

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

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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 8th day of April, 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: Jeffrey + Donna Hewes DATE: 4-1-15

ADDRESS: 6062 Jessup Drive Lot 795 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 *Have not had a issue that has required a response.*
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.

Most of the Time we do NOT know when The water is Bad because
We never Receive a Call Stating there is Anything Wrong.
Some if they are to FLUSH Hydrants we don't know.

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CONSUMER QUESTIONNAIRE

NAME: Edward Lisa Wanda Roberts DATE: 4-2-15

ADDRESS: 6029 Forest Lake Drive Zephyr Hills FL 33560

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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After Labrador did a repair job out where the connection is near the shut-off by the road, after a short while water started running down the road. We called them - response was not fast & the repairman said the work that had fixed it, no longer worked for them. He said we were responsible for the bill & if not paid the water would be shut off.

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CONSUMER QUESTIONNAIRE

NAME: Richard & Elizabeth Lyon DATE: 3-7-15

ADDRESS: 5703 Uiaa Way, Zephyrhills, FL 33540

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

1. Do you drink the water provided by Labrador? Yes No
we filter it
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 *thought about it*

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.

We couldn't use the water over TG Vacation and we had guests. It leaves brown yucky stuff on my drainage board. Too many bad water situations and constant calls re water pressure. We hate the water! It's terrible!

It makes our toilets brown inside.

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CONSUMER QUESTIONNAIRE

NAME: DONALD BARR DATE: Feb 24/15
ADDRESS: 5707 Viau Way 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
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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The water quality is below standard for what is
being experienced by residents in the area.
If costs continue to increase, it will not be
worthwhile to maintain a property here.

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CONSUMER QUESTIONNAIRE

NAME: Donald Smith, Jr DATE: 3/25/15
ADDRESS: 5919 Benz Dr.

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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Water pressure fluctuates often. Before installing
filtration - water was extremely hard and difficult
to consume because of the taste, etc.

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CONSUMER QUESTIONNAIRE

NAME: Schlager DATE: 3/9/15
ADDRESS: 41080 Bream Circle, Zephyr hills, FL

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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We do not object so much to the quality of the water as we do to the price of the water + sewer. We strongly object to the proposed increases as we are on a fixed income.

CONSUMER QUESTIONNAIRE

NAME: Phyllis Schlager DATE: March 20, 2015
ADDRESS: 6073 Forest Lake Dr. Zephyrhills, 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
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: Brenda + Brad Dore DATE: 3/20/15

ADDRESS: 6126 Presidential Circle, 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

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My Labrador bill this month was \$121.00 for
smelly, undrinkable water. How can anyone find
this an acceptable service? Now add a month's
worth of bottled water on top of the \$121 - outrageous.

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CONSUMER QUESTIONNAIRE

NAME: NORM & MARJ BARBER DATE: Mar 18/15
ADDRESS: 6336 Utopia Dr

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
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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.

We pay you too much money for the quality of the water we get.