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DIVISION OF ENGINEERING
TOM BALLINGER
DIRECTOR
(850) 413-6910

Public Service Commission

February 23, 2015

Ms. Mary Jane Sheldon-Mckenzie
6163 Presidential Circle
Zephyrhills, FL 33540

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

Dear Ms. Sheldon-Mckenzie:

Thank you for expressing your concerns regarding the rate increase petition filed by Labrador Utilities, Inc. (Labrador or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

Labrador has two wells that pump water for the community on site. The water is pumped from the Florida Aquifer. The Department of Environmental Protection (DEP) establishes the quality standards for water and monitors the quality of the water provided. According to the chemical analysis reports submitted by the Utility to DEP, the water is meeting the established standards.

The Commission's staff makes a recommendation regarding the overall quality of service provided by a utility after evaluating: (1) the quality of the utility's product; (2) the operating conditions of the utility's facilities; and, (3) the utility's attempt to address customers' satisfaction. As part of this evaluation we review sanitary surveys, outstanding citations, violations, and consent orders on file with the DEP and the County Health Department over the preceding three-year period, along with input from the DEP and health department officials. We also review complaints regarding secondary water quality standards¹ for a five year period and consider customer comments and complaints.

¹ Secondary water quality standards are contaminants, such as odor and color; customers would notice but are not a health risk.

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We thank you for taking the time to express your concerns regarding the Utility's proposed rate increase. You may monitor the status of this docket by visiting the FPSC's website at www.floridapsc.com. If you have any additional questions, or require further assistance, please call me by phone at (850) 413-6518 or by e-mail at pbuys@psc.state.fl.us.

Sincerely,



Penelope D. Buys
Engineering Specialist
Division of Engineering

PDB: tj

cc: Office of Commission Clerk (Docket No. 140135-WS)