



February 6, 2015

E-FILED

Carlotta S. Stauffer, Commission Clerk
Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

Re: Docket No. 140135-WS - Application for increase in water and wastewater rates in Pasco County
by Labrador Utilities, Inc.
Our File No. 30057.216

Dear Ms. Stauffer:

The following are Labrador Utilities, Inc.'s ("Company") responses to the Staff's Sixth Data Request dated February 5, 2015:

1. Please provide a list, by customer, of all complaints received during 2009. Please include an explanation of how each complaint was resolved.

Response: Enclosed are copies of the Customer Complaints and resolutions thereof for 2009.

Please feel free to contact me if you have any questions or concerns.

Very truly yours,

A handwritten signature in blue ink, appearing to read "Martin S. Friedman".

MARTIN S. FRIEDMAN
For the Firm

MSF/
Enclosures

cc: John Hoy (via e-mail)
Patrick Flynn (via e-mail)
Darrien Pitts (via e-mail)
Kyesha Mapp, Esquire (via e-mail)
Penny Buys (via email)
Steve Reilly, Esquire (via email)

Customer Complaints and Resolutions Jan – Dec 2009

Sub Division: 217 MR Route: F6B FA ID: 0501900016
 Account #: 2903920721 Customer Name: JONES, CAROL Phone #: (651) 210-8141
 Address: 5925 BENZ PL CSR: Jacqueline Sillitoe Operator: Robert Buono
 Entry Date: 11/17/2009 7:39:00AM SO Type: HIBILL
 Instructions: READ AND CHECK FOR LEAKS. CUSTOMER SAYS WE MISREAD METER.
 Due Date: 11/18/2009 7:39:00AM Resolution Date: 11/18/2009 12:00:00AM Fa Status: Completed
 Resolution: Read meter and checked for leaks there are on present leaks. Meter glass is scratched.

Sub Division: 217 MR Route: F6B FA ID: 1227800274
 Account #: 1227800000 Customer Name: PATRICK, BERYL Phone #: (813) 783-3803
 Address: 6219 SPRING LAKE CIR CSR: Leanne Loeffel Operator: Robert Buono
 Entry Date: 12/7/2009 8:42:53AM SO Type: M-REREAD
 Instructions: Please read and verify meter #, customer has been billed with neighbors read, customer also had a leak, please verify that there is no active leak. Thanks *Leanne
 Due Date: 12/8/2009 6:00:00PM Resolution Date: 12/8/2009 12:00:00AM Fa Status: Completed
 Resolution: The meter readers read the meter wrong & there was no active leaks that was indicated on meter

Sub Division: 217 MR Route: F6B FA ID: 1227800845
 Account #: 1227800000 Customer Name: PATRICK, BERYL Phone #: (813) 783-3803
 Address: 6219 SPRING LAKE CIR CSR: Ferrellyn Trovinger Operator: Jason Wright
 Entry Date: 2/23/2009 2:23:43PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Ms. Patrick called today because her meter was mis-read again. What can be done to stop this problem?
 Thanks, FLT
 Due Date: 2/24/2009 6:00:00PM Resolution Date: 2/24/2009 9:05:00AM Fa Status: Completed
 Resolution: Tagged meter with 6219 Spring Lake. Attached tag to meter register so KBH will take notice. Will also speak to meter reader again regarding situation. JW

Sub Division: 217 MR Route: F6B FA ID: 1227800221
 Account #: 1227800000 Customer Name: PATRICK, BERYL Phone #: (813) 783-3803
 Address: 6219 SPRING LAKE CIR CSR: Leanne Loeffel Operator: David Shoffstall
 Entry Date: 12/17/2009 10:03:44AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Mtr for this acct keeps getting read incorrectly, KBH reads the other mtr, is there any way this mtr can be relocated into its own box or painted bright orange or something so it is read correctly? Please let me know of any possible solutions. Thanks, LL
 Due Date: 12/18/2009 6:00:00PM Resolution Date: 12/18/2009 12:00:00AM Fa Status: Completed
 Resolution: reread by rh

Customer Complaints and Resolutions Jan – Dec 2009

Sub Division: 217 MR Route: F6B FA ID: 1227800664
 Account #: 1227800000 Customer Name: PATRICK, BERYL Phone #: (813) 783-3803
 Address: 6219 SPRING LAKE CIR CSR: Florida Temp Operator: Robert Buono
 Entry Date: 10/26/2009 1:22:07PM SO Type: M-REREAD
 Instructions: Customer called again about her meter being mixed up with her neighbor's. Read her meter to be sure her read is correct for this month's bill.. (Temp/ELISE)
 Due Date: 11/12/2009 12:00:00AM Resolution Date: 11/11/2009 12:00:00AM Fa Status: Completed
 Resolution: The meter readers read it wrong, the two meter are flipped.

Sub Division: 217 MR Route: F6B FA ID: 1259800966
 Account #: 1259800000 Customer Name: GALLANT, GEORGE Phone #: (813) 779-0642
 Address: 6168 JESSUP DR CSR: Isabel Ceballos Operator: Jason Wright
 Entry Date: 7/6/2009 9:05:57AM SO Type: HIBILL
 Instructions: Re-read meter, customer says meter has been misread, Check for leaks. /IC Tag door
 Due Date: 7/7/2009 6:00:00PM Resolution Date: 7/7/2009 9:30:00AM Fa Status: Completed
 Resolution: Please re-bill as necessary, meter was definitely mis read. R=1260040. JW

Sub Division: 217 MR Route: F6B FA ID: 2192900102
 Account #: 2192900000 Customer Name: JOHNSTON, PORTER Phone #: (813) 780-9895
 Address: 6061 UTOPIA DR CSR: Jacqueline Sillitoe Operator: Jason Wright
 Entry Date: 5/11/2009 2:13:46PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called after hours 05/08 concerning strong sewer odor in area. Dispatched to On-Call.
 Due Date: 5/12/2009 12:00:00AM Resolution Date: 5/9/2009 12:00:00AM Fa Status: Completed
 Resolution: Call taken by Ron Chard. No odors noticed. (RATE CASE RELATED)

Sub Division: 217 MR Route: F6B FA ID: 2192900898
 Account #: 2192900000 Customer Name: JOHNSTON, PORTER Phone #: (813) 780-9895
 Address: 6061 UTOPIA DR CSR: Ferrellyn Trovinger Operator: Joseph Kuhns
 Entry Date: 9/17/2009 1:18:47PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called after hours to complain of odor. Dispatched to Jason Wright at 7:35pm. FLT
 Due Date: 9/15/2009 11:59:00PM Resolution Date: 9/18/2009 7:30:00AM Fa Status: Completed
 Resolution: Jason W. responded - checked all operations at WTP & found all ops normal. JMK 9-18-09

Sub Division: 217 MR Route: F6B FA ID: 2192900740
 Account #: 2192900000 Customer Name: JOHNSTON, PORTER Phone #: (813) 780-9895
 Address: 6061 UTOPIA DR CSR: Matthew Chandler Operator: Jason Wright
 Entry Date: 4/22/2009 7:17:06AM SO Type: M-SIO Request Type: Taste or Odor in the Water

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Instructions: Customer called due to a bad smell coming from the plant. Paged to Jason W.
 Due Date: 4/22/2009 6:00:00PM Resolution Date: 4/22/2009 9:00:00AM Fa Status: Completed
 Resolution: Customer lives 40 feet from surge tank and digesters. No problems at plant. No odors from plant noticed at time of complaint. RATE CASE RELATED? JW

Sub Division: 217 MR Route: F6B FA ID: 2192900663
 Account #: 2192900000 Customer Name: JOHNSTON, PORTER Phone #: (813) 780-9895

Address: 6061 UTOPIA DR CSR: Kimberly Bennett Operator:
 Entry Date: 11/17/2009 7:20:19AM SO Type: M-SIO Request Type: General Investigation
 Instructions: 11/14/09 - CUST CALLED A/S AFTER HRS DUE TO PLANT ODOR. PAGED TO ONCALL. KM
 Due Date: 11/14/2009 6:00:00PM Resolution Date: 11/14/2009 12:00:00AM Fa Status: Completed
 Resolution: Arrived onsite found no significant odors. Checked Blowers, scrubbers and sump @ dumpster. All operating normally, sump was at normal level. All ops at plant normal. RC

Sub Division: 217 MR Route: F6B FA ID: 2441900392
 Account #: 2441900000 Customer Name: EMBERLEY, CARLSON Phone #: (709) 726-4328

Address: 5843 NAPLES DR CSR: Matthew Chandler Operator: Jason Wright
 Entry Date: 4/28/2009 8:15:50AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint
 Instructions: PLEASE REPLACE THE SEWER CLEAN OUT CAP PER CUST IT HAS CORRODIED AND HAS FALLING PARTIALLY INTO THE SEWER LINE.
 Due Date: 4/29/2009 6:00:00PM Resolution Date: 4/28/2009 11:00:00AM Fa Status: Completed
 Resolution: replaced broken S/Cap by KO Franklin 4/28/09

Sub Division: 217 MR Route: F6B FA ID: 2703900713
 Account #: 2703900000 Customer Name: MARTEL, CHERYL A Phone #: (813) 788-2373

Address: 6233 UTOPIA DR CSR: Lorie Mayeski Operator: Jason Wright
 Entry Date: 1/23/2009 8:09:59AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: CUSTOMER SENT IN NOTE WITH PAYMENT THAT WATER TASTES "DISGUSTING". PLEASE INVESTIGATE. THANKS, LORIE M. 1-23-09
 Due Date: 1/26/2009 7:00:00PM Resolution Date: 1/27/2009 10:00:00AM Fa Status: Completed
 Resolution: Customer not happy with water quality, billing process, or customer service. No problem found with water provided. Notes occasional odor and psi fluctuation.

Sub Division: 217 MR Route: F6B FA ID: 2825800040
 Account #: 2825800000 Customer Name: DILKS, VERNON R Phone #: (813) 780-9110

Address: 6460 PRESIDENTIAL CIR CSR: Leanne Loeffel Operator: Lee Neal
 Entry Date: 8/6/2009 12:36:11PM SO Type: M-SIO Request Type: Repair/Replace Meter Box
 Instructions: Customer states meter box cover is broken, please repair/replace as needed. Thanks *Leanne
 Due Date: 8/7/2009 6:00:00PM Resolution Date: 8/13/2009 10:00:00AM Fa Status: Completed
 Resolution: Replace meter lid with new. JMK 8-17-09

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Sub Division: 217 MR Route: F6B FA ID: 2935800065
 Account #: 6368972729 Customer Name: PITTMAN, RUSSELL Phone #: (813) 395-8294
 Address: 6424 PRESIDENTIAL CIR CSR: Lorie Mayeski Operator: Jason Wright
 Entry Date: 7/24/2009 8:44:17AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer stated they want to have water purification system installed. Curb stop does not work. Customer stated one of our workers was there recently and stated it does not work. Please fix or replace curb stop if necessary. Lorie M.
 Due Date: 7/24/2009 6:00:00PM Resolution Date: 7/27/2009 10:00:00AM Fa Status: Completed
 Resolution: Replaced old gate valve with new curb stop. JW/KO

Sub Division: 217 MR Route: F6B FA ID: 3196800630
 Account #: 7322529278 Customer Name: IRWIN, WILLIAM Phone #: (813) 779-8542
 Address: 6061 SPRING LAKE CIR CSR: Elise Christian Operator: Jason Wright
 Entry Date: 1/20/2009 12:31:24PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called to report sewer back up in home. Paged to Jason @ 1:30PM (EC)
 Due Date: 1/20/2009 12:00:00AM Resolution Date: 1/20/2009 2:00:00PM Fa Status: Completed
 Resolution: Unclogged lateral. Tree roots around clean out. Going back on 1/21/09 to re check and replace clean out if needed. JW/RC

Sub Division: 217 MR Route: F6B FA ID: 3289800535
 Account #: 3785315241 Customer Name: CHAPMAN, RANDY Phone #: (989) 743-5512
 Address: 5916 UTOPIA DR CSR: Leanne Loeffel Operator: Robert Buono
 Entry Date: 11/10/2009 2:21:47PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer says meter is leaking on street side. Left a cup by the meter so you could empty meter box and verify. Please tag door after repair to let customer know it was fixed. Thanks *Leanne
 Due Date: 11/11/2009 6:00:00AM Resolution Date: 11/23/2009 12:00:00AM Fa Status: Completed
 Resolution: Changed out curb stop by meter

Sub Division: 217 MR Route: F6B FA ID: 3345800944
 Account #: 2682870431 Customer Name: DALE, MILDRED Phone #: (506) 339-6811
 Address: 41231 WHITMER DR CSR: Leanne Loeffel Operator: Jason Wright
 Entry Date: 6/8/2009 2:54:57PM SO Type: M-SIO Request Type: Repair/Replace Meter Box
 Instructions: Customer states meter is still leaking and due to leak meter has sunk and box is not holding back the dirt. Please repair/replace where needed. Thanks *Leanne
 Due Date: 6/9/2009 6:00:00PM Resolution Date: 6/9/2009 9:00:00AM Fa Status: Completed
 Resolution: No leak found in or around meter. Curb stop not leaking. Area around meter dry. Box is not sinking. JW

Sub Division: 217 MR Route: F6B FA ID: 3345800880
 Account #: 2682870431 Customer Name: DALE, MILDRED Phone #: (506) 339-6811

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Address: 41231 WHITMER DR CSR: Lorie Mayeski Operator: Jason Wright
 Entry Date: 4/2/2009 8:38:46AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called stated that there is a "leak at shut off valve water is leaking onto property causing ground to become soft". Please investigate. Thanks, Lorie M. 4-2-09
 Due Date: 4/2/2009 7:00:00PM Resolution Date: 4/2/2009 10:30:00AM Fa Status: Completed
 Resolution: Found curb stop dripping 1/2 gal. per day. Reseated valve, no longer leaking. Customer has been using curb stop for personal use. JW

Sub Division: 217 MR Route: F6B FA ID: 3371900105
 Account #: 3371900000 Customer Name: MEADER, SONJA L Phone #: (603) 539-7772
 Address: 5857 NAPLES DR CSR: Kimberly Bennett Operator: Robert Buono
 Entry Date: 12/8/2009 11:28:37AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called due to plant odor for the past couple of days. Paged to Rob B. @ 12:24PM. KIM
 Due Date: 12/8/2009 6:00:00PM Resolution Date: 12/8/2009 12:00:00AM Fa Status: Completed
 Resolution: Walked around the plant had on odor or any loud noise that was noticed

Sub Division: 217 MR Route: F6B FA ID: 4123900652
 Account #: 4123900000 Customer Name: EVERITT, WES Phone #: (519) 797-3465
 Address: 6403 UTOPIA DR CSR: Lyn Paulk Operator: Jason Wright
 Entry Date: 1/23/2009 10:35:04AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called to report a leak at the meter. Paged to Jason W. (Lyn)
 Due Date: 1/23/2009 6:00:00PM Resolution Date: 1/23/2009 11:30:00AM Fa Status: Completed
 Resolution: Replaced broken plastic meter coupling on our side. JW

Sub Division: 217 MR Route: F6B FA ID: 4128800522
 Account #: 4128800000 Customer Name: KURBS, HARRY Phone #: (716) 434-3095
 Address: 6038 PRESIDENTIAL CIR CSR: Ferrellyn Trovinger Operator: Jason Wright
 Entry Date: 5/1/2009 10:32:08AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer cannot get water shut off. Needs to do work on bathroom. Paged to Jason. FLT
 Due Date: 5/1/2009 12:00:00AM Resolution Date: 5/1/2009 1:00:00PM Fa Status: Completed
 Resolution: Replaced curb stop. JW

Sub Division: 217 MR Route: F6B FA ID: 4138800804
 Account #: 4138800000 Customer Name: EGILSSON, OLAFUR Phone #: (813) 780-7988
 Address: 6044 PRESIDENTIAL CIR CSR: Leanne Loeffel Operator: Jason Wright
 Entry Date: 5/5/2009 9:01:23AM SO Type: M-SIO Request Type: Taste or Odor in the Water
 Instructions: Customer states the water has a foul odor. Paged to Jason W. Thanks *Leanne
 Due Date: 5/5/2009 6:00:00PM Resolution Date: 5/5/2009 10:30:00AM Fa Status: Completed

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Resolution: Customer did not call concerning drinking water. Odor was coming from WW plant at 0630, She did not call until 10:00.

Sub Division: 217 MR Route: F6B FA ID: 4543900474
 Account #: 4543900000 Customer Name: CAMPBELL, JAMES Phone #: (813) 783-2784
 Address: 6226 UTOPIA DR CSR: Elise Christian Operator: Joseph Kuhns
 Entry Date: 10/1/2009 3:49:03PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Joe per our conversation about the discolored water again and another stained blouse. Meet with customer As early as possible if at all before 8 AM for the problem. (EC)
 Due Date: 10/5/2009 6:00:00PM Resolution Date: 10/5/2009 9:00:00AM Fa Status: Completed

Resolution: Met with customer. Explained that filter system was cause of discolored water. Customer had neighbor remove filter cartridge & it was full of rust particles & water. Customer will address filter problem. JMK 10-5-09

Sub Division: 217 MR Route: F6B FA ID: 4543900930
 Account #: 4543900000 Customer Name: CAMPBELL, JAMES Phone #: (813) 783-2784
 Address: 6226 UTOPIA DR CSR: Elise Christian Operator: Joseph Kuhns
 Entry Date: 9/28/2009 7:56:10AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer called and told CSR that she had stained clothes from our water on Saturday 09/26/09. Check and notify office if any work was being done to cause the quality of water to change. PAGED TO JOE K (EC)
 Due Date: 9/28/2009 6:00:00PM Resolution Date: 9/28/2009 9:00:00AM Fa Status: Completed

Resolution: Spoke to customer - 1 blouse affected by brown stain. Home has in-line filter for all of water. Supplied Customer with 6oz. Red-B-Gone product. Educated customer on changing filter and use of Red-B-Gone product. JMK 9-28-09

Sub Division: 217 MR Route: F6B FA ID: 5533900544
 Account #: 6610168537 Customer Name: LAVERY, RONALD Phone #: (403) 370-0451
 Address: 6324 UTOPIA DR CSR: Lorie Mayeski Operator: Jason Wright
 Entry Date: 7/31/2009 8:43:07AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: Customer has very low water pressure. Investigate. Lorie M. 7-31-09*Called out to KF @ 9:48 A.M.
 Due Date: 7/31/2009 6:00:00PM Resolution Date: 7/31/2009 11:00:00AM Fa Status: Completed

Resolution: Customer had a hand valve halfway off that why he had low psi.

Sub Division: 217 MR Route: F6B FA ID: 5753900797
 Account #: 1387136176 Customer Name: Burden, Ted Phone #: (813) 780-9300
 Address: 6066 UTOPIA DR CSR: Ferrellyn Trovinger Operator: Jason Wright
 Entry Date: 4/21/2009 8:49:07AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Eunice Smith called complaining of sewer plant odor. Called to Dave S. Thanks, FLT
 Due Date: 4/21/2009 12:00:00AM Resolution Date: 4/21/2009 12:00:00AM Fa Status: Completed

Resolution: No basis for complaint found. JW

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Sub Division: 217 MR Route: F6B FA ID: 7510900707
 Account #: 7510900000 Customer Name: BEEKMAN, LEWIS Phone #:
 Address: 5939 UTOPIA DR CSR: Lorie Mayeski Operator: Robert Buono
 Entry Date: 12/7/2009 3:30:55PM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer stated that water is leaking from meter. LORIE M. 12-7-09 Called out to Dave Shoffstal @ 4:29PM
 Due Date: 12/7/2009 6:00:00PM Resolution Date: 12/9/2009 12:00:00AM Fa Status: Completed
 Resolution: The leak was @ address 5937 Utopia Dr @ meter stub.

Sub Division: 217 MR Route: F6B FA ID: 7579800676
 Account #: 7579800000 Customer Name: RUSH, JAMES Phone #: (813) 783-2488
 Address: 5912 JESSUP DR CSR: Karen Sasic Operator: Jason Wright
 Entry Date: 4/13/2009 9:42:53AM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: Received letter from customer complaining of low water pressure and odors from the plant. Mike Wilson called this out to Lee Neal to respond. KS
 Due Date: 4/13/2009 6:00:00PM Resolution Date: 4/13/2009 12:00:00AM Fa Status: Completed
 Resolution: No problems with psi from neighbors or rest of park. Lee has ordered a psi recorder from USA Bluebook to add to hydrant near residents for PSI issues. JW

Sub Division: 217 MR Route: F6B FA ID: 7722900276
 Account #: 7722900000 Customer Name: HITCHCOCK, LEONARD Phone #: (813) 715-6106
 Address: 5702 VIAU WAY CSR: Lorie Mayeski Operator: Jason Wright
 Entry Date: 7/13/2009 12:41:26PM SO Type: M-SIO Request Type: High or Low Pressure in the Water
 Instructions: Customer called, stated low water pressure continue throughout the back half of the community. Investigate and call customer. Lorie M 07-13-09.
 Due Date: 7/13/2009 7:00:00PM Resolution Date: 7/14/2009 10:00:00AM Fa Status: Completed
 Resolution: Problem was in customer's in-line filters for chlorine and dissolved solids. Restricting flow inside. JW

Sub Division: 217 MR Route: F6B FA ID: 8148800156
 Account #: 8148800000 Customer Name: FORBES, SHIRLEY Phone #: (813) 780-6208
 Address: 6128 FOREST LAKE DR CSR: Leanne Loeffel Operator: Lee Neal
 Entry Date: 8/27/2009 10:17:28AM SO Type: M-SIO Request Type: No Water
 Instructions: customer called and stated she had no water, paged to Joe K. Thanks *Leanne
 Due Date: 8/27/2009 6:00:00PM Resolution Date: 8/27/2009 11:30:00AM Fa Status: Completed
 Resolution: Turned off water by mistake - neighbor next door was scheduled to be turned off for non-payment.
 Turned water back on & apologized to customer. JMK 8-28-09

Sub Division: 217 MR Route: F6B FA ID: 8518800620
 Account #: 8518800000 Customer Name: SOULE, DEAN Phone #: (813) 783-3482

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Address: 6035 PRESIDENTIAL CIR CSR: Lorie Mayeski Operator: Lee Neal
 Entry Date: 11/2/2009 10:51:16AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer stated that he feels that our water supply caused damage to the inside of his toilets. Customer would like this investigated. Customer places chlorine tablet into tank before they leave town.
 Due Date: 11/2/2009 6:00:00PM Resolution Date: 11/2/2009 12:00:00AM Fa Status: Completed
 Resolution: Spoke to customer and it seems that they put a chlorine tablet inside their toilets that may have damaged the inside seals of their toilet.

Sub Division: 217 MR Route: F6B FA ID: 9251900555
 Account #: 9251900000 Customer Name: MACDONALD, JAMES Phone #: (813) 395-8018
 Address: 5943 BENZ PL CSR: Kimberly Bennett Operator: Jason Wright
 Entry Date: 2/23/2009 2:14:39PM SO Type: M-SIO Request Type: Odor in Sewer
 Instructions: Customer called due to sewer odor smell. Paged to Jason. KM
 Due Date: 2/23/2009 6:00:00PM Resolution Date: 2/23/2009 3:30:00PM Fa Status: Completed
 Resolution: Checked main sewer and lateral lines- clear. Odor coming from under trailer. Apparently there is a sewer leak under house. Notified customer to call plumber to investigate further. JW

Sub Division: 217 MR Route: F6B FA ID: 9313900684
 Account #: 9313900000 Customer Name: JOHNSON, LAVERN Phone #: (813) 715-4380
 Address: 6309 UTOPIA DR CSR: Lorie Mayeski Operator: Jason Wright
 Entry Date: 3/23/2009 7:10:44AM SO Type: M-SIO Request Type: Sewer Miscellaneous Complaint
 Instructions: Customer called stated that our sewer connection that runs to his property is totally clogged with tree roots. Customer hired plumber with camera and discovered it is our problem. Pls investigate. Lorie M. 03-23-09 Spoke with Jason Wright @ 8:13 AM
 Due Date: 3/23/2009 7:00:00PM Resolution Date: 3/23/2009 9:00:00AM Fa Status: Completed
 Resolution: Problem is on customer's side. Plumber located blockage in lateral under driveway on customer's side of lateral---Tree roots----4 inch lateral completely blocked. Clean out is located under driveway near street. No clean out under house. JW

Sub Division: 217 MR Route: F6B FA ID: 9402900080
 Account #: 9402900000 Customer Name: SWANK, GERALD Phone #: (813) 862-3250
 Address: 5728 VIAU WAY CSR: Lorie Mayeski Operator: Lee Neal
 Entry Date: 10/26/2009 8:10:08AM SO Type: M-SIO Request Type: General Investigation
 Instructions: Customer stated water pressure is low. Lorie M. 10-26-09* emailed to Lee Neal and Robert Buono. (No response on phone) @ 9:09AM. IC
 Due Date: 10/26/2009 6:00:00PM Resolution Date: 10/26/2009 12:00:00AM Fa Status: Completed
 Resolution: Spoke with resident PSI Ok LN

Sub Division: 217 MR Route: F6B FA ID: 9713900077
 Account #: 9713900000 Customer Name: KOZMA, SUZANNE M Phone #: (813) 862-3474
 Address: 6329 UTOPIA DR CSR: Isabel Ceballos Operator: Lee Neal

Labrador Utilities, Inc.

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Entry Date: 11/5/2009 1:53:19PM SO Type: M-SIO Request Type: General Investigation
Instructions: Customer called answering service on 11-5-09 and reported having low water pressure. E-mailed Lee Neal
Due Date: 11/6/2009 6:00:00PM Resolution Date: 11/5/2009 12:00:00AM Fa Status: Completed
Resolution: During investigation removed meter, reinstalled and now flow is OK LN

Sub Division: 217 MR Route: F6B FA ID: 9990900372
Account #: 9990900000 Customer Name: FARR, RONALD Phone #: (813) 788-0828
Address: 5824 NAPLES DR CSR: Kimberly Bennett Operator: Jason Wright
Entry Date: 2/10/2009 10:54:38AM SO Type: M-SIO Request Type: General Investigation
Instructions: 2/8/09 – Customer called after hours to Answering Service, water bubbling up and smells like sewer. Paged to on-call.
Due Date: 2/11/2009 6:00:00PM Resolution Date: 2/10/2009 11:00:00AM Fa Status: Completed
Resolution: Lateral blocked with tree roots. Called KBH on 2/8/09 to auger lateral-provided temp. Relief. 2/10/09 JW/KO dug up lateral and replaced bad section of pipe.