

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: February 7, 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.

Attached please find a copy of a correspondence between customers (Allen and Santiago) of Sunrise Utilities, LLC to Commission staff counsel regarding customer concerns and complaints. 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

Kelley Corbari

From: sallen74647 <sallen74647@gmail.com>
Sent: Friday, February 03, 2017 6:51 PM
To: Kelley Corbari
Subject: Sun Acres Auburndale Florida

Kelly I thought it might be very beneficial to all involved if I invited you to check out our group on Facebook since we are having an issue with Sunacres water company for many years now concerning the water quality and excessive billing. Please check out all of the complaints from customers and the illegal practices from them. We have gathered a lot of information and are really fed up with the treatment and honestly the bullying from them. Please check it out.

Thank You

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Sherry Allen

That is the name we have named our group at the top of the page.

Sent from my MetroPCS 4G LTE Android Device

Kelley Corbari

From: Alexandra Santiago <eiriandwren@gmail.com>
Sent: Friday, February 03, 2017 5:54 PM
To: Kelley Corbari
Subject: Sunrise Utilities

Good afternoon,

I have a question about whether or not the person that reads our meter legally must be working for Sunrise Utilities?

My neighbor informed me that the gentleman that reads our meters had his children help him by having them go onto my property to find our meter and get the numbers.

I've spoken to other neighbors on our Facebook page and this is something he does on occasion it seems. Is this legal? Because I don't want kids getting hurt on my property just because he can't keep up with his job.

Thank you.