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STATE OF FLORIDA



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

## Public Service Commission

October 22, 2014

Mr. Jeffrey Lawson  
Department of Environmental Protection  
3900 Commonwealth Boulevard M.S. 49  
Tallahassee, Florida 32399

**Re: Customer Complaints Against Labrador Utilities, Inc. (6514842, FLA012801) to be Considered in Docket No. 140135-WS**

Dear Mr. Lawson:

On September 15, 2014, Labrador Utilities, Inc. filed its application to increase rates for water and wastewater services provided in Pasco County. As part of the rate setting process, Section 367.0812(1)(c), F.S., requires that the Commission consider:

Complaints regarding the applicable secondary water quality standards filed by customers with the commission, the Department of Environmental Protection, the respective local governmental entity, or a county health department during the past 5 years

To comply with this statutory provision, we are asking your office to forward any complaints received from customers of Labrador Utilities, Inc. for the period of January 1, 2008 to December 31, 2013. Please send any documents to the Office of Commission Clerk, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850 and reference the docket number noted above. If you do not have any documents, please e-mail me at [pbuys@psc.state.fl.us](mailto:pbuys@psc.state.fl.us) stating that your office had not received any complaint during the designated period.

Thank you for your assistance in helping us meet this important provision. Should you have any questions, please contact me by phone at (850) 413-6518.

Sincerely,

A handwritten signature in black ink, appearing to read "Penelope D. Buys".

Penelope D. Buys  
Engineering Specialist  
Division of Engineering

PDB:tj

cc: Office of Commission Clerk (DN 140135-WS)