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REPLY TO ALTAMONTE SPRINGS

MARTIN S. FRIEDMAN, P.A.
VALERIE L. LORD, OF COUNSEL
(LICENSED IN TEXAS ONLY)

November 4, 2003

HAND DELIVERY

RECEIVED - FPSC
NOV - 4 PM 12:11
COMMISSION
CLERK

Ms. Blanca Bayo
Commission Clerk and Administrative Services Director
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399

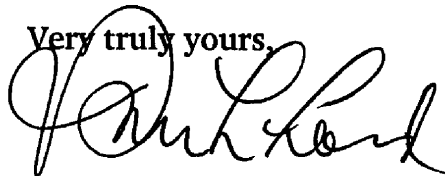
Re: Docket No. 030443-SU; Application of Labrador Utilities, Inc., for Rate Increase
in Pasco County, Florida
Our File No.: 30057.64

Dear Ms. Bayo:

Enclosed for filing in the above-referenced docket are two (2) copies of the
Additional Engineering Information (Customer Relations Information) (Late Filed
Exhibit "6").

Should you have any questions regarding this filing, please do not hesitate to
give me a call.

Very truly yours,



VALERIE L. LORD
Of Counsel

AUS _____
CAF _____
CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
MMS _____
SEC _____
OTH _____

VLL/dmp
Enclosures

cc: Mr. Steven M. Lubertozi (w/enclosures)
Mr. Patrick C. Flynn (w/enclosures)

Utilities\Labrador Utilities\LabradorRate Case\Bayo (PSC) 03 (LFE 6).ltr

DOCUMENT NUMBER-DATE

10970 NOV-4 8

FPSC-COMMISSION CLERK

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Application of
LABRADOR UTILITIES, INC., for
an increase in water and wastewater
rates in Pasco County, Florida

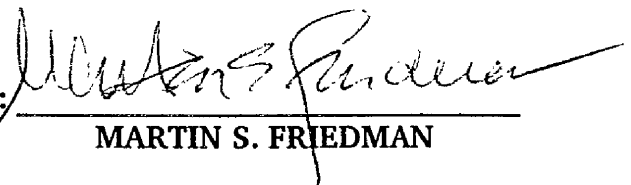
DOCKET NO. 030443-SU

NOTICE OF FILING

LABRADOR UTILITIES, INC., by and through its undersigned counsel, hereby gives notice of filing Late Filed Exhibit "6", which is Additional Engineering Information (Customer Relations Information).

Respectfully submitted on this 4th day of
November, 2003, by:

ROSE, SUNDSTROM & BENTLEY, LLP
600 S. North Lake Boulevard
Suite 160
Altamonte Springs, Florida 32701
(407) 830-6331
(407) 830-8522 Fax

By: 
MARTIN S. FRIEDMAN

UBDIVISION :. 00693
OUTE :.
SERVICE ORDER# :. 651848
CCOUNT# :. 006930000000
CUSTOMER NAME :. ,
SERVICE ADDRESS :.
DATE :. 10/07/02
TYPE :. 43
OPER :.
COMMENT :. ON 10/1/02 THERE WAS A POWER OUTAGE IN THE AREA. PLEASE PROVIDE DETAILS
ABOUT THE RESOLUTION FOR THE FILES
RESOLUTION :. 10/01/02 WITHLACOOCHIE POWER WENT DOWN FOR THE ENTIRE NEIGHBORHOOD.
. WHEN THIS HAPPENED OUR PROPANE GENERATOR FAILED. WATER SERVICE WAS LOS
. FOR AROUND 1 HOUR. BOIL WATER ADVISORIES WERE PUT UP AND BACTISS WERE
. TAKEN AND PASSED LAB EXAMINATION ON 10/02/02. SINCE THEN CORRECTION
. MEASURES HAVE BEEN TAKEN FOR THE GENERATOR AND THERE IS ANOTHER TRAILER
. MOUNTED GENERATOR ON SITE AT THE WELL FROM EASTLAKE.
. SG/TH
DATE :. 10/07/02

UBDIVISION :. 00693
OUTE :.
SERVICE ORDER# :. 656307
CCOUNT# :. 006930000000
CUSTOMER NAME :. ,
SERVICE ADDRESS :.
DATE :. 10/24/02
TYPE :. 29
OPER :.
COMMENT :. CUSTOMER STATES THAT THERE IS BROWN WATER COMING UP OUT OF THE
. GROUND IN FRONT OF OUR WATER TREATMENT PLANT.
RESOLUTION :. THIS WAS A BROKEN PIPE FROM THE TRAVELING BRIDGE IN ONE OF THE TANKS.
. OPERATOR WILL SHUT AIR OFF TO IT. THE WATER WAS FALLING BACK INTO THE
. TANK.
. SG/CL/DR
DATE :. 10/24/02

UBDIVISION :. 00693
OUTE :. 1
SERVICE ORDER# :. 626264
CCOUNT# :. 006930015271
CUSTOMER NAME :. MONIER, BASIL
SERVICE ADDRESS :. 5952 UTOPIA DR
DATE :. 06/27/02
TYPE :. 32
OPER :.
COMMENT :. CUSTOMER CALLED AND STATED THAT THEY HAVE SMELLY WATER,
. ALSO FLUSH WATER MAIN TO RAISE CHLORINE LEVEL
RESOLUTION :. FLUSHED WATER MAIN I SUPPOSE ONLY THAT SECTION OF THE SERVICE ORDER
. WAS CIRCLED AND RETURNED.
. TODD/EC
DATE :. 06/27/02

UBDIVISION :. 00693
OUTE :. 1
SERVICE ORDER# :. 652136

CCOUNT# :. 006930018211
CUSTOMER NAME :. BALLIETTE,CURT
SERVICE ADDRESS :. 6215 UTOPIA DR
DATE :. 10/07/02
TYPE :. 36
OPER :.
COMMENT :. MR. BALLIETTE HAD A PLUMBER UNCLOG HIS SEWER LINE ON 10/7/02.
. THE PLUMBER REPORTED THE BLOCKAGE WAS LOCATED 15' PAST THE CLEANOUT.
. PLEASE PROVIDE RESOLUTION TO CONFIRM IF THE SEWER CLOG IS OUR PROBLEM.
RESOLUTION :. 10/07/02 THE SEWER CLOG WAS OURS PER OPERATOR-PER HIS OBSERVATION
. OPERATOR PH THE PLUMBER & SPOKE WITH HIM REGARDING THIS MATTER
. THE CLEANOUTS IN HTIS NEIGHBORHOOD ARE BY THE CURB, IF THE PLUMBER
. SNAKED 15' HE SNAKED TO THE MAIN & THEN SOME.
. THE PLUMBERS INVOICE WAS FAXED TO PATRICK F. PER REQUEST.
. LANNI/DBB
DATE :. 10/07/02

UBDIVISION :. 00693
ROUTE :. 1
SERVICE ORDER# :. 654281
CCOUNT# :. 006930015191
CUSTOMER NAME :. MOLLAN,LEROY
SERVICE ADDRESS :. 5941 JESSUP DR
DATE :. 10/16/02
TYPE :. 43
OPER :.
COMMENT :. CUSTOMER IS WITHOUT WATER, PLEASE CHECK
. PH. 813-779-8220
. DISPATCHED TO CHRIS
RESOLUTION :. NEW METER # 18486269
. MR = 10
. OLD METER # 91838625
. OLD READ = 878500
. SG/CL
. CUSTOMERS'S WATER RESTORED
DATE :. 10/16/02

UBDIVISION :. 00693
ROUTE :. 1
SERVICE ORDER# :. 659123
CCOUNT# :. 006930015551
CUSTOMER NAME :. VINCENT,KATHLEEN
SERVICE ADDRESS :. 5802 NAPLES DR
DATE :. 11/03/02
TYPE :. 27
OPER :.
COMMENT :. CUSTOMER CALLED THE ANSWERNG SERVICE STATING THAT THEY HAD A BROKEN
. WATER LINE DISPATCHED TO ON CALL 11/03/02 @ 7:38 AM
. PLEASE PROVIDE RESOLUTION
RESOLUTION :. OPERATOR FIXED LEAK
. SG/DB
DATE :. 11/03/02

UBDIVISION :. 00693
ROUTE :. 2
SERVICE ORDER# :. 619688
CCOUNT# :. 006930010381

CUSTOMER NAME :. ALLERDING,DAVID
SERVICE ADDRESS:.. 41222 XENON WAY
DATE :. 06/03/02
TYPE :. 27
OPER :.
COMMENT :. STEWART MADISON CALLED DUE TO SERVICE LINE WAS HIT BY LAWN MOWER
. PAGED OUT TO TODD
RESOLUTION :. NONE
. NO PROBLEM AT THIS ADDRESS. PROBLEM IS AT ACCT# 693-009000-1
. SG/TODD
DATE :. 06/03/02

UBDIVISION :. 00693
ROUTE :. 2
SERVICE ORDER# :. 638421
CCOUNT# :. 006930013451
CUSTOMER NAME :. ALEXANDER,FRANK
SERVICE ADDRESS:.. 6240 FOREST LAKE DR
DATE :. 08/13/02
TYPE :. 43
OPER :.
COMMENT :. CUSTOMER CALLED AT 10:45 TO REPORT NO WATER SINCE 9:30
. 813-780-1795
RESOLUTION :. CUSTOMER HAS WATER THERE IS NO PROBLEM
. SG/TH
DATE :. 08/13/02

UBDIVISION :. 00693
ROUTE :. 2
SERVICE ORDER# :. 651914
CCOUNT# :. 006930017031
CUSTOMER NAME :. MCGINNIS,RUSSELL
SERVICE ADDRESS:.. 5731 VIAU WAY
DATE :. 10/07/02
TYPE :. 28
OPER :.
COMMENT :. CUSTOMER STATES THAT HIS WATER PRESSURE IS HIGH
. TAG HOUSE WITH THE FINDINGS
RESOLUTION :. 10/7/02 SPOKE WITH CUST. PRESSURE WAS ALMOST 70 PSI BUT HE WAS OK
. WITH IT AT THAT POINT. IT WAS IN THE MORNING THAT THE PRESSURE
. WAS REALLY HIGH WHICH CONCERNED HIM. WHEN I CHECKED THE WELL THE PSI
. WAS @ 50, WHERE IT SHOULD BE. HE MAY HAVE BEEN "BUMPED" WITH PRESSURE
. WHEN THE SECOND HIGH SERV PUMP KICKED ON.
. WE WILL BE INSTALLING A "PRV" (PRESSURE RELEASE VALVE) HERE ON SITE FOR
. THE FUTURE FLUCTUATIONS IN PRESSURE. WE ARE HOPING TO HAVE THIS DONE
. ASAP, WHEN THE MATERIALS ARRIVE THAT HAVE BEEN ORDERED.
. C. LANNI/DDB
DATE :. 10/07/02

UBDIVISION :. 00693
ROUTE :. 2
SERVICE ORDER# :. 662840
CCOUNT# :. 006930010121
CUSTOMER NAME :. OFFICE,
SERVICE ADDRESS:.. 6429 FOREST LAKE DR

DATE :. 11/19/02
TYPE :. 28
OPER :.
COMMENT :. MR ED HAYWOOD HAS LOW WATER PRESSURE IN BOTH PARKS.
 . PAGED TO CHRIS L.
RESOLUTION :. 11/19/02 PSI = 50-70
 . OPERATOR LEFT A MESSAGE FOR THE CUSTOMER.
 . CUSTOMER HAS NOT RETURNED THE CALL
 . SG/CL
DATE :. 11/19/02

0 records listed.

SUB	ROUTE	SO TYP	COGNT
0693		29	1
0693		43	1
0693			2
0693	1	27	1
0693	1	32	1
0693	1	36	1
0693	1	43	1
0693	1		4
0693	2	27	1
0693	2	28	2
0693	2	43	1
0693	2		4
0693			10
		====	
			10

0 records listed.