

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-

DATE: May 4, 2015
TO: Carlotta S. Stauffer, Commission Clerk, Office of Commission Clerk
FROM: Penelope Buys, Engineering Specialist, Division of Engineering *PDB*
RE: DN 140135-WS – Application for increase in water/wastewater rates in Pasco County by Labrador Utilities, Inc.

Please file the attached correspondence in the correspondence side of the above mentioned docket file.

Thank you.

* Forest Lake Estates



Facts and Figures

- Non-Profit Corporation for benefit of all residents
- The Co-Op's purpose is to develop and manage the Community so that monies collected from residents are returned to the community in form of improved facilities, improved services and, wherever possible, maintain or reduce costs
- Operates:
 - Forest Lake Estates Mobile Home Park
 - Forest Lake Estates R.V. Property
- 343 Shareholders
- 542 Mobile Home and Recreational Residents

*Forest Lake Estates

Facts and Figures Continued

- 55 and plus community
- Resident Population:
 - Retirees
 - Fixed-Income - mainly social security
 - Elderly
- Goal is to create a community in which residents can enjoy the Florida retirement lifestyle





* Customer Surveys

- Phenomenal response
- 439 Customer Responses from shareholders and Residents
- Questions and opinions on:
 - Quality of Water provided by Labrador
 - Quality of Customer Service provided by Labrador
 - Affordability of water and wastewater services



* Inferior Water Quality

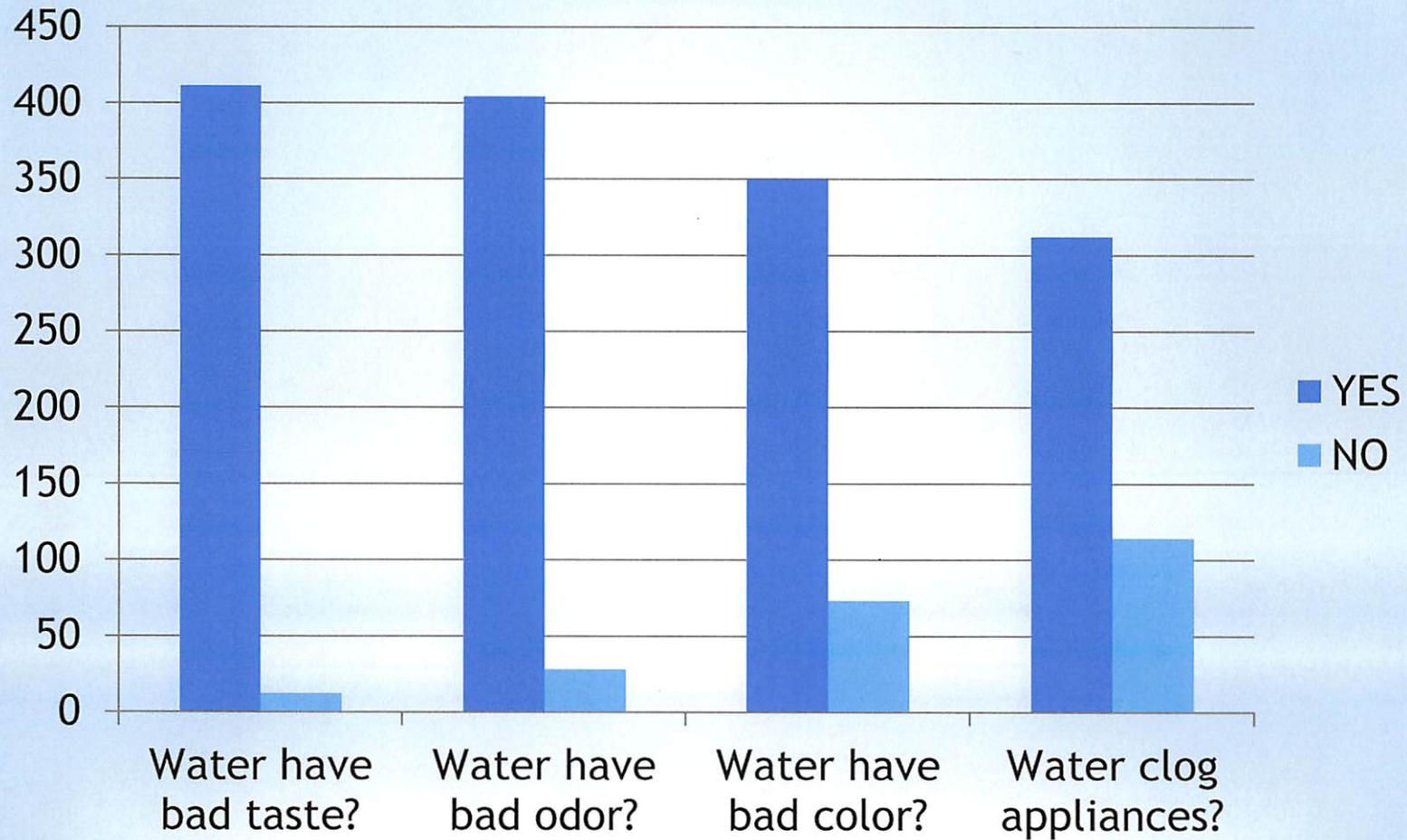


- Foul taste
- Foul odor
- Foul color to water
- Sediment destroys appliances
- Poor water pressure



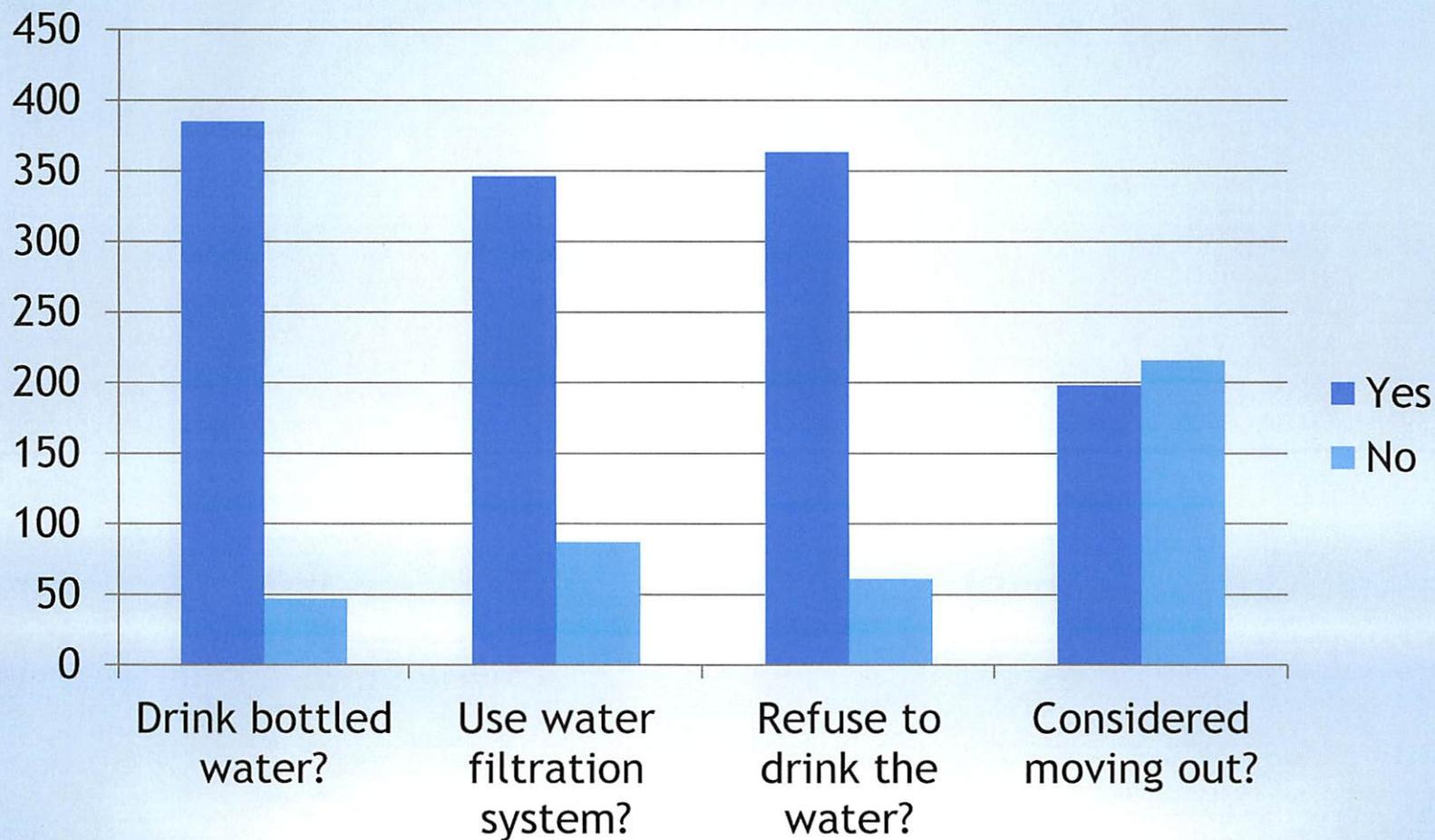
Inferior Water Quality by Labrador

No. of Residents



Effects of Inferior Water Quality by Labrador

No. of Residents



* Forest Lake Estates

Inferior Water Quality Percentage of Respondents

- 93.6% stated that water has a bad taste
- 92.0% stated water has a bad odor
- 78.9% stated water has a bad color
- 73.2% have experienced clogging of appliances
- 89.1% use bottle water for drinking at their expense
- 79.9% use a filtration system for their water at their expense
- 85.7% refuse to drink the water
- Nearly half of the residents have considered moving due to poor quality of service and water by Labrador

*Customer Comments Poor Water Quality

Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
Before the Florida Public Service Commission
Docket No. 14-0135-WS

CONSUMER QUESTIONNAIRE

NAME: EDGAR C IRVING DATE: Feb. 26, 2015
ADDRESS: 6233 PRESIDENTIAL GL. ZEPHYRHILLS FL. 33540.

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 have been at Forest Lake for 23 years. Our first 9 years we had problems with sewer odors but our water was reasonably good. The owner of our community then sold the water and sewer facilities to Labrador Utilities Inc. Since then our costs per month have gone from \$15.00 monthly to \$80-100 monthly. The water at all times tastes and smells bad. We use bottled water not only for drinking but also sometimes in cooking. Following one of the periods of low water pressure a load of white clothes were soiled with rust and discolored and had to be thrown away.

*Customer Comments Poor Water Quality

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

NAME: Dave & Maggie Riker DATE: 2/25/15
ADDRESS: Lot 159

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.

Several low water pressures or
no water at all

* Customer Comments Poor Water Quality

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

NAME: JUDITH K. PIERSON

DATE: 2/24/15

ADDRESS: 6364 FOREST LAKE DR

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.

SOME MORNINGS WHEN I GET UP AND TURN ON
THE WATER IN THE KITCHEN IT SMELLS LIKE DIARRA,
AND IT MAKES ME SICK!!

*Customer Comments Poor Water Quality

Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
Before the Florida Public Service Commission
Docket No. 14-0135-WS

CONSUMER QUESTIONNAIRE

NAME: Robert & Angel Vachon DATE: Wed. Feb 25/15
ADDRESS: 82 Bruins DR. FL Resort- RV.

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.

There is more sediment in this water than
we have ever experienced, including properties owned
that had their own wells.
We have an electric kettle with glass & can see the amount
that the water delivers.

*Customer Comments Poor Water Quality

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

NAME: James Beems DATE: 3-5-15

ADDRESS: 6458 Presidential Cir

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 Love This Park But The water has to get better. I have
own This Home For 5 years And The water is no better now
than before. I do not want to move but I will if water does
not get better.

*Customer Comments Poor Water Quality

Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
Before the Florida Public Service Commission
Docket No. 14-0135-WS

CONSUMER QUESTIONNAIRE

NAME: KALEGARIC, ALICE (LISSA) DATE: FEB 24/2015

ADDRESS: 5928 UTOPIA DR LOT # 539

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.

MY DOG WAS NEGATIVELY AFFECTED BY THE WATER
THIS IS A 60LB DOG NOT A TINY ONE.
THE VET PUT HIM ON MEDICATION & DISCOURAGED
GIVING HIM WATER FROM THE TAP. SINCE HE HAS BEEN
BOTTLED WATER AND APPEARS OK.

WE NEED BETTER WATER SUPPLIER!

Alice Kalendaric
FEB 24/2015

*Customer Comments Poor Water Quality

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: CLAUDE A Sorber DATE: 02-24-2015

ADDRESS: 5738 Viau Way; Zephyrhills FL 33540

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.

THIS WATER STINKS!

Claude A. Sorber

STOP

BAD CUSTOMER SERVICE

* Poor Service

- No notifications of cuts in service and water outages
- Untimely repair of burst water lines and flooded streets
- Failure to conduct repairs or call back residents
- Rude customer representatives



* Customer Comments

Poor Service

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: Cheryl Martel DATE: 2-25-15
ADDRESS: 6233 Utopia Dr, Zephyrhills, FL 33540

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.

- ① washing anything w/ this water results in spotting/build-up
ie. car, windows, dishes
- ② untimely call(s) or no call at all regarding implementation -
or to rescind the boil water notice.
Christmas 2013 and Thanksgiving 2014 - I had to do
all of my holiday baking while boiling water nonstop because
of boil water notice. The water I boiled had a layer of foamy
scum on it and my dutch oven was covered in scale. =>

My hairdresser immediately knew I used well water to wash my hair - and recommended a product to use every other day to combat the ill effects of the water on my hair & scalp.

I can go on ... call me! (if you need more info) 813-788-2373

* Customer Comments

Poor Service

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CONSUMER QUESTIONNAIRE

NAME: Lionel & Michelle Shepherd DATE: Feb 25 2015
ADDRESS: Lot 83 Forest Lake R.V.

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.

No notification of water on or off
We were told that they (you) did NOT have to
tell us about on & off treatments.
This should be a concern for the Board of Health.

*Customer Comments Poor Service

Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
Before the Florida Public Service Commission
Docket No. 14-0135-WS

CONSUMER QUESTIONNAIRE

NAME: Russell McGuinis DATE: 2-24-15

ADDRESS: 5731 Vique Way

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.

have not received notices when there has been water
outages for the last 2 outages

*Customer Comments

Poor Service

Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
Before the Florida Public Service Commission
Docket No. 14-0135-WS

CONSUMER QUESTIONNAIRE

NAME: CAROL ANN BELANGER & BOB DATE: MARCH 12, 2015
ADDRESS: LOT 429 BRANQUET
JESSOP DR, ZEPHYRHILLS, FLR 33540

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.

2 WATERLINE BURST THAT TOOK LONG TIME TO
REPAIR AND ~~WAS~~ MUDDY ROADS FOR LONG
PERIODS OF TIME (WEEK).

*Customer Comments

Poor Service

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CONSUMER QUESTIONNAIRE

NAME: Mac & Glenys Butler DATE: Feb. 23, 2005
ADDRESS: 5912 Utopia Drive

8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No - Dec 23rd: no answer - had to get private plumber.

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.

8. Problem was on utilities side. Still waiting for answer on cost of plumber - \$60.00.
Utilities reduced our invoice by \$4.00. The actual loss of water was at least \$3000.

*Customer Comments

Poor Service

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Docket No. 14-0135-WS

CONSUMER QUESTIONNAIRE

NAME: CHARLES SHRONTZ DATE: FEB 26 2015

ADDRESS: 5943 JESSUP DRIVE - ZEPHYRHILLS FL 33540

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 TOLD LABRADOR METER READER ABOUT
A WATER LEAK AT METER. RESPONSE "DON'T
WORRY ABOUT IT. ITS ON OUR SIDE OF THE METER"
HOW MUCH WATER IS WASTED THIS WAY? DON'T
WE END UP PAYING FOR SUCH LEAKS?

*Customer Comments

Poor Service

Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
Before the Florida Public Service Commission
Docket No. 14-0135-WS

CONSUMER QUESTIONNAIRE

NAME: MARTIN + JUDY DASOVICH DATE: 2/26/15
ADDRESS: 5911 TWILIGHT DR. LOT 550 ZEPHYRUS, FL. 33540

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.

MANAGEMENT WAS VERY RUDE WHEN WE ASKED THAT THEY
NOT LET FIRE HYDRANTS RUN FULL FORCE ON OUR LAWN WHICH
WAS ALREADY SINKING. AN AFRICAN AMERICAN WORKER MADE A
SPRINT TO THROW WATER TO THE ROAD, BUT MANAGEMENT REFUSED
TO DO THAT! THEREFORE, THE HYDRANT IN FRONT OF OUR HOUSE
HAS NOT BEEN FLUSHED IN 5 YEARS!

* Rates Unaffordable



- Social Security COLA - Cost of Living Adjustment
 - 2009 - 0.0%
 - 2010 - 0.0%
 - 2011 - 3.6%
 - 2012 - 1.7%
 - 2013 - 1.5%
 - 2014 - 1.7%
- Labrador Interim Rate Increase
 - 13.01% for water and 20.06% for wastewater
- Labrador Desired Rate Increase
 - Approx. 37% for water and 71% for wastewater

* Customer Comments Unaffordable

Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
Before the Florida Public Service Commission
Docket No. 14-0135-WS

CONSUMER QUESTIONNAIRE

NAME: Floyd + SUSAN Piepenburg DATE: 2/25/15
ADDRESS: 41303 Whitmer Drive, Zephyrhills, FL 33540

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.

The new interim rates are 300% higher than in Zephyrhills and that is without the increase that Labrador is requesting. People on fixed incomes cannot afford to pay that kind of money for water + sewer. Our Social Security increase was 1.6%, so lets be reasonable. When it takes them 3 days to fix a water leak in the park, something is wrong + then mud down the whole street, what a mess.

*Customer Comments Unaffordable

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: Pauline Lambert DATE: 2/24/15
ADDRESS: 5804 Naples Dr

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.

With the new percentage for water & sewer
I'm looking to move - getting to
expensive to live. FHE!! Been here 10 yrs.

*Customer Comments Unaffordable

Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
Before the Florida Public Service Commission
Docket No. 14-0135-WS

CONSUMER QUESTIONNAIRE

NAME: John L. Martin DATE: March 5, 2015

ADDRESS: 6001 Forest Ln. DR.

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.

The water bill keeps going up but the
quality of the water never gets
any better. Not fair to seniors
living on very limited incomes.

*Customer Comments Unaffordable

Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
Before the Florida Public Service Commission
Docket No. 14-0135-WS

CONSUMER QUESTIONNAIRE

NAME: DONALD BALL DATE: Feb 24/15

ADDRESS: 5707 Viau Way Zephyr hills FL 33540

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.

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.

*Customer Comments Unaffordable

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

NAME: Carolyn B. Dilks DATE: 2 -

ADDRESS: 6460 Presidential Cir., Zephyrhills, FL.
33540

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

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 am definitely considering moving out due to
inability to pay such excessive rates. Even
if H₂O quality was first rates I would
not be able or willing to pay such
absurd fees.

*Customer Comments Unaffordable



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

NAME: Daniel + Becky Price DATE: 2-26-2015

ADDRESS: 6080 Springlake Cir,

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.

This issue is so huge, it is going to change
the reputation of this park. My wife and I will
move if this increase is applied.

* Customer Comments Unaffordable

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

DOCKET NO. 140135-WS

Name EILEEN GOLDSTEIN

Address 6202 FOREST LAKE DR.

CONSUMER COMMENTS

IN 2011, MY HUSBAND AND I PURCHASED A FULL HOUSE WATER FILTER BECAUSE OF THE POOR WATER QUALITY. WE ALSO HAVE A REFRIGERATOR FILTER FOR DRINKING WATER. WITH ALL THESE ADDITIONS, I STILL SMELL CHLORINE WHEN SHOWERING AND HAVE A GRAY RING IN OUR TOILETS AFTER ONLY A FEW DAYS AFTER CLEANING THEM. IF LABRADOR UTIL. IS GRANTED THE RATE INCREASE, MY HUSBAND AND I WILL BE PAYING \$170.00 PER MONTH FOR WATER AND SEWER THAT IS STILL POOR QUALITY.

WE, LIKE ALL THE OTHER RESIDENTS IN OUR PARK, ARE ON FIXED INCOMES AND CANNOT AFFORD TO PAY THIS MUCH, IN ADDITION TO ALL OUR OTHER EXPENSES. THE FULL HOUSE WATER FILTER COST WAS \$1365.00 AND THE REFRIGERATOR FILTERS ARE \$40.00 EACH AND ARE REPLACED EVERY 6 MONTHS. WHY DID WE SPEND ALL THIS, AND THEN STILL HAVE TO SPEND THE MONEY ON THE RATE INCREASE.

Fold and tape -- see back for address



*Customer Comments Unaffordable

Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
Before the Florida Public Service Commission
Docket No. 14-0135-WS

CONSUMER QUESTIONNAIRE

NAME: MAURICE DUBOIS

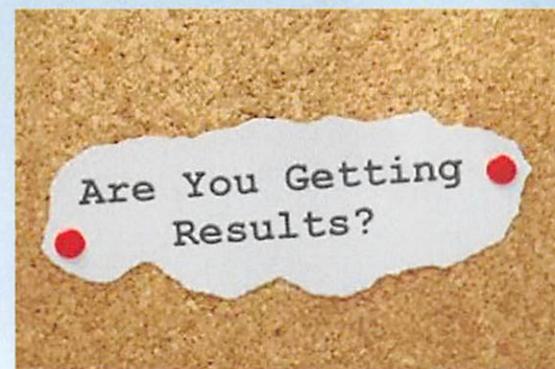
DATE: FEB 24/15

ADDRESS: 6401 JESSUP DR. ZEPHYR HILLS, FL.

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.

THE PRICE WE PAY FOR THE WATER
GOLD SHOULD BE RUNNING OUT OF THE
TAPS.

* Conclusion Unjust and Unreasonable Rates



- Labrador deserves a fair return on the product they provide
- Public Service Commission Must:
 - Make determination of “value and quality of service” provided
 - Only award rates that “just and reasonable” given the totality of the circumstances
- Warren Buffet: “Price is what you pay. Value is what you get.”

* Conclusion Unjust and Unreasonable Rates

Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
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Docket No. 14-0135-WS

CONSUMER QUESTIONNAIRE

NAME: Dan & Kim Lamont DATE: Feb. 27, 2015

ADDRESS: 6130 Jessup Drive

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.

If we had known about the water we would
of never bought in this park

* Conclusion Unjust and Unreasonable Rates



Application for Increase in Water and Wastewater Rates in Pasco County by Labrador Utilities, Inc.
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Docket No. 14-0135-WS

CONSUMER QUESTIONNAIRE

NAME: JOHN S WAKEMAN DATE: 02-24-2015

ADDRESS: 6052 UTOPIA DR LOT 892

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.

POOR RETURN ON DOLLAR