

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:** February 3, 2017  
**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 a copy of a correspondence between Commission staff counsel and counsel for Polk County Health Department regarding customer (Sagan Barker) complaint against Sunrise Utilities, Inc. Please file the attached document in the documents tab of the above-referenced docket file.

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

KFC

COMMISSION  
CLERK

2017 FEB -3 PM 5:00

RECEIVED-FPSC

**From:** [Reis, Roland](mailto:Reis, Roland)  
**To:** [sagan4barker@gmail.com](mailto:sagan4barker@gmail.com)  
**Cc:** [Saylor, Erik](#); [Kelley Corbari](#); [Whitley, Arcelia](#); [Stadelbacher, Ron](#); [Devine, Owen F](#)  
**Subject:** FW: Sunrise Utilities Complaint  
**Date:** Thursday, February 02, 2017 11:23:10 AM

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Hello Mr. Barker,

Your complaint involves customer billing services, which we here at the Health Department are not in charge of. Instead, the health department is involved in the physical plant operations which provide you with your water.

Therefore, I am forwarding your complaint to the Public Service Commission and the Office of the Public Counsel, in the hope that they may be able to help you out.

Sincerely,

Roland Reis, Chief Legal Counsel  
Department of Health  
Heartland Legal Consortium  
1290 Golfview Ave., 4<sup>th</sup> Floor  
Bartow, FL 33830  
Tel. (863) 578-2105  
Fax. (863) 519-7626  
[Roland.Reis@flhealth.gov](mailto:Roland.Reis@flhealth.gov)

**From:** sagan barker [<mailto:sagan4barker@gmail.com>]  
**Sent:** Wednesday, February 1, 2017 7:47 PM  
**To:** Reis, Roland <[Roland.Reis@flhealth.gov](mailto:Roland.Reis@flhealth.gov)>  
**Subject:** Sunrise utilities

Hello my name is sagan barker and i live at 2434 stanton street  
Auburndale fl 33823

I have had nothing but problems with sunrise utilities and now they have cut my water off  
(bill due on 2/4/17) while i was gone today.

My infant son sleeps with a humidifier and i cannot set this machine up without water.

Please let me know what can be done asap. Thank you

Sagan barker  
8138630632

Utility Bill

Sunrise Utilities, LLC  
P.O. Box 2608  
Eaton Park, FL 33840  
yourwaterutility@gmail.com  
(863) 510-1318

1/15/2017

Amount Due  
\$28.00

Amount Paid

SAGAN BARKER (FOOR)  
2434 Stanton  
Auburndale, Florida, 33823

Payment Due Date  
2/4/2017

Account Number

Service Address  
2434 STANTON

Detach Top and Return With Payment

X

Service		Description	Meter Readings		Consumption	Meter Multiplier	
From	To		Previous	Current			
1/2/2017	1/15/2017	Residential Use	411740	0	0	X 1	(\$10.01)
Residential Base							\$10.01

Prior Account Balance: \$28.00

Current Period Total: \$0.00

Total Amount Due: \$28.00

Meters need to be located, marked and free of all debris, dirt, plants, fencing, ect.  
NEW READINGS WILL TAKE PLACE BY THE END OF NOVEMBER. AND SAFE ACCESS IS REQUIRED.

REMIT PAYMENTS TO:  
SUNRISE UTILITIES  
P.O. BOX 2608  
EATON PARK, FL 33840

Customer Name	
SAGAN BARKER (FOOR)	
Account Nbr	Payment Due Date
2434SS	2/4/2017

1/15/2017

Amount Due

\$28.00

Amount Paid

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Payment Due Date

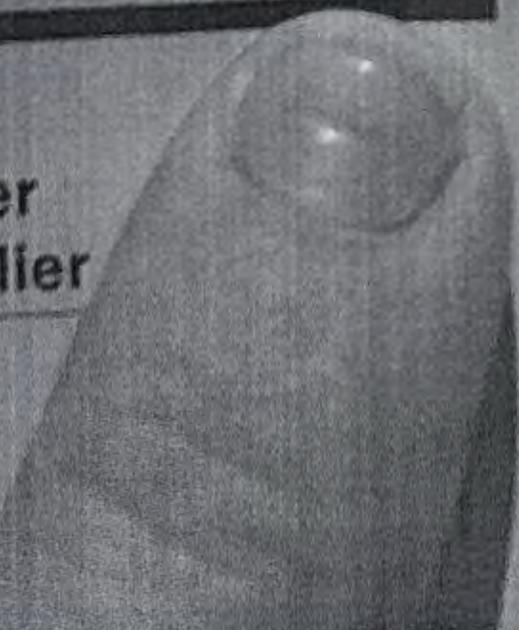
2/1/2017

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Meter  
Multiplier

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MONEY ORDER RECEIPT - NON NEGOTIABLE

AGT 352982 LOC 000000 DT 020117 \$28.00 28DOLLARS AND NO CENTS

Payable to: \_\_\_\_\_

**RETAIN THIS MONEY ORDER RECEIPT. IT MUST BE INCLUDED WITH ALL REFUND REQUESTS. BE SURE TO READ IMPORTANT INFORMATION BELOW AND ON BACK.** For your own records, it is recommended that you make a photocopy of the completed Money Order before providing it to the receiver.

**PURCHASE AGREEMENT:** You the purchaser agree that Western Union Financial Services Inc. (WUFSI) need not stop payment on, or replace, or refund a lost or stolen WUFSI Money Order unless (1) you fill in the face of the Money Order at the time of purchase, and (2) you report the loss or theft to Western Union Financial Services Inc. in writing immediately, and (3) You provide WUFSI with this original Money Order receipt issued by Western Union Financial Services Inc., Englewood, Colorado. For customer service, call 1-800-999-9660.

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