

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-

RECEIVED-FPSC
APR 13 PM 1:5
COMMISSION
CLERK

DATE: Apr. 13, 2012
 TO: Office of Commission Clerk
 FROM: Bureau of Consumer Assistance, Division of Safety, Reliability & Consumer Assistance
 RE: Customer Correspondence

Please add the attached customer correspondence to Docket Correspondence-Consumers and their Representatives, in Docket 110264.

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>08996-11</u>		
DISTRIBUTION: _____		

untitled

FLORIDA PUBLIC SERVICE COMMISSION
2540 SHUMARD BLVD
TALLAHASSEE, FL 32399-3552

TO ALL COMMISSIONERS:

I HAVE HAD NOTHING BUT COMPLAINTS ABOUT LABRADOR SINCE
OUR MEETING MARCH 27TH 2012.

THIS IS JUST A FEW OF WHAT I GET DURING A WEEK.

PEOPLE ARE REALLY DISCOURAGED.

THEY FEEL LIKE YOU DO NOT CARE ABOUT US AT ALL.

MANY HOMES HAVE GONE UP FOR SALE.

THANK YOU

EVA RUSH
5912 JESSUP DRIVE
ZEPHYRHILLS, FL 33540

PRICE LIST
OR LIST
C123456

**FOREST LAKE ESTATES
CONCERN REPORT**

5:37 pm
4/9

RESIDENT NAME: Porter Johnston

LOT NUMBER: 807

ADDRESS: 6061 UTOPIA

TELEPHONE NUMBER: 780-9898

NATURE OF THE CONCERN:

PLANT STILL STINKS; Smells of Feces
& URINE.

DO SOMETHING !!!

Porter Johnston

RESIDENT SIGNATURE

4/9/12

DATE

FOLLOW UP:

NAME

DATE

COMMENTS:

**FOREST LAKE ESTATES
CONCERN REPORT**

RESIDENT NAME: Robert Johnston

LOT NUMBER: 807

ADDRESS: 6061 UTOPIA

TELEPHONE NUMBER: 780-9895

NATURE OF THE CONCERN:

Woke up Easter Morning with a bad smell
AND it has continued all day - ITS now
8:55PM & still smells

Robert Johnston
RESIDENT SIGNATURE

4/8/12
DATE

FOLLOW UP:

NAME

DATE

COMMENTS:

**FOREST LAKE ESTATES
CONCERN REPORT**

RESIDENT NAME: GRACE COMER

LOT NUMBER: 808

ADDRESS: 6063 Utopia DR. Zephyrhills FL 3359

TELEPHONE NUMBER: 813-788-2233

NATURE OF THE CONCERN:

IT IS UNBEARABLE SMELL AT THE
SEWER PLANT - MARCH 30-12

Grace Comer
RESIDENT SIGNATURE

5-1-12
DATE

FOLLOW UP:

THAT PLANT IS SMELLING
REALLY BAD "AGAIN" ON SUNDAY
MORNING. I'LL BE GLAD
TO GO HOME TO SMELL FRESH
SAFE AIR

NAME

CANT SOMETHING BE DONE !!
DATE

COMMENTS:

4/7/12 Saturday night - smelling bad
4/8/12 EASTER DAY - smelling most of day

**FOREST LAKE ESTATES
CONCERN REPORT**

RESIDENT NAME: Robert Johnson

LOT NUMBER: 807

ADDRESS: 6061 UTOPIA

TELEPHONE NUMBER: 813-780-9895

NATURE OF THE CONCERN:

Plant smelled horrible all day on
Tuesday 3/27. Everyone passing held their
noses. Still smells today 3/28


RESIDENT SIGNATURE

3/28/12
DATE

FOLLOW UP:

NAME

DATE

COMMENTS:

FOREST LAKE ESTATES CONCERN REPORT

RESIDENT NAME: Porter Johnston

LOT NUMBER: 807

ADDRESS: 6061 UTOPIA DR

TELEPHONE NUMBER: 780-9895

NATURE OF THE CONCERN:

THE WWTf IS STINKING bad! Everyone passing
is holding their noses and almost gagging
It has been smelling since I wake up at
5 AM and it is now 9 AM!!!

Porter Johnston
RESIDENT SIGNATURE

3/29/12
DATE

FOLLOW UP:

NAME

DATE

COMMENTS:

Smell worse than ever. Porter

Eric Fryson

From: Ruth McHargue
Sent: Thursday, March 15, 2012 1:03 PM
To: Eric Fryson
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket No. 110264-WS - Labrador Utilities, Inc.
 Customer correspondence

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08996-11		
DISTRIBUTION:		

From: Consumer Contact
Sent: Thursday, March 15, 2012 8:39 AM
To: Ruth McHargue
Subject: To CLK Docket No. 110264-WS - Labrador Utilities, Inc.

Copy on file, see 1056743C. DH

From: sarossell@mchsi.com [mailto:sarossell@mchsi.com]
Sent: Wednesday, March 14, 2012 10:09 PM
To: Consumer Contact
Subject: Docket No. 110264-WS - Labrador Utilities, Inc.

To Whom it May Concern

We purchased our home here in Forest Lake Estates in 2008. We have yet to be able to drink the water! We have been purchasing our drinking water since 2008. There are times that the stench in our park from the treatment plant has been unbelievable, to say the least. It is so bad at times that you gag. We are NOT happy with Labrador and that they would think we would sit on our hands and not try to stop them from hitting us again with a rate increase!

How would you like it if your parents or grandparents had a home here and were faced with another increase? Everyone wants a piece of our retirement. We don't get any increases on our pensions. Many of us have to make decisions on whether or not we can buy groceries or get our meds. Many have had to sell their home, leave dreams behind because of increases. Please help us and put a stop to this proposed increase. We desperately need your help!

Thank you,
 Alfred & Sharon Rossell
 Lot 789
 6128 Jessup Drive
 Zephyrhills, FL 33540

3/15/2012

Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

RECEIVED-FPSC

12 FEB 29 AM 9:11

COMMISSION
CLERK

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>08996-11</u>
DISTRIBUTION:

Name Virginia & Tom Muller

Address 5938 Jessup Dr Forest Lake Estates
Zephyrhills Fl. 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	
<u>We believe our well is not the same aquifer as Village of Zephyrhills. Their water is safe and pure enough to sell. Why not ours? We believe it is in lack of maintenance.</u>	
<u>Until improvements are made - we do not believe they should be rewarded with a rate increase.</u>	

Fold and tape - - see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

RECEIVED - FPSC

12 FEB 29 AM 9:11

COMMISSION
CLERK

FPSC, CLK	CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>08996-11</u>		
DISTRIBUTION: _____		

Name MARILYN BROWN

Address 6238 JESSUP DRIVE

ZEPHYR HILLS ~~FL~~ FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
<p>I would like to know where these averages came from. I am a snowbird and my water bill each month, when I am not here, is \$36.84.</p>
<p>I live alone and conserve water regularly, catching shower water until it gets warm & using it on flowers, not flushing every time, etc.</p>
<p>My water bills are between \$58 and \$65 per month when I am here.</p>
<p>This is a pure money grab as when I first purchased my home in 2002 the water bill was \$15 per month year round!</p>

Fold and tape -- see back for address

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Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

FPSC, CLK CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 08996-11
DISTRIBUTION: _____

RECEIVED-FPSC
12 FEB 23 AM 8:35
COMMISSION
CLERK

Name Louis + Amber Roy
Address 6202 Jessup Drive - Lot 441
Zephyr hills, Florida 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

Water quality is unacceptable - smells, tastes awful, contains sediment - our pets won't drink it!! It's necessary to buy bottled water for drinking + cooking, creating additional + unnecessary financial burdens, plus weight of transporting for single-elderly. Bathing is not pleasurable due to odor/cost. Clothing is ruined + yellowed in spite of bleach/softeners. Dark colors have a sediment residue (we owned a laundromat for 12 yrs + never had such problems). Car washing leaves spots + streaks (also owned a car wash for 15 yrs - no problems). Dishes + glasses are dingy + etched after both hand + dish washers. The stench emanating from the haberdashery facility is sickening! It constitutes air pollution! It also poses a health hazard + is embarrassing for guests. We cannot afford - nor should we have to install a filtration/conditioning system. Enclosed is a letter written 2 yrs ago alluding to "problems in management" of this park (not your concern) but possibly why we live with + pay increases for poor quality "snow-jobs" at F&E. Please, at least help clean up our water/sewer problems by NOT ALLOWING yet another rate increase for grossly inferior services. Please Help!!!

Fold and tape -- see back for address

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To: Forest Lake Estates
Attn: Complaint Dept.

March 11, 2010

I am not a formal letter writer and have hesitated to complain for fear of retaliation by the "powers that be" as happened 3 years ago when we dared to suggest that a "rusty coffee can be removed from the men's bathroom in the club house" as it wasn't in keeping with Five Star park status and a possible deterrent to future buyers. After that we received numerous complaints about the condition of our property here and numerous threats to "clean it up or else"-only to find that it wasn't our house at all. Anyway, I now feel that I must take my chances again as this is no small problem. It is considered possibly life threatening to numerous Forest Lake residents.

While we are very upset about the proposed rent increase, yet another problem looms first and foremost and needs to be addressed before any more increases can be considered. **This problem is the lousy water and the stench that emanates from the Labrador Utility's facility behind Utopia.**

We live on Jessup Dr. and the smell is becoming increasingly unbearable and sickening. We like to leave our windows open but find it impossible to do so much of the time. This situation is annoying and embarrassing when visitors come and it definitely poses a health hazard—air pollution at it's worst.

The quality of the water is also unacceptable. We find it necessary to buy bottled water (6 gallons every 2 weeks) creating an unnecessary and added expense since we pay dearly already for unusable water. The "authorities" said it was potable, "just meets the standards". The standards need to be raised!! In 2007, we received notice of possible coliform contamination (after the fact) due to lack of monitoring. The water had to be boiled etc. (The bill arrived on time though). Possibly this has happened again? Certainly smells and tastes like a "mixed drink" combining H₂O and sewer!! I have tried to contact someone at the #'s listed in the Connections about both issues to no avail. The meeting last year was another fiasco. They got their rate increase after the "snow birds fly North" which seems to be the case with all issues of importance in this park.

This letter will probably find it's way quickly to a circular file but I've been informed that a formal complaint must be filed with the Forest Lake office before any action can be taken by the DEP because you are the land owners and responsible to your residents. Please consider this a formal complaint and a plea for action concerning the water/sewer facilities at this "wanna'be" 5-Star Park.

Application for increase in water and wastewater rates in Pasco County by
Labrador Utilities, Inc.

FPSC, CLK CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 089916-11
DISTRIBUTION: _____

DOCKET NO. 110264-WS

RECEIVED-PPSC
12 FEB 17 AM 8:54
COMMISSION
CLERK

Name Carmel Rheault
Address 4103 Forest Lake Dr
Lephyrchills FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
To whom it may concern
I don't think the water should go up It should go down
It stinks
can't drink it
can't use water for cooking
We have to buy water to drink + cook with
Our clothes are not clean when we launder. There is something wrong with this picture....

Fold and tape -- see back for address

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Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>08996-11</u>
DISTRIBUTION: _____

RECEIVED - FPSC
 12 FEB 16 PM 2:19
 COMMISSION
 CLERK

Name RONALD C. WOLCOTT
 Address 6004 RESIDENTIAL CIRCLE
ZEPHYRHILLS, FLORIDA 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	
SEWER: BROKEN SEWER PIPE, CAN WATCH SOLIDS @ INLET THRU PIPE. (CUT OFF BY LAWN MOWER)	
VERY LITTLE PITCH FOR DRAINAGE. SOME PIPES HAD NO CEMENT, 4" PLASTIC DRAIN PIPE, & CAME APART.	
WATER: CAN NOT DRINK IT. ODER, TASTE, CLOUDY WHEN LEFT IN GLASS.	
OPERATING COST INCREASE MUST MEAN WAGE INCREASE FOR STAF	

Fold and tape -- see back for address

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Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

FPSC, CLK CORRESPONDENCE

Administrative Parties Consumer

DOCUMENT NO. 08996-11

DISTRIBUTION: _____

RECEIVED-PPSC

12 FEB 15 AM 9:24

COMMISSION
CLERK

Name Stanley + Judith BAWACK

Address 6337 W TOPIA DR. LOT #838
Zephyrhills, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

We cannot imagine a price increase for water & sewer because of the water supplied to our home is of such poor quality. It's ugly and has a terrible odor. We do not drink this unless it is filtered. We don't even use it for coffee or tea. We buy our water outside the park. Also the sewage smell from our plant is outrageous.

Stanley Bawack
Judith Bawack

Fold and tape -- see back for address

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Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

FPSC, CLK CORRESPONDENCE
<input type="checkbox"/> Administrative <input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>08996-11</u>
DISTRIBUTION: _____

RECEIVED-PPSC

12 FEB 15 AM 9:24

COMMISSION
CLERK

Name C. Mc Intyre
 Address 6014 Street Lake Dr
Z-hills, FL

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
<i>The water has never had a good taste, therefore, we use filtered water. The copper pot and dishwasher still get a residue on them. I keep the water temp high. Its just poor quality at a high cost</i>

Fold and tape - - see back for address

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Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

12 FEB 15 AM 9:23

RECEIVED - FPSC

COMMISSION
CLERK

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>08996-11</u>	
DISTRIBUTION: _____	

Name Donald A. Davis
 Address 6100 Spring Lake Circle
DePuyville, FL 33546

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	
1.	Your water is of poor quality
2.	There is frequently an odor in the park coming from your water the treatment facilities.
3.	I have to pay for services during the six months I am not here - that is not fair.
4.	Your rates are too high now
5.	with a poor economy - this a bad time to further burden those with six incomes.
6.	Your "borough monopoly" is unfair to your consumers.

Fold and tape - - see back for address

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Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

FPSC, CLK CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 08996-11
DISTRIBUTION:

12 FEB 14 AM 11:01

RECEIVED FPSC

COMMISSIONER
CLERK

Name Jeanne Kramer
Address 5710 View Way
Zephyrhills, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
Why in God's name do you keep taking advantage of retired people?
Our water bills are terrible. We can't drink the water unless we filter it. And, why should we have to ^{buy} filter?
I have lived where we had city water and I have lived where we had a well and I never had water like we have here.
And the smell of the pipes is another problem.
your people have a lot to do regarding these situations instead of raising the rates.

Fold and tape -- see back for address

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RECEIVED FPSC

Application for increase in water and wastewater rates in Pasco County by
12 FEB 14 AM 11:02

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

COMMISSION
CLERK

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	08996-11
DISTRIBUTION:	Name

JOAN ALLISON & EDWARD WILLIAMS

Address 6333 JESSUP DR.
ZEPHYRHILLS 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
POOR WATER TASTE & SMELL FROM TAP
WASTE FACILITY ODDOR
UNSATISFACTORY AND DOES NOT MERIT AN INCREASE ON OUR BILLS

Fold and tape - - see back for address

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Application for increase in water and wastewater rates in Pasco County by
Labrador Utilities, Inc.

FPSC, CLK CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 08996-11
DISTRIBUTION:

DOCKET NO. 110264-WS

RECEIVED - FPSC
12 FEB 14 AM 11:02
COMMISSION
CLERK

Name Marvin + Donna Schommer
Address 6086 Forest Lake Dr
Zephyrhills FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
Forest Lake Estates has a very big order and water problem with Labrador Utilities.
We have had to use a filter system for our water. Also we are paying high rates when we aren't even there for 8 months. This all is very costly when we don't see any improvements to the water/sewer system.
The question we would like to know why the rate increases very year and no changes to their operation of the system now.
Please help us to improve our lives with good water and at a reasonable cost.

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2/8/12

Marvin Schommer
Donna Schommer

Application for increase in water and wastewater rates in Pasco County by
Labrador Utilities, Inc.

DOCKET NO. 110264-WS

FPSC, CLK CORRESPONDENCE
 Administrative Parties Consumer
 DOCUMENT NO. 08996-11
 DISTRIBUTION: Name _____

Address 41524 Westmoreland
Springville FL 32089

RECEIVED FPSC
 12 FEB 14 AM 11:03
 COMMISSION
 CLERK

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	
Water is really not fit for drinking.	
I don't want to drink it. It's disgusting.	
I have some that with a white down that	
kind of get out, and they look dirty!	
I'm not sure if it's a kind of	
kind of water, but it's not drinking	
water. It's just not fit for drinking.	
Water is not a drink. Shame!	
We don't think we should have to	
pay for water that is not fit for drinking.	
Water is not a drink. Shame!	
Water is not a drink. Shame!	
Water is not a drink. Shame!	
Water is not a drink. Shame!	
Water is not a drink. Shame!	
Water is not a drink. Shame!	
Water is not a drink. Shame!	
Water is not a drink. Shame!	
Water is not a drink. Shame!	

Fold and tape -- see back for address

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Eric Fryson

From: Ruth McHargue
Sent: Monday, February 13, 2012 10:09 AM
To: Eric Fryson
Cc: Hong Wang; Matilda Sanders
Subject: FW: To CLK Docket #110264
Attachments: FAX.TIF
Customer correspondence



-----Original Message-----

From: Susan Isaacs
Sent: Monday, February 13, 2012 9:43:27 AM
To: Ruth McHargue
Subject: To CLK Docket #110264

This is a fax; see #1052532C. S.Isaacs
Entered by mistake as an e mail but noted on page two correctly as a fax.

-----Original Message-----

From: Fax Server [mailto:FaxAdmins@psc.state.fl.us]
Sent: Sunday, February 12, 2012 9:37 AM
To: Consumer Contact
Subject: 813 395 8623 , 1 page(s)

You have received a new fax. This fax was received by Fax Server. The fax is attached to the message. Open the attachment to view your fax.

Received Fax Details

Received On: 2/12/2012 9:36:22 AM
Number of Pages: 1
From (CSID): 813 395 8623
From (ANI):
Sent to DID: 8504136362

Duration of Fax: 0:00:47
Transfer Speed: 14400

Received Status: Success
Number of Errors: 0
Port Received On: IPF_PORT_0012

Application for increase in water and wastewater rates in Pasco County by
Labrador Utilities, Inc.

DOCKET NO. 110264-WS

Name LEN STEINMEYER

Address 6162 FOREST LAKE DRIVE

ZEPHYRHILLS, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	
I THINK IT IS RIDICULOUS THAT LABADOR IS ASKING FOR	
ANOTHER RATE INCREASE OF 23% TO COVER INCREASING	
OPERATING COSTS. I DON'T KNOW WHAT THEY COULD POSSIBLY BE	
DOING TO INCREASE THEIR COST THAT MUCH. MAYBE THEY NEED TO	
BUDGET. THEY ARE GETTING AS BAD AS THE GOVERNMENT.	
THE WATER STINKS. YOU CAN'T DRINK IT. YOU DON'T FEEL	
CLEAN AFTER A SHOWER.	
I ALSO THINK IT IS OBSCED TO PAY \$32 /MONTH (SOON TO BE	
\$42 /MONTH) WHEN I'M NOT EVEN HERE AND USAGE IS 0 GALLONS.	
SOME ONE NEEDS TO GET THIS UTILITY IN CHECK. THEY HAVE US	
SENIORS BY THE NECK + KEEP SQUEEZING	

Fold and tape -- see back for address

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Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>08996-11</u>		
DISTRIBUTION: _____		

Donald N. Meader
5857 Naples Drive
Zephyrhills, FL 33540
813-715-4161 cell: 603-662-8287

RECEIVED-FPSC
12 FEB -6 AM 10:56
COMMISSION
CLERK

January 30, 2012

Labrador Utilities is asking for a rate increase based on past performance and "to cover increasing operating costs." The Utilities' overall performance at this development – Forest Lake Estates – has been mediocre at best. This was well addressed at the customer meeting on January 18, 2012 in front of the representatives from the Florida PSC. The evidence introduced was exorbitant water bills for water that is not palatable or potable from the tap without some type of individual home filtering systems. Most residents purchase bottle water for consumption. Then there is the ever noxious odor from the treatment facility, which on some days causes many people who walk to avoid the adjacent streets. Why must we have to tolerate such poor service and be subjected to ever increasing rates? By my estimation I am paying an average of \$210.00 for the 6 months I'm away – no water use

\$720.00 for the 6 months in residence – water & waste water

If I am an average user in this 900 unit park – let's say 875 homes are "active" – then that's over \$800,000.00 per yr. Labrador Utilities receives - - - - **not enough to just "maintain" this system under these deplorable conditions?** Do they need or deserve to get this (or any) rate increase? I (and many others) think not!

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Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

FPSC, CLK	CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>08996-11</u>		
DISTRIBUTION: _____		

RECEIVED - FPSC
 12 FEB - 6 AM 10: 57
 COMMISSION
 CLERK

Name David P. Moore

Address 5937 Jessup Dr.

Zephyrhills, FL. 33540 (Forest Lake Estates)

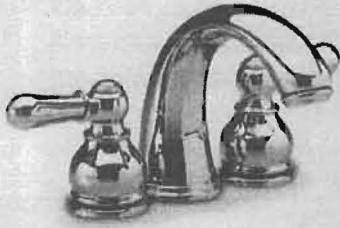
Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
The information printed concerning "Average monthly water and waste water bills for residential customers" is not correct.
As you can see by a copy of my bills there's not one as low as the price even when we're not here. Another example of their false information given to commissioners.
Please consider this information in your consideration of granting a rate increase to them.
Thank you.

Fold and tape - - see back for address

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Florida Public Service Commission

SPECIAL REPORT

JANUARY 2012

Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

On September 27, 2011, Labrador Utilities, Inc. (Labrador) filed an application with the Florida Public Service Commission (PSC or Commission) for a rate increase to its water and wastewater rates. Labrador provides service to approximately 767 water and 754 wastewater customers in Pasco County.

QUESTIONS & ANSWERS

1 Is there an opportunity for public input on this rate case?

Yes. As part of the evaluation process for Labrador's rate request, the Commission staff will conduct a customer meeting to allow customer feedback about Labrador and the rate-setting process. Customer comments, written and oral, will be taken into consideration when the Commission reaches a decision. One or more Commissioners may attend and participate during the customer meeting.

2 Why is Labrador requesting a rate increase?—

Labrador is requesting a rate increase to cover increasing operating costs. —

3 When was Labrador's last approved rate increase?

Labrador's last approved rate increase was in 2009.

4 Presently, how much are the average monthly water and wastewater bills for a residential customer?

Currently, the average monthly water and wastewater bills for a residential customer are \$19.41 and \$36.84, respectively.

False

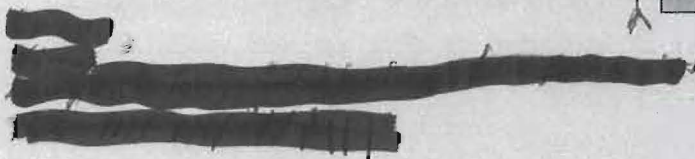
CUSTOMER MEETING

Wednesday, January 18, 2012
6:00 p.m.

Forest Lake Estates Community Clubhouse
6429 Forest Lake Drive
Zephyrhills, FL 33540



Continued on back





Labrador Utilities Inc
 Phone: (407) 869-1919
 Collections: (800) 272-1919
 Customer Service: (800) 272-1919
 www.uwater.com

Bill Date	Account Number	Due Date	Please Pay:
01/12/2012	3410900000	2/3/2012	\$51.83

Name DAVID P MOORE Primary Telephone # (517) 647-7265
 Service Address 5937 JESSUP DR, ZEPHYRHILLS, FL, 33540

Activity Since Last Bill

Previous Balance	\$33.11	
Payments received as of 01/12/2012	\$-33.11	
Balance as of 01/12/2012		\$0.00
Residential Water Service		
Water Base Charge	\$10.49	
870 gallons at \$7.77 per 1,000 gallons	\$6.76	
Total Residential Water Service		\$17.25
Residential Wastewater Service		
Wastewater Base Charge	\$24.91	
870 gallons at \$11.11 per 1,000 gallons	\$9.67	
Total Residential Wastewater Service		\$34.58
Total Amount Due		\$51.83

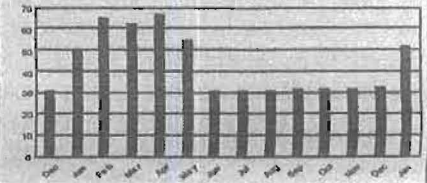
*Paid
 1-27-12
 CH #
 11009*

Summary of Service

Meter Reading	Meter #	91838628
Current	437660	01/11/2012
Previous	436790	12/08/2011
Usage		870 Gallons
Number of Days:		34
Average Daily Use:		26 Gallons
Average Daily Cost:		\$1.52

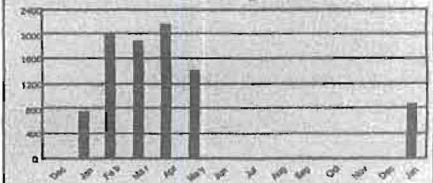
Billing History

In dollars



Consumption History

In gallons



The payment for this bill is due upon receipt.
 Make check payable to: Labrador Utilities Inc

Messages

*This is a bill when we are at our
 Residence in Forest Lake.
 Our ave. is higher than stated amount
 by Labrador!*



Labrador Utilities Inc
 Phone: (407) 869-1919
 Collections: (800) 272-1919
 Customer Service: (800) 272-1919
 www.ufwater.com

Bill Date	Account Number	Due Date	Please Pay:
07/12/2011	3410900000	8/3/2011	\$31.27

Name **DAVID P MOORE** Primary Telephone # **(517) 647-7265**
 Service Address **5937 JESSUP DR, ZEPHYRHILLS, FL, 33540**

Activity Since Last Bill

Previous Balance		\$31.27	
Payments received as of 07/12/2011		-\$31.27	
Balance as of 07/12/2011			\$0.00
Residential Water Service			
Water Base Charge		\$9.05	
Total Residential Water Service			\$9.05
Residential Wastewater Service			
Wastewater Base Charge		\$22.22	
Total Residential Wastewater Service			\$22.22
Total Amount Due			\$31.27

*Paid
7-29-11
chk #
10891*

Summary of Service

Meter Reading	Meter #	91838626
Current	436790	07/12/2011
Previous	436790	06/10/2011
Usage		0 Gallons
Number of Days:		32
Average Daily Use:		0 Gallons
Average Daily Cost:		\$0.98

Billing History
in Gallons

Consumption History
in gallons

The payment for this bill is due upon receipt.
 Make check payable to: Labrador Utilities Inc

Messages

This bill shows amount charged when we're not at our residence and shows NO usage. Higher than Labrador's stated and noted!

M David & Rosalie Moore
5937 Jessup Drive
Zephyrhills, FL
33540

TAMPA FL 335
SAINT PETERSBURG FL
04 FEB 2012 PM 3 L



12 FEB - 7:03

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

32399085093




Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

FPSC, CLK CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 08996-11
DISTRIBUTION:

DOCKET NO. 110264-WS


RECEIVED - FPSC
12 FEB - 2 AM 11: 11
COMMISSION
CLERK

Name  Mr. Glen E. Lukes
Address 6334 Jessup Dr
Zephyrhills, FL 33540

PHONE 813-260-0764

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
I CAN'T COMPREHEND HOW
A COMPANY CAN ASK FOR 43% INCREASE IN THEIR BILLS. MY SS
HAS GONE 09% IN THE LAST FOUR YEARS. THATS WHAT LABRADOR SHOULD BE ALLOWED - 1% (ONE PER CENT)
THEY SITHOU HAVE TO MANY INDIANS WITH NOTHING TO DO OR TO MANY CHIEFS WITH NOTHING TO DO OR THEY DONT KNOW WHAT THEIR DOING.
THEY SHOULD SEL TO SOME COMPANY THAT KNOWS HOW TO RUN A UTILITY.


Fold and tape - - see back for address

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Eric Fryson

From: Ruth McHargue
Sent: Monday, January 30, 2012 11:01 AM
To: Eric Fryson
Cc: Matilda Sanders; Hong Wang
Subject: FW: To CLK Docket #110264-ws

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08996-11		
DISTRIBUTION:		

Customer correspondence

From: Consumer Contact
Sent: Monday, January 30, 2012 10:46 AM
To: Ruth McHargue
Subject: To CLK Docket #110264-ws

Copy on file, see 1050608C. DH

From: Judy Dasovich [mailto:jdasovich@tampabay.rr.com]
Sent: Monday, January 30, 2012 10:32 AM
To: Consumer Contact
Subject: Docket #110264-ws

My husband and I have lived at Forest Lake Estates as rental residents for 5 years. We have never in our lives had to deal with a utility company such as Labrador. The water, most of the times has a foul odor and is unfit to drink. After one year living here, we had a Culligan water softener and filter installed. We were told by the salesman that the filter would last 18 months, not so here. Ours only lasts about 9 months and in one particular instance it had collapsed and no water would pass through. Since then we always request seeing the filter before they discard it. We find it black and rust colored, not very appetizing.

As far as service goes, we find Labrador and its managers very unfriendly and unwilling to satisfy their customers. When we moved in we had extensive landscaping done. Shortly after that Labrador decided they would flush the hydrants once a month. We have a hydrant adjacent to our landscaping, the technician would flush it at full capacity and erode the soil on the north side of our property near our newly landscaped lawn. I spoke to the technician and he was very polite and nice. He stated he would rig something up for us and force the water out onto the street. Which he did the next month. It was simply a short pvc pipe that diverted the water. The next month the kind technician did not show up and there was a new technician, who did not bring the pipe. He claimed he did not know where it was. The next month the manager came with the technician and he reported he did not know what I was talking about. Packed up his truck, said they wouldn't flush our hydrant again. He was very rude! Now, our hydrant needs flushed and with such a simple little device, there shouldn't be a problem.

I, as the Vice President of the HOA walk every morning the perimeter of the park. More times than not the odor from the sewage treatment plant is horrible. I even know some walkers who will not walk near there. How can it be good for a human being to inhale that odor constantly?

Please consider not awarding Labrador Utilities (Utilities, Inc.) their increase. They are terrible providers. I worked for a utility for 35 years and if I or anyone at my company provided that kind of service, our company would have failed.

Thank you.

Mrs. Judy Dasovich

1/30/2012

5911 Twilight Dr. Forest Lake Estates
Zephyrhills, Fl.
33540

813-355-4336

Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

FPSC, CLK CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 08996-11
DISTRIBUTION:

DOCKET NO. 110264-WS

RECEIVED-FPSC
12 JAN 30 AM 10:19
COMMISSION
CLERK

Name DON SIMPSON
Address 6226 FOREST LAKE DR.
ZEPHYRHILLS FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
THE WATER IS AWFUL TASTING, AND FOULS MY WATER FILTERS QUICKLY. FILTERS ARE EXPENSIVE AND REDUCE MY WATER PRESSURE BUT WITHOUT DECENT WATER PRODUCT ARE NECESSARY JUST TO REMOVE THE SMELL.
OCCASIONALLY TOO MUCH CHLORINE HAS BEEN TASTED (IN MY OPINION - UNSAFE LEVELS)
BEING SEASONAL WE PAY FOR SIX MONTHS FOR NO SERVICES. EXPENSES BY LABRADOR MUST BE MUCH LOWER AND PROFITS HIGHER, ESPECIALLY WITH MOST OF THE PARK LIKEWISES VACANT.

Fold and tape - - see back for address

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Labrador Utilities, Inc.

FPSC, CLK CORRESPONDENCE
 Administrative Parties Consumer
 DOCUMENT NO. 08996-11
 DISTRIBUTION:

DOCKET NO. 110264-WS

JAN -13 -2012

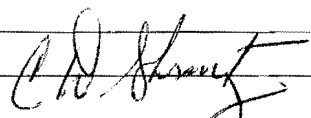
Name CHARLES SHRONTZ
 Address 5943 JESSOP DRIVE
ZEPHYRHILLS FL 33540

COMMISSION
CLERK

12 JAN 27 AM 10:28

RECEIVED-PPSC

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
IN THE PSC NEWS RELEASE OF 1/13/2012
RE: CUSTOMER MEETING, YOU USED CUSTOMER NUMBERS
OF 767 FOR WATER AND 754 FOR SEWAGE, SINCE
THERE ARE 894 LOTS IN FOREST LAKE ESTATES
AND ALL ARE BEING SERVICED BY LAB. UTIL.
IT WOULD APPEAR THAT LAB. UTIL IS FUDGING
THEIR CUSTOMER #'S ALL - THEIR INCOME - TO
PROMOTE A LARGE RATE INCREASE. I THINK
SOMETHING HERE SMELLS BESIDES THE SEWAGE
PLANT.


Fold and tape - - see back for address

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Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>08996-11</u>	
DISTRIBUTION:	

DOCKET NO. 110264-WS

RECEIVED-FPSC
 12 JAN 27 AM 10: 27
 COMMISSION
 CLERK

Name Clifford + Nala Sawtelle
 Address 6346 Forest Lake Drive
I Hills, Fl. 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
Attended your meeting at Forest Lake Estates on 1-18-12 -
My question - who are you working for ???
Answer - A - The residents of F.L.E
B - Labrador -
Question #3 on your special report rec'd at meeting 1-18-12, states
last approved increase was <u>2009</u> - yet
On our last invoice rec'd dated 12-12-11,
Water rate was divided - 5.23 + 4.50 total 9.73
Sewer " " " 12.79 + 10.68 = 23.47
You state present utility rate was 9.98 water
22.38 waste
this is another increase - please explain -

Fold and tape -- see back for address

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Application for increase in water and wastewater rates in Pasco County by
Labrador Utilities, Inc.

FPS, CLK CORRESPONDENCE
 Administrative Parties Consumer
DOCUMENT NO. 08996-11
DISTRIBUTION: _____

DOCKET NO. 110264-WS

RECEIVED - FPS
12 JAN 27 AM 10:22
COMMISSION
CLERK

Name Mr. Perry Nickerson
Address 5747 View Way
Zephyrhills, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
Question I have is we ARE paying A LARGE amount for drinking water now - which we can not drink, as it is because of Taste + smell while just down the road - water is being bottled and send around the country and abroad. ie Zephyrhills bottled water. Instead we have to purchase this instead of drinking water we are paying Labrador for, and now they are AS US to pay A large amount more.
Also the morning of your meeting at our park Labrador had A group of workers and their plow, clearing brush and doing other work. Funny they would do this work now.

Fold and tape -- see back for address

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Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

COMMISSION
CLERK

12 JAN 27 AM 10:22

RECEIVED - FPSC

FPSC, CLK CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08996-11	
DISTRIBUTION:	

Name ANNE MARIE DOVE

Address 6310 SPRING LAKE CIRCLE
ZEPHYR HILLS, FLORIDA 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I believe that clean water and clean air are the right of every citizen. I have rented in this park for the last eight seasons and have only recently purchased a small home in Forest Lake Estates. I purchase bottled water and only use "tap" water for laundry and bathing. The problems with Labrador have gone on way too long. They have a "captive" market and are using it to their financial advantage with no regard to us their paying customers. Someone, somewhere has to put a stop to this and I pray and hope it is your organization that has the guts and the will to consider us - the 55 people - on fixed incomes who are definitely not being

Fold and tape -- see back for address

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utility
Markes
Anne Marie Dove
813-715-2059

Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	08926-11
DISTRIBUTION:	

COMMISSION
CLERK

RECEIVED-FPSC
JAN 26 AM 9:16

Name JAMES SULLIVAN
 Address 5825 NAPLES DR
ZEPHYRHILLS FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809.

Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS
THE PROPOSED INCREASE IS WRONG AND
LAB IS PUTTING FORWARD COMPLETELY
FALSE DECEPTIVE REASONS -
AT BEST THE CURRENT WATER PRODUCT
IS 100% FOUL WITH SEE SERIOUS
HEALTH CHALLENGES. THIS PARK HAS A
HIGH LEVEL OF CANCER WHICH
COULD RELATE TO THE WATER -
THE WATER STAINS THE CLOTHES AND
HAS A BAD ODOR -
PEOPLE WITH CITY WATER PAY AN
AVERAGE OF 23.00 - I PAY THAT FOR
GOOD WATER IN THE STORES

Fold and tape - - see back for address

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Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

FPSC, CLK	CORRESPONDENCE
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	08996-11
DISTRIBUTION:	

DOCKET NO. 110264-WS

RECEIVED-FPSC
 12 JAN 25 AM 9:24
 COMMISSION
 CLERK

Name Phyllis MOORE
 Address 5845 Naples Dr.
Zephyrhills, FL 33540

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS

I attended the Park meeting with PSC on 1/18/12 at Forest Lake Estates. Also - past meeting which was a waste of time. Many concerns were addressed by residents here well. I would like to add my two cents!!

I have a "whole house" filter as well as filter on my refrigerator. I do not feel safe drinking the water here. (I have been here year round for 8 yrs) The cost of bottled water added to my water bill is ridiculous. I won't even give my cat water from the faucet. Even with the filter an orange ring came around her bowl, impossible to remove. Imagine our stomachs!!

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Please do not allow this increase. We are seniors on fixed incomes with no increases in SS until this year, which apparently go down the drain!! Thank You, Phyllis Moore

110264-WS

RECEIVED-FPSC

12 JAN 23 AM 9:45

Virginia A. Harvie
6395 Spring Lake Circle
Zephyrhills, FL 33540

Jan 19 2012

12 JAN 23 AM 9:51

COMMISSION
CLERK

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Fl. 32399-0850

FPSC, CLK CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 08996-11		
DISTRIBUTION:		

Sirs:

As an eighty five year old widow living year around here on a small social security income plus limited savings, I wish to express my strong objection to Labradors requested raise in their rates.

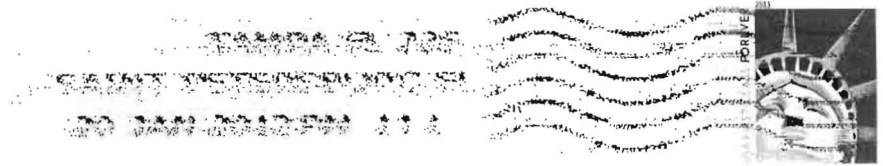
Having owned my manufactured home here since 1985, I've seen the cost of living increase steadily. There is not much I can do to stop this happening but maybe my letter to you will help keep the cost of water and sewer service here as is.

As pointed out at the meeting last evening at Forest Lake Estates, the quality of water should be drinkable and clean. Also the sewer system needs to be cleaned up and odor free. If anything Labrador should lower their fees until these things are corrected.

Sincerely

Virginia A. Harvie

A. Harvie
Lake Circle
FL 33540



Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

32399085099



RECEIVED-FPSC

12 JAN 23 AM 9:42

COMMISSION
CLERK

Application for increase in water and wastewater rates in Pasco County by

Labrador Utilities, Inc.

DOCKET NO. 110264-WS

Name Michael + Cheryl Desroches
Address 6614 Presidential Circle
Zephyrhills Fla 33540
Forest Lake Estates

Please submit your comments about this docket to the Florida Public Service Commission by completing this comment form and return it by mail, or send a fax to 1-800-511-0809. Correspondence will be placed in the file of this docket.

CONSUMER COMMENTS	
In plain english the water sucks, an we shouldnt have to pay so much for something so bad.	
Labrador utilities should be ashamed to be asking for a rate increase on something that we cant even drink!	

Fold and tape -- see back for address

Any e-mail or other correspondence sent to a Florida Public Service Commissioner, or any other public official and/or employee of the PSC, in the transaction of public business is considered a public record and is subject to Florida's Public Records Law. This means that Florida law generally requires the PSC to provide a copy of any such e-mail or correspondence, upon request, for inspection and copying to any Florida citizen or to any member of the media.

FPSC, CLK CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties <input checked="" type="checkbox"/> Consumer
DOCUMENT NO.	0896-11
DISTRIBUTION:	

STATE OF FLORIDA

COMMISSIONERS:
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MARSHALL WILLIS, DIRECTOR
DIVISION OF ECONOMIC REGULATION
(850) 413-6900

Public Service Commission

January 10, 2012

Mrs. Eva Rush
5912 Jessup Dr.
Zephyrhills, Florida 33540

FPSC, CLK		CORRESPONDENCE	
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer	
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RECEIVED-FPSC
 12 JAN 10 AM 9:24
 COMMISSION
 CLERK

Re: Labrador Utilities, Inc. - Docket No. 110264-WS

Dear Mrs. Rush:

Thank you for your letter in which you expressed your concerns about a 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 in the correspondence section of the docket file for all to review.

With respect to the development of rates, the Commission is required to set rates that are just, reasonable, compensatory, and not unfairly discriminatory. To determine the appropriate rates for service, the Commission uses a rate of return methodology as set forth in Chapter 367, Florida Statutes (F.S.). Under the rate of return methodology, a utility is allowed to earn a reasonable return on its prudently invested property that is used and useful in serving the public, less accrued depreciation, plus an allowance for operating capital. This ratemaking process is used for all water and wastewater companies and is also used in the electric and gas industry. It is the same approach used throughout the country by various state and federal utility regulatory bodies.

There are many factors that affect the cost of providing service, and hence, the rates charged to customers. Some factors affecting the cost of providing service include: the size and age of the utility system; the quality of the water at its source; the number of customers; and the geographic spread of the service area. During a rate case, the Commission's accountants, engineers and economists examine the financial and engineering information filed by the Utility as part of its rate increase application. The Commission's auditors also examine this information and publish the results of their findings in an audit report. All costs found to be imprudent or unreasonable are disallowed.

With respect to the quality of water, pursuant to Rule 25-30.433(1), Florida Administrative Code, in every water and wastewater rate case, the Commission is required to determine the overall quality of service provided by a utility by evaluating three separate components of water operations. The components are (1) the quality of the utility's product; (2) the operating conditions of the utility's plant and facilities; and, (3) the utility's attempt to address customers' satisfaction. The Rule further states that sanitary surveys, outstanding citations, violations, and consent orders on file with the Department of Environmental Protection (DEP) and the County Health Department over the preceding three-year period shall be considered, along with input from the DEP and health department officials and consideration of customer comments or complaints. The Commission's engineers will determine the quality of service by addressing each of the three components.

You also expressed concern as to why you are required to pay a base facility charge during the months that a customer is not in residence. Currently, there is one predominate type of rate structure the Commission approves for water and wastewater utilities. Pursuant to the Rule 25-30.437(6), Florida Administrative Code, utilities are required to use the base facility and usage charge rate structure, unless an alternative rate structure is adequately supported. The base facility charge incorporates fixed expenses of the utility and is a flat monthly charge. This charge is applicable as long as a person is a customer of the utility, regardless of whether there is any usage. The usage charge incorporates variable expenses and is billed on a per 1,000 gallon or 100 cubic feet basis in addition to the base facility charge.

This rate structure is the preferred rate structure for a number of reasons. The base facility charge is based upon the concept of readiness to serve all customers connected to the system. This type of structure allows each customer to pay his/her fair share of the costs, regardless of whether the customer receives residential, commercial, or other type of service. Also, customers that have high consumption levels have higher bills than those with low consumption levels. By using the base facility charge rate structure, a utility recovers its fixed costs through the base charge and its variable costs through the gallonage charge. The base facility charge is applicable to all customers each month, the gallonage charge is based on each customer's actual consumption during the month.

The Commission also recognizes that water used by residential customers for purposes such as lawn sprinkling and washing automobiles is not collected by the wastewater system. The Commission does this by approving a residential wastewater cap. Usually it is around 6,000 to 8,000 gallons per month. The purpose of implementing a residential wastewater gallonage cap is to recognize that not all water used by residential customers is returned to the wastewater collection system. In other words, the wastewater cap prevents a customer from being charged above 6,000 or 8,000 gallons of water used per month, whatever the cap may be. Any water used over the cap is generally considered being used for purposes such as irrigation; therefore, it is not returned to the wastewater facility. Furthermore, in determining the appropriate wastewater gallonage charge, the Commission approves a common procedure that recognizes that only 80 percent of the residential water used is collected and treated by the wastewater system; the other 20 percent of the residential water is used for other purposes and does not get collected by the wastewater system.

As part of its petition, Labrador requested an interim rate increase in its water rates. In accordance with Section 367.082, F.S., the Commission is required to process Interim Rate Requests within 60 days of the filing. The Commission is required to allow the collection of rates sufficient for the Utility to earn the minimum of its approved range of rate of return. Due to the 60-day time frame to process the interim request, the statute dictates that the company need only make a prima facie showing that it is earning outside the allowed range of return established in Labrador's previous rate case. The interim rate increase is subject to refund, plus interest based on the commercial paper rate, if the Commission finds that it is not warranted.

If you wish, you may take an additional opportunity to voice your concerns regarding this matter at the customer meeting being held at the Eastmonte Civic Center, Wednesday, January 18, 2012, at 6 p.m. The purpose of the customer meetings is to give customers and other interested

Mrs. Rush
Page 3
January 10, 2012

persons an opportunity to offer comments to the Public Service Commission regarding the quality of service the utility provides and the proposed rate increase. Customers will also be given the opportunity to ask questions and make comments on other issues. Commission staff will be available to respond to customers' comments and questions and provide assistance if necessary.

We understand your concerns regarding the Utility's proposed rate increase and recognize that during these difficult economic times any increase in your utility bill would create additional financial hardship. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-7082 or e-mail me at Michael.Springer@psc.state.fl.us.

Sincerely,

A handwritten signature in cursive script that reads "Michael Springer".

Michael Springer
Regulatory Analyst IV

cc: Division of Economic Regulation (Maurey, Fletcher, McRoy)
Office of the General Counsel (Jaeger)
Office of Commission Clerk (Docket No. 110264-WS)
Office of Public Counsel

MEMORANDUM

RECEIVED-FPSC
11 DEC 15 PM 3:47
COMMISSION
CLERK

**TO: Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850**

**From: Mrs. Eva Rush
5912 Jessup Dr.
Zephyrhills, Florida 33540**

CONSUMER

Date: 30 November 2011

Re: Docket No. 110264-WS

PSC Chairman and Staff,

This letter is in regard to the enclosure notifying the residents of Forest Lake Estates of an interim water and sewer rate increase. I am President of our homeowners association and I am informing you that the residents of this park absolutely reject the reasons Labrador state for the reason(s) for the increase. Labrador Utilities Incorporated does not deserve this raise. Their last raise was in March, 2010 and they have done nothing to improve the water or sewer that justifies a rate increase. It appears that they are trying to raise rates so the facility would look good to a possible buyer. There have been complaints constantly about the rank sewer odor and the water is not fit to drink. We are retired senior citizens who are living on fixed incomes and for the past two years have received no cost of living increases. Half of our residents are Snowbirds and go north for 5 or 6 months a year and still Labrador collects \$31.00 from each home when they are gone. Therefore, during those months the treatment plant is using less chemicals and labor and is on "cruise control" for the stated period and yet the company says they need to increase rates. It is time that the PSC investigate the stated reasons for this increase and to look at this from the consumers point of view rather than the providers. We hope that the PSC has our best interests at heart.

Respectfully,

Enclosure: Residents Petition

DOCUMENT NO. DATE

**08996-11 12/14/11
FPSC - COMMISSION CLERK**

NR	PRINT NAMES	LOT#	SIGNATURE	DATE
1	L. Bray	671	L. Bray	Dec. 5/11
2	Donald Meeder	667	D. Meeder	12/8/11
3	WALTER H. KOURI	460	W. H. Koury	12-8-11
4	RICHARD BERGMAN	465	Richard Bergman	12/8/11
5	Janet Bergman	465	Janet Bergman	12/8/11
6	GILBERT DOBSON	269	G. Dobson	12/8/11
7	BARBARA HOGG	463	Barbara Hogg	12/8/11
8	Tim Hogg	463	Tim Hogg	12/8/11
9	Deborah Gopie	471	Deborah Gopie	12/8/11
10	Lorraine Fuertli	466	Lorraine Fuertli	12/8/11
11	GERALD FUERTLI	466	Gerald Fuertli	12/8/11
12	HILTON GOPIE	471	Hilton Gopie	Dec 8/11
13	WILLIAM SMITH	0084	William Smith	Dec 08/11
14	SUZANNE SUMMER	0084	Suzanne Summers	Dec 08/11
15	Joan Richard	307	Joan Richard	Dec 08/11
16	REGIS RICHARD	307	Regis Richard	Dec 08/11
17	Jillie J. Rodgers	839	Billie Jo Rodgers	12-8-11
18	BLANCHE CHIVERS	446		
19	Phyllis Moore	640	Phyllis Moore	12-8-11
20	Steve G. [unclear]	796		
21	DR. M. ALFIERI	493	Dr. Alfieri	12/8/11
22	Thomas Muller	509	Thomas G. Muller	12/8/11
23	VIRGINIA MULLEN	509	Virginia H. Mullen	
24	OLAFUR EGILSSON	310	Olafur Egilsson	12/8/11

NR	PRINT NAMES	LOT#	SIGNATURE	DATE
1	KIEN DODD	374	Kimberly Dodd	DEC 8/11
2	WENAY DODD	374	Wenay L. Dodd	DEC 8/11
3	CLIFFORD SHUTTLE	86	Clifford Shuttle	12-8-11
4	JOHN COOK	604	J. Cook	12-8-11
5	BARBARA JACO	532	B. Jaco	12-08-11
6	PATRICIA COOK	604	Patricia Cook	12-8-11
7	CAROL PERHAM	202	Carol Perham	12-8-11
8	WAYNE HOLLETT	537	W. Hollett	12-8-11
9	TRACY PHELPS	890	Tracy Phelps	12-8-11
10	STANLEY STRAFFORD	367		12-8-11
11	JAMES FERRIS	317	James Ferris	12/8/11
12	NORMAN WOODCOCK	852	Norman Woodcock	12/9/11
13	VONI GEISE	670	Voni Geise	12/9/11
14	BEUNDA SERRE	468	B. Serre	12/9/11
15	ROGER SERRE	468	R. Serre	12/9/11
16	JOHN RITA	461	John Rita	12/9/11
17	FLOYD SWOFFER	476	Floyd Swoffer	12/10/11
18	BETTY SWOFFER	476	Betty Swoffer	12/10/11
19	LEO BONDREAU	488	Leo Bondreau	12/10/11
20	HERB DEBOLT	470	Herb DeBolt	12/10/11
21	KAREN DEBOLT	470	Karen DeBolt	
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NR	PRINT NAMES	LOT#	SIGNATURE	DATE
1	DIANE BEAUREGARD	837	Diane Beauregard	Dec. 8/11
2	CARMEN SERRE	554	Carmen Serre	Dec. 8/11
3	JANE KAZMER	94	Jane Kazmer	12/8/11
4	Carmel Rhault	314	Carmel Rhault	12/08/11
5	Ada Sanders	45	Ada Sanders	12/8/11
6	Yvon Rhault	314	Yvon Rhault	12/8/11
7	Judith Banach	888	Judith Banach	12/8/11
8	Vaughn Lowell	800	Vaughn Lowell	12/8/11
9	HARRIET TERSHIN	631	Harriet Tershin	12/8/11
10	Berwice Rodgers	647	Berwice Rodgers	12/8/11
11	BUDDY RODGERS	647	Buddy Rodgers	12/8/11
12	George Beveridge	646	George Beveridge	12/8/11
13	DOROTHY BEVERIDGE	646	Dorothy Beveridge	12/8/11
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NR	PRINT NAMES	LOT#	SIGNATURE	DATE
1	Ed Fowler	678	Ed Fowler	Dec 8/11
2	DOROTHY FOWLER	678	Dorothy Fowler	"
3	Helen Thruwer	91	Helen Thruwer	12-8-11
4	JANICE COLLINS	91	Janice Collins	12-8-11
5	MARY BALDWIN	281	Mary Baldwin	12-8-11
6	LEON BALDWIN	281	Leon Baldwin	12-8-11
7	CAREY NICKERSON	720	Carey Nickerson	12/8/11
8	EDWIN HARROP	341	Ed Harrop	12/8/11
9	JOHN S WITTEMAN	892	John S Witteman	12/8/11
10	JAMES SULLIVAN	602	James M Sullivan	12/8/11
11	STAN BANACK	838	Stan Banack	12/8/11
12	Eva Rush	567	Eva Rush	12/8/11
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1	John A. Clam	517		
2	Larry Sutton	13	L Sutton	12-8-11
3	Liz Sutton		Liz Sutton	12-8-11
4	Rick Unbehauen	743	Rick Unbehauen	12/8/11
5	GEORGIANN KOEDER	502	Georgiann Koeder	12-8-11
6	RAYMOND W. KOEDER	502	Raymond W. Koeder	12-8-11
7	SUSAN PIEPENBURG	27	Susan Piepenburg	12-8-11
8	FLOYD PIEPENBURG	27	Floyd Piepenburg	12-8-11
9	JOAN ALLISON	400	Joan Allison	12/8/11
10	EDWARD WILLIAMS	400	Edward Williams	12/8/11
11	Joanne Thornton	513	Joanne Thornton	12/8/11
12	Chuck Thornton	513	Charles J Thornton	12/8/11
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NR	PRINT NAMES	LOT#	SIGNATURE	DATE
1	Jerry Segrist	834	Jerry Segrist	12-8-11
2	Carol Cudek	240	Carol Cudek	12-8-11
3	Bertha Faulkner	777	Bertha Faulkner	12-8-11
4	Rose Marie Fernald	617	Rose Marie Fernald	12-8-11
5	Steve Coombs	275	Steve Coombs	8 Dec 11
6	BRAD TORRENS	320	Brad Torrens	8 Dec 11
7	RC McKinley	763	RC McKinley	12/8/11
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1	BARBARA A JOHNSON	829	Barbara Johnson	12/8/2011
2	George Duiker George Duiker	862	George Duiker	12/8/2011
3	ADRIENNE DUICKER	862	Adrienne Duiker	12/8/11
4	FLOYD O. PEASE	31	Floyd O. Pease	12/8/11
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NR	PRINT NAMES	LOT#	SIGNATURE	DATE
1	John F. NATALE Jr	7	John F. Natale Jr	12/08/11
2	Paul Natale	7	Paul Natale	12/08/11
3	CAROLA EGILSSON	310	Carola Egilsson	12/08/11
4	OLAFUR EGILSSON	310	Olafur Egilsson	12/08/11
5	Florence Terrett	300	Florence Terrett	12/08/11
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1	TED KOTOWSKI	231	Ted Kotowski	12/8/11
2	GARY ROCKEFORT	848	Gary Rockefeller	12/9/11
3	CLAUDE SORBER	697	Claude Sorber	12-8-11
4	EUNICE SORBER	697	Eunice Sorber	12-8-11
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NR	PRINT NAMES	LOT#	SIGNATURE	DATE
1	DAVID MULDER	723	David Mulder	12-8-11
2	WAYNE Hollett	537	W Hollett	12-8-11
3	WILMA Bosma	219	Wilma Bosma	12-8-11
4	Tracy Phelps	890	Tracy Phelps	12-8-11
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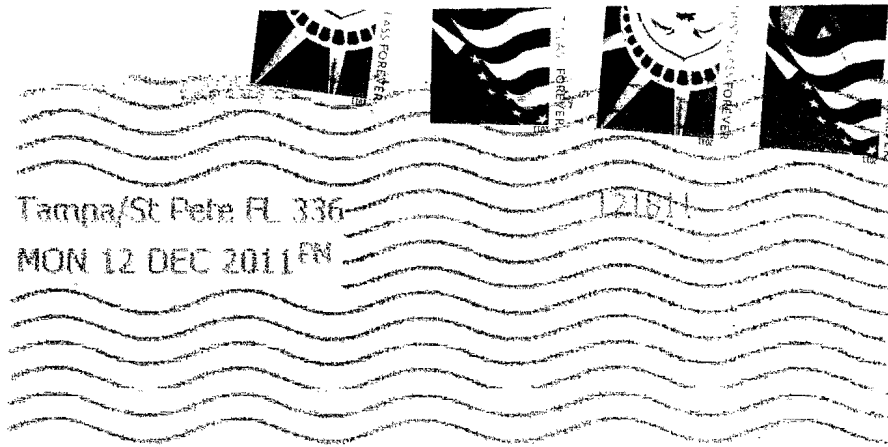
NR	PRINT NAMES	LOT#	SIGNATURE	DATE
1	Mildred Dale	21	Mildred Dale	Dec 7/21
2	Richard Dale	21	Richard Dale	"
3	JANE STICKWOOD	264	Jane Stickwood	"
4	Larry Stickwood	264	Larry Stickwood	"
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NR	PRINT NAMES	LOT#	SIGNATURE	DATE
1	Margaret Sherk	517	Margaret Sherk	Dec 8/11
2	Ross Sherk	517	Ross Sherk	Dec 8/11
3	JOHN KUBARA	586	John Kubara	Dec 8/11
4	JOAN KUBARA	586	Joan Kubara	Dec 8/11
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1	Alma (Betty) Lovett	463	Alma (Betty) Lovett	12-8-11
2	Beverly Morrill	141	Beverly Morrill	12-8-11
3	Jim Rush	467	Jim Rush	12/8/11
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1	Carol Perham	202	Carol Perham	18/8/11
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11
Tessie Mae
Highfill, FL
33540



Office Of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850