

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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

Docket No. 140135-WS

NOTICE OF FILING

Forest Lake Estates Co-op, Inc., by and through its undersigned counsel, hereby gives notice of filing the attached Consumer Comments, Complaints and Questionnaires on Water and Wastewater Services.

/s/ Kenneth M. Curtin

Kenneth M. Curtin

Florida Bar No. 087319

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Attorneys for Forest Lake Estates Co-op, Inc.

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing has been furnished by electronic mail to the following parties this 24th day of March, 2015:

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Florida Public Service Commission
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/s/ Kenneth M. Curtin

Kenneth M. Curtin
Florida Bar No. 087319

Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
Before the Florida Public Service Commission
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CONSUMER QUESTIONNAIRE

NAME: Sheila Kennedy DATE: Mar 15/15
ADDRESS: 5861 NAPLES DR, ZEPHYRHILLS, FLA
33540

Please indicate a yes or no by checking the appropriate box:

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
Almost All the time
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

Please provide any comments that you believe demonstrate your experience with the service and quality of the water and wastewater services provided by Labrador Utilities, Inc.

I hate contributing to the landfill with plastic water bottles. Zephyrhills is famous for its water but NOT at Forest Lake Estates, more like infamous.

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CONSUMER QUESTIONNAIRE

NAME: MEL & ANNE BURTNIK DATE: MAR. 17/2015
ADDRESS: 6002 SPRING LAKE CIR. ZEPHYRHILLS

Please indicate a yes or no by checking the appropriate box:

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No N/A
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No N/A

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The outrageous \$\$ for water all summer, even though we are turned OFF at the metre is very upsetting

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CONSUMER QUESTIONNAIRE

NAME: BRUCE KAUFFMAN DATE: 3/17/15

ADDRESS: 5952 UTOPIA DR, ZEPHYR HILLS, FL, 33540

Please indicate a yes or no by checking the appropriate box:

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
- 4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No N/A
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No
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ON OCCASION POOR PRESSURE.
WATER FILTER IS TERRIBLE LOOKING AFTER 1 MONTH & SHOULD
LAST FOR A YEAR.

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CONSUMER QUESTIONNAIRE

NAME: Virginia Rose Karamanian DATE: 3-10-15

ADDRESS: 6723 Jessup Dr - Zephyrus Hills FL 33540

Please indicate a yes or no by checking the appropriate box:

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
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11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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My favorite drink is WATER.
I should not have to purchase it weekly.
If there is no satisfaction we may consider
moving as it could be detrimental to
our health & everyone else living here.

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CONSUMER QUESTIONNAIRE

NAME: Frank Klak DATE: 3-13-15

ADDRESS: 5748 Via Way

Please indicate a yes or no by checking the appropriate box:

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No
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CONSUMER QUESTIONNAIRE

NAME: GARY JONES DATE: 3-7-2015
ADDRESS: LOT 14 HOCKEY DRIVE

Please indicate a yes or no by checking the appropriate box:

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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CONSUMER QUESTIONNAIRE

NAME: OLGA & JOAN THOMPSON

DATE: MARCH 28/15

ADDRESS: #192 HOOKEY DRIVE

Please indicate a yes or no by checking the appropriate box:

1. Do you drink the water provided by Labrador? Yes No TASTE'S LIKE ???
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No (ALL THE TIME)
5. Does the water provided by Labrador have a bad odor at times? Yes No " " "
6. Does the water provided by Labrador have a bad color at times? Yes No BROWN in COLOR.
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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SHOWERING IN SMELLIE WATER —
BUYING WATER TO COOK WITH.
WATER IMPROVEMENTS — PROMISED FOR 10 years.

THANK YOU FOR GIVING US THIS FORM —
IT SHOWS SOMEONE IS INTERESTED —

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CONSUMER QUESTIONNAIRE

NAME: HAWMAN

DATE: MAR. 17 / 13

ADDRESS: 6050 SPRING LAKE CIRCLE, ZEPHYRHILLS, FLA. 33540

Please indicate a yes or no by checking the appropriate box:

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No THREE KINDS OF WATER FILTERS ON OUR SYSTEM
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
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11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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WHEN THEY PUMP WATER & MUD OUT OF METER BOX
THEY DO NOT CLEAN UP THE MUD THAT LAYS ON OUR
SIDEWALK.

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CONSUMER QUESTIONNAIRE

NAME: Richard and Nancy Shaffer DATE: 3/17/15

ADDRESS: 5923 Utopia Dr Zephyrhills, FL 33546

Please indicate a yes or no by checking the appropriate box:

1. Do you drink the water provided by Labrador? Yes No
2. ~~No~~ you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
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CONSUMER QUESTIONNAIRE

NAME: ROBERT BEAUDET DATE: 3-17-2015

ADDRESS: 6034 PRESIDENTIAL CI LOT 294, ZHILLS FL 33540

Please indicate a yes or no by checking the appropriate box:

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador?
 Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
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11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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I CANNOT STRESS ENOUGH HOW DISTASTEFUL LABRADOR SUPPORT HANDLES COMPLAINTS. I AM FURTHER IRRITATED AT CHARGES FOR AUTO WITHDRAWAL & THE DISCONNECT/RECONNECT THREATS & FEES. I CERTAINLY HOPE WE RLD OURSELVES OF THESE FASCISTS!

Robert Boudet

Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
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CONSUMER QUESTIONNAIRE

NAME: BOB + NANCY HILL

DATE: MARCH 16 2015

ADDRESS: 6317 UTOPIA DR. LOT # 833

Please indicate a yes or no by checking the appropriate box:

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No
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9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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FOREST LAKE ESTATES CONCERN REPORT

YOUR NAME: BOB & NANCY KEMP LOT # 303

ADDRESS: 6042 PRESIDENTIAL CIRCLE

TELEPHONE NUMBER: 813-355-4756

ADDRESS & NATURE OF THE CONCERN:

NAME: LABRADOR UTILITIES LOT # _____

ADDRESS: /

TELEPHONE NUMBER: /

SEWER GAS SMELL FROM PLANT.
MARCH 17 - WHOLE DAY FROM MORNING TO NIGHT.
MARCH 18 - PERIODIC DEPENDING ON BREEZE
MARCH 19 - MORNING AND EVENING

Bob Kemp
RESIDENT'S SIGNATURE

March 20/2015
DATE

FOLLOW UP:

NAME

DATE

VIOLATION LETTER _____
FOLLOW-UP LETTER _____

CC: STUART _____
MORALES _____
FILE _____