS working with the water company..... Here's our latest exchange.....



**William M Scott** They all have that already but ill leave it so you feel better

Like · Reply · 20 mins



**Steven Shiner** Thank You.... It should be available. If you walk into Auburndale Water's Office, they have something similar posted on there wall. Since we do not have a water company wall..... LOL

Like · Reply · 15 mins · Edited



**William M Scott** Where do you live

Like · Reply · 16 mins



**Steven Shiner** Thompson St.

Like · Reply · 16 mins



**William M Scott** Sounds that you wanna be in a better neighbor hood

Unlike · Reply · 1 · 16 mins



**Steven Shiner** LOL

Like · Reply · 16 mins



**William M Scott** Do u have a well

Like · Reply · 15 mins



**William M Scott** Why not if the water people aint doing it the way ya want

Like · Reply · 15 mins



**Steven Shiner** No.... looked into it, but permitting is an issue.

Like · Reply · 15 mins



**William M Scott** I can get you a permit n the morning

Like · Reply · 14 mins



**Steven Shiner** No you can't .... be there done that.....

Like · Reply · 13 mins



[ ]

Write a reply...

[ ]



**Steven Shiner** That's my entire point!!!! With no options they MUST hold up there end. That includes proper billing, posting and continuous service....

Like · Reply · 13 mins



**William M Scott** Dont know why there is a issue

Like · Reply · 13 mins



**William M Scott** Well funny i got permit on nelson

Like · Reply · 12 mins



**Steven Shiner** If you want the entire story I have a file full... I will be happy to share it with you privately...

Like · Reply · 12 mins



**Steven Shiner** County refused us. If a water system is available, you can not get a private well permit. Otherwise all of my Sun Acres properties would have them.

Like · Reply · 11 mins



**William M Scott** Well im willing to drill as many as you want with permit0

Like · Reply · 10 mins



**Steven Shiner** William, you do not know me.... I am not a trouble maker. I own many properties all over Polk County, and now in Dade as well..... I problems with no one other then this system. I have everything documented, I never had an issue until the Ownes were running the system. It was not until then that I got my back up, do not even know if it was them. No matter what, I have not had any issues since then other then outages..... This last go around with the state was not me, although I did spearhead the complaints at the public meeting.

Like · Reply · 7 mins



**Steven Shiner** Debbie seems to be on top of billing, and the guy doing the meter readings could not be nicer.

Like · Reply · 6 mins



**William M Scott** Steven i dont care i live in sun acres i have pulped 2 permits and i have 2 deep wells

Like · Reply · 6 mins



**William M Scott** Them why do you keep complaining

Like · Reply · 5 mins



**Steven Shiner** Telling you what we found out from the county directly.....

Like · Reply · 5 mins



**William M Scott** Ok

Like · Reply · 5 mins



**William M Scott** But if you are happy why keep looking to help someone complain

Like · Reply · 4 mins



**Steven Shiner** Really William..... I complain when I do not get what I am paying for, I am paying for a service that was not provided to 5 days!!  
Water!!

Like · Reply · 4 mins



**William M Scott** U said you are happy with billing and metrr reading

Like · Reply · 4 mins



**William M Scott** U didnt use the water u didnt get charged

Like · Reply · 3 mins



**Steven Shiner** So far so good..... But we are watching them.

Like · Reply · 3 mins



William M Scott Ok

Like · Reply · 3 mins



William M Scott Lol

Like · Reply · 3 mins



Steven Shiner That's bull William... its a continuing service, and that is not how it gets looked at by anyone.

Like · Reply · 2 mins



William M Scott Ooo so u say they owe you things happen just continue your quest if yaw want county everday i dont care but i do and will do what i have too to make sure my friends and family have water thanks

On Wed, Aug 3, 2016 at 1:58 PM, Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)> wrote:

Thank you very much for sending this. I got a call from another customer regarding this same letter.

**From:** Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]

**Sent:** Wednesday, August 03, 2016 12:07 PM

**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>

**Subject:** Re: Sunrise Utility

The attached came with my water bill from Sunrise today. It seems that its the state's fault that we are having all these problems.

On Wed, Aug 3, 2016 at 9:26 AM, Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)> wrote:

Thanks Steve. Yes, Kelley knows that you will let us know if there is any retaliation.

**From:** Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]

**Sent:** Wednesday, August 03, 2016 9:15 AM

**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>  
**Subject:** Re: Sunrise Utility

Done, it's posted..... Hope you know I am swinging in the wind here and will be coming to your office should I have any issues dealing with them because of me standing up here.

On Wed, Aug 3, 2016 at 9:09 AM, Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)> wrote:

Thanks Steve. Yes, my office saw these posts on Facebook using the link you sent me. Very sad that they are trying to scare people from getting help. Can you also post the Public Service Commission's phone number? It's [1-800-342-3552](tel:1-800-342-3552). Kelley wants people to call the PSC so she can keep track of all the complaints coming in. Thank you very much.

**From:** Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]  
**Sent:** Wednesday, August 03, 2016 9:02 AM

**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>  
**Subject:** Re: Sunrise Utility

Danielle; Here is part of a conversation taking place. Chris Witzig and Robert Owens are BOTH working for the water company. As you can see there trying to scare people off as to calling the state for help. By stating ultra high water bills should you get involved. This all started because I post your notice about calling with problems. Thanks Steve

**Chris Witzig** We have someone it will soon all be in order couple hiccups look people i will go up them tanks and drink straight from them with no problem we understand there are problems but they are very minor

Like Reply · 15 hrs



**Chris Witzig** Thanks Kenneth Mcmillen someone uderstands

Like Reply · 15 hrs



**Chris Witzig** And further more get more people involved will definitely hike your bill up to around 100.00 a month

Like · Reply · 15 hrs



**Robert Owens** I lived in a neighborhood about this size that was annexed in to public water service and it took about a year to dig up the streets, run all the new pipes and all it takes to make the change. During this time the streets were so dug up you couldnt even get to your home without a 4x4 and you want to talk about the water being off ALL THE TIME. It also brought Inspectors into our neighborhood who forced me to have a tree in the middle of my front yard. Also started checking to see if all fences, sheds, porches, and any other structure were permitted when they were built 20 years ago. Then when it was all said and done the bill went upwards of \$100+ a month cause they included trash, sewer, and every other charge you can think of. When I told them I am on septic so why am being charged sewer. I was told because I have access to their sewer. Who do you think is going to eventually pay for these services. Undoubtedly it will be all of us. Just my life experience and thoughts on the matter.

Like · Reply · 1 · 14 hrs



**Steven Shiner** Let me tell ya'll something..... The water off problems are one thing, the dishonest business practices are another. I think most people here know what I am talking about. I have two properties in the City Of Auburndale water area..... Those bills stay around 20 bucks a month. Here is more like 40.... but ok.... smaller system less room to spread the costs. I get it..... Robert and Chris, just stop with the scare tactics.... No inspectors are going to going onto private property to inspect, no one is going to force anyone to remove trees, none of that BS..... This is about a company that places boil water notices at a corner store, up until recently (when the state got involved) did not know how to return a phone call.... so now. The state is involved, best part is I did not have to be the one to scream. You at the water company now know to watch your p's and q's. OWNER involvement here would be a nice step, a place to pay our bills in person would be nice. Debbie Valley our new Billing contact seems to be on top of stuff..... So steps in correct direction are being made. Trick is for ownership of sunrise to maintain it, and understand that he's NOT going to make any real money off this system..... It's just too small.

Like · Reply · Just now



**Steven Shiner** Oh and **Kenneth Memillen** wrong attitude. We are paying good money for a service, that service includes delivery of our water 24/7. That means it should be uninterrupted, clean, and billing issues should be handled in a professional manor at all times. If you took your car in for service, and the same problem kept recurring, you would find another shop to fix your car, would you not? Same thing here, but here they have a monopoly. So here we have the state to step in. No one should be afraid too call the state for help, or worry about repercussions if they do.

On Tue, Aug 2, 2016 at 9:21 AM, Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)> wrote:

Thanks for the update.

**From:** Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]  
**Sent:** Tuesday, August 02, 2016 9:21 AM  
**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>  
**Subject:** Re: Sunrise Utility

William Scott does not work for the utility. He is just someone trying to help.....

On Tue, Aug 2, 2016 at 9:06 AM, Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)> wrote:

Thank you Mr. Shiner.

**From:** Steven Shiner [mailto:[theshineman@gmail.com](mailto:theshineman@gmail.com)]

**Sent:** Monday, August 01, 2016 6:33 PM

**To:** Roth, Danielle <[ROTH.DANIELLE@leg.state.fl.us](mailto:ROTH.DANIELLE@leg.state.fl.us)>

**Subject:** Re: Sunrise Utility

[SUN ACRES Neighbor hood team effort](#) is the name of the group.

On Mon, Aug 1, 2016 at 6:30 PM, Steven Shiner <[theshineman@gmail.com](mailto:theshineman@gmail.com)> wrote:

To be honest with you, I got annoyed with it and tore it up and through it away..... I'm sorry. Facebook however... there is and I just joined it. It's headed by someone named William Scott, and he's asking people to post any problems with the water company on the page..... Hmmmm I do not know who he is. I'm looking into it on my end. The page is The Sun Acres Neighborhood.... It appears William Scott who it looks like is working for the water company is the group admin. So really this might be a good step in the correct direction. I do not know if you guys are allowed to get into it. But I will if you can't.