

Utilities 080249 WS  
PSC

OFFICE OF THE GOVERNOR  
CITIZEN SERVICES  
09 MAY 28 PM 2:13

**MEMORANDUM**

May 26, 2009

To: Office of Governor Charlie Crist  
State of Florida  
The Capital  
400 S. Monroe St.  
Tallahassee, FL 32399-0001

From: Eva Rush  
5912 Jessup Dr.  
Zephyrhills, FL 33540-0001

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00874.09		
DISTRIBUTION: _____		

RECEIVED-FPSC  
09 JUL 21 AM 9:45  
COMMISSION  
CLERK

Subject: Water/Sewer Rate Case Docket #080249-WS

Governor Crist,

I am writing to you to plead the case of Forest Lake Estates, Zephyrhills FL, against Labrador Utilities Inc.

We are retired residents living in a manufactured home park with 894 lots and about 300 RV lots.

It has been recommended by The Division of Economic Regulation of Tallahassee, FL, to the PSC Commissioners that our water/sewer rates be increased from \$58.05 to \$87.67 for 3,000 gallons of water.

Governor, 3,000 gallons of water will not wash our cars, our homes, or allow us to water our yards. We are people who have worked diligently all our lives, saved and invested our money. The recession has also affected our pension plans, 401K's and other investments.

We realize Labrador Utilities has a right to make a reasonable profit. We were business people ourselves but a 51% increase is outrageous especially with the poor quality of water they provide. For years we have had to buy water to drink and cook with. Further, the rank odor from the sewer plant is something we have to put up with every day.

Governor Crist, I am pleading with you for this community I live in to look into this case. The residents have not been treated fairly.

The PSC Commissioners will be making their decision on this rate hearing case on 2 June, 2009

Sincerely,

  
Eva Rush

**Katie Ely**

080249

**From:** Ruth McHargue  
**Sent:** Monday, June 08, 2009 10:33 AM  
**To:** Katie Ely  
**Cc:** Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
**Subject:** FW: To CLK FW: Water Increase for Labrador Inc.

Please add to docket file.

**From:** Consumer Contact  
**Sent:** Friday, June 05, 2009 1:30 PM  
**To:** Ruth McHargue  
**Subject:** To CLK FW: Water Increase for Labrador Inc.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00874-09		
DISTRIBUTION: ECD GCL		

**From:** Diane Beauregard [mailto:beauregard.diane@yahoo.com]  
**Sent:** Friday, June 05, 2009 1:21 PM  
**To:** Consumer Contact  
**Subject:** Water Increase for Labrador Inc.

**DOCKET # 080249**  
**REGARDING LABRADOR INC.**

**DIANE AND LOUIS BEAUREGARD**  
**6333 UTOPIA DRIVE**  
**ZEPHYRHILLS FLORIDA**  
**33540**

**TO WHOM IT MAY CONCERN:**

**I AM WRITING YOU IN REGARDS TO THE DECISION MADE ON JUNE 2ND./09 REGARDING THE INCREASE ALLOWED FOR LABRADOR INC. I AM ABSOLUTELY APPAULED WITH THIS DECISION THE COMMISSIONERS MADE IN FAVOUR OF LABRADOR INC. I FIND THIS INCREASE IS TOO EXTREME AND IT PUTS A LOT OF PEOPLE IN FINANCIAL PROBLEMS, AS IF THERE IS NOT ENOUGH GOING ON AT THIS TIME, WITH THE ECONOMY IN A TERRIBLE STATE. I FEEL THAT THIS DECISION HAS BEEN WITHOUT REGARD TO THE PEOPLE WHO HAVE TO PAY THESE RATES. THANK YOU IN ADVANCE FOR YOUR CONSIDERATION IN THIS MATTER.**

**DIANE BEAUREGARD**

6/8/2009

Katie Ely

080249

**From:** Ruth McHargue  
**Sent:** Monday, June 08, 2009 10:31 AM  
**To:** Katie Ely  
**Cc:** Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
**Subject:** FW: To CLK FW: Water rates

Please add to docket file.

**From:** Consumer Contact  
**Sent:** Friday, June 05, 2009 3:40 PM  
**To:** Ruth McHargue  
**Subject:** To CLK FW: Water rates

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 0824-09		
DISTRIBUTION: ERGCL		

**From:** Jim and Eva [mailto:jrush33@tampabay.rr.com]  
**Sent:** Friday, June 05, 2009 3:30 PM  
**To:** Consumer Contact  
**Subject:** Water rates

I AM WRITING TO PROTEST THE DECEISION ON DOCKET NUMBER 080249 THAT WAS GIVEN JUNE 2ND 2009. I FEEL LIKE THE PEOPLE OF FOREST LAKE ZEPHYRHILLS, FL HAVE BEEN GIVEN A GREAR INJUSTICE. THERE WILL BE A PAY DAY SOME DAY,, EVA RUSH 5912 JESSUP DR, ZEPHYRHILLS, FL 33540

080249

STATE OF FLORIDA

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

May 29, 2009

RECEIVED-FPSC  
09 JUN - 1 AM 10: 11  
COMMISSION  
CLERK

Gene Mercer  
6114 Spring Lake Circle  
Zephyrhills, FL 33540

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00274-09		
DISTRIBUTION: _____		

Re: Labrador Utilities, Inc. - Docket No. 080249-WS

Dear Mr. Mercer:

Thank you for your letter in which you expressed your concerns about a rate increase petition filed by Labrador Utilities, Inc. To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter has been placed on the correspondence side of the docket file for all to review.

We understand your concerns regarding the Utility's proposed increases. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at [cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us).

Sincerely,

Curt Mouring  
Regulatory Analyst

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of Commission Clerk (Docket No. 080249-WS)  
Office of Public Counsel

080249

State of Florida



RECEIVED-FPSC  
09 JUN -1 AM 10:10  
COMMISSION  
CLERK

# 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 29, 2009

**TO:** Ann Cole, Commission Clerk - PSC, Office of Commission Clerk

**FROM:** Curt Mouring, Regulatory Analyst II, Division of Economic Regulation

**RE:** Docket No. 080249-WS, Application for water and wastewater rates in Pasco County by Labrador Utilities, Inc.

Attached is a document for inclusion in the correspondence file for Docket No. 080249-WS, Application for water and wastewater rates in Pasco County by Labrador Utilities, Inc.

The document is a seven page letter dated May 4, 2009, to the Curt Mouring from Albert Mercer sent via Eva Rush concerning billing and water quality.

FPSC, CLK - CORRESPONDENCE

Administrative  Parties  Consumer

DOCUMENT NO. 00874-09

DISTRIBUTION: EURGA

ALBERT (GENE) MERCER  
6114 Spring Lake Circle  
Zephyrhills, Florida 33540  
Phone 813-312-3494

RECEIVED  
FLORIDA PUBLIC SERVICE  
COMMISSION

09 MAY 28 AM 9:50

DIVISION OF  
ECONOMIC REGULATION

UTILITIES, INC. OF FLORIDA  
AND AFFILIATED COMPANIES  
200 Weathersfield Avenue  
Altamonte Springs, Florida  
32714

May 4, 2009

To whom it might concern:

This is our twentieth year of residing in this home with the last five years being fulltime. Prior to retiring fulltime at 84 after a career of designing and teaching industrial hydraulics and three patents for devices handling human waste I feel qualified to offer the following system evaluation and history.

Because we appreciate the value and convenience of being able to have water at our fingertips and waste removal on demand the following modifications and use changes have been made or practiced.

- (1)...Reduced flushing water volume by reducing tank volume.
- (2)...Stopped using automatic lawn sprinkling system 5 years ago.
- (3)...We have created a more efficient and sanitary system of cleanliness by eliminating the shower.
- (4)...Our vehicle is washed at a car wash.
- (5)...We water our plants by carrying 1 gallon containers to eliminate the waste of a hose or sprinkler.
- (6)...Our dishwasher uses a thrifty 6 gallons never more than once a day.
- (7)...Our home is washed never more than once per year, the last time being 07-27-08 and was included in our billing of 08-15-08 \$56.36 and daily usage of 90 gallons. This indicates that house washing is not a major consumer.
- (8)...We wash clothing once a week with water at medium settings and cold water. Two normal loads and one light.
- (9)...Your employee checked our system 04-17-09 and found NO leaks.
- (10)..Our plumbing system was upgraded a few years ago by a Federal program to replace faulty material.
- (11)..My wife and I are the only occupants unless we include our dog.
- (12)..We consume bottled water only on an average of 40 gals. per month which adds a financial burden of \$ 31.60

PLEASE GO TO PAGE (2)

Being people in the later years of life, 80 and 90, we have developed a consistency of behavior that borders on ritual and we appear to be in conflict with UTILITIES, INC. Enclosed please find documentation to support our findings.

- (1)...A listing of 12 months of UTILITIES, INC. billings 2008.
- (2)...A listing of 3 months of UTILITIES, INC. billings 2009.
- (3)...A copy of April 12, 2009 UTILITIES, INC. billing.

The following is a copulation of the inconsistencies and the errors that have occurred during the 12 months of 2008 and the 4 months of 2009.

(2008 and 2009).

- (a)...6 monthly billings that average 31 days, 85 gallons per day, and a charge of \$53.39.
- (b)...6 monthly billings that average 30 days, 122 gallons per day, and a charge of \$80.84.
- (c)...2008 must have been LEAP YEAR for it had 366 billing days.
- (d)...During 2008 billing charges increased 34%.
- (e)...During 2008 water billing increased 37 gallons per day.
- (f)...During this year we switched to bottle water at a rate of 40 gallons per month because our medication would not tolerate borderline water as supplied by UTILITIES, INC. This was an added expense of \$31.60 per month.
- (g)...At one point we installed a kitchen water filter system and eventually discontinued using it as bottled water was more economical.
- (h)...Our toilet bowl must be cleaned every 3 or 4 days for the water level becomes apparent due to its tan color.
- (i)...Individual home owners have had their water tested and apparently had purity readings lower than UTILITIES, INC. which seems to indicate that distance from the source has some bearing.
- (j)...04-12-09 billing is an increase of 230% over the billing noted on item (a) as water volume.
- (k)...04-12-09 billing is an increase of 269% water charge.

- (l)...We find it necessary to chemically clean our dishwasher once a month because of lime buildup.
- (m)...We have had our sewerage lines purged twice at a cost to us of \$215.00.
- (n)...Our proximity to the pumping station apparently has had some influence on our system.
- (o)...This home came equipped with a garbage disposal which never has been used for that purpose.
- (p)...We have replaced a toilet seal twice which seems to share the timing of pump station activity.
- (q)...We add laundry bleach to our toilet tanks periodically to remove the buildup of sludge and lime.
- (r)...If sludge and lime can be bothersome to the rest of the plumbing it certainly must have an impact on the water meters.I believe that we still have the original meter so a meter change is perhaps due.
- (s)...12-15-08 billing begins:These are calendar days.
  - 12-15-08 to 01-12-09 = 29 days.
  - 01-13-09 to 02-12-09 = 31 "
  - 02-13-09 to 03-12-09 = 28 "
  - 03-13-09 to 04-12-09 = 31 "119 days
- (t)...01-12-09 billing charged with 32 days at \$2.43 per day.
  - 02-12-09 " " " 30 " " \$2.19 " " .
  - 03-12-09 " " " 28 " " \$2.31 " " .
  - 04-12-09 " " " 32 " " \$3.84 " " .122 days
- (u)...Look back into the billing history of 6114 Spring Lake Circle and you will find misreading of the water meter, over charges,and other irritations.The time is overdue for a new meter and reciprocity of incorrect charges. Improved water quality would also be appreciated.

Sincerely,

Albert Eugene Mercer

CC: Utilities, Inc.  
Forest Lake Estates  
Florida Public Service  
Commission  
F.L.E.N.S.

# Utilities, Inc.\*

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

Bill Date	Account Number	Due Date	Please Pay
04/12/2009	0107800000	5/4/2009	\$ 122.90

Name GENE MERCER Primary Telephone # (813) 312-3494  
 Service Address 6114 SPRING LAKE CIR, ZEPHYRHILLS, FL. 33540

**Activity Since Last Bill**

Previous Balance \$64.58  
 Payments received as of 04/12/2009 \$-64.58  
 Balance as of 04/12/2009 \$0.00

**Residential Water Service**

Water Base Charge \$10.32  
 7,330 gallons at \$5.16 per 1,000 gallons \$37.82  
 Total Residential Water Service \$48.14

**Residential Wastewater Service**

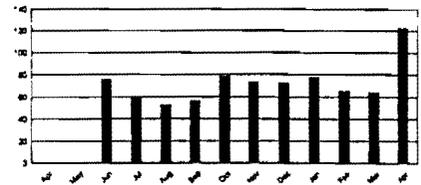
Wastewater Base Charge \$13.26  
 Maximum Usage Charge up to 6,000 gallons \$61.50  
 Total Residential Wastewater Service \$74.76

**Total Amount Due \$122.90**

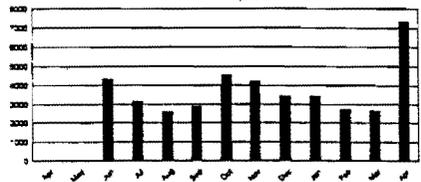
**Summary of Service**

Meter Reading Meter # 41960469  
 Current 1454020 04/07/2009  
 Previous 1446690 03/06/2009  
 Usage 7,330 Gallons  
 Number of Days: 32  
 Average Daily Use: 229 Gallons  
 Average Daily Cost: \$ 3.84

**Billing History**



**Consumption History**



*W.F.  
 # 3877  
 7/28  
 Pd.  
 122.90  
 www*

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

Messages

UTILITIES, INC. WATER/SEWERAGE INVOICNG LOT 186

2008

DATE	BILLING	DAYS	WATER	GALLONS	DAILY	SEWERAGE	GALLONS
01-09	\$ 53.89	29	\$ 15.31	2,680	92	\$38.58	?
02-10	57.92	33	16.33	2,990	91	41.59	?
03-11	62.46	29	17.47	3,340	115	44.99	?
04-09	46.23	31	13.38	2,090	67	32.85.	?
05-11	53.12	30	15.12	2,620	87	38.00	?
06-09	62.59	30	17.50	3,350	112	45.09	?
07-23	135.83	31	16.92	3,170	102	43.34	3,170
08-15	52.73	30	15.03	2,590	86	37.71	2,590
09-14	56.36	32	15.93	2,870	90	40.43	2,870
10-13	78.30	30	21.46	4,560	152	56.84	4,560
11-12	73.76	30	20.32	4,210	140	53.44	4,210
12-14	72.65	30	24.43	3,440	115	48.22	3,440
	804.84	365	209.20	37,910		521.08	37,910

2009

01-12	77.80	32	28.35	3,440	108	49.45	3,440
02-12	65.65	30	24.41	2,730	91	41.24	2,730
03-12	64.58	28	24.05	2,660	95	40.53	2,660
04-12	122.90	32	48.14	7,330	229	74.76	7,330
	330.93	122	124.95	16,160		205.98	16,160

1 YEAR PROJECTION

	992.79	366	374.85	48,480	130	617.94	48,480
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Florida Public Service Commission

SPECIAL REPORT March 2009

Question & Answers

Regarding Labrador Utilities, Inc. (ITEM #3

LAST APPROVED RATE INCREASE December 28, 2004

2007 increased twice.

Water and sewerage utilities are permitted to adjust (raise) rates twice a year without the expense to the customer of a public hearing.

(ITEM #4

AVERAGE MONTHLY WATER AND WASTEWATER BILL March 2009 FOR RESIDENTIAL CUSTOMERS:

The average monthly water and wastewater bill for residential customer is \$12.40 and \$29.19 respectively.

AVERAGE FOR LOT 186 OVER LAST 16 MONTHS:

water \$20.88      wastewater \$48.47



1051 GALS. PER DAY

<b>Bill Date</b>	<b>Account Number</b>	<b>Due Date</b>
12/14/2008		1/5/2009

Name \_\_\_\_\_ Primary Telephone # (813) \_\_\_\_\_  
 Service Address **SPRING LAKE CIR, ZEPHYRHILLS, FL, 33540**

**Residential Water Service**

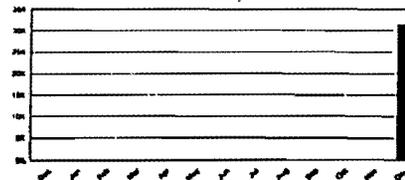
Water Base Charge	\$9.03
12,620 gallons at \$0.00327 per gallon	\$41.27
12,620 gallons at \$0.00534 per gallon	\$67.39
6,310 gallons at \$0.00516 per gallon	\$32.56
<b>Total Residential Water Service</b>	<b>\$150.25</b>

**Residential Wastewater Service**

Wastewater Base Charge	\$13.17
Maximum Usage Charge up to 6,000 gallons	\$61.14
<b>Total Residential Wastewater Service</b>	<b>\$74.31</b>

**Meter Reading**    **Meter #** 33256640  
 Current            48570    12/06/2008  
 Previous           17020    11/06/2008 E  
 Usage              31550 Gallons  
 Number of Days:    30

Consumption History



080249

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

# Labrador Utilities, Inc.

DOCKET NO. 080249 - WS

MR. R. J. HUMPHREY  
387 VALLEYVIEW AVE  
LONDON ON NSY 1S7

Name Bob Humphrey  
Address 6351 Jessup Dr  
Z-Hills FL 33540

RECEIVED-FPSC  
09 JUN -1 AM 10:09  
COMMISSION CLERK

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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 Doc# 080249-WS

On March 5 / 2009 6PM you PSC Staff held a Customer Hearing meeting at which time I made a presentation with regards to the WATER & SEWER rate increases that have happened since 2007. I will FAX & E-Mail this presentation to you for your June 2 meeting. In short this presentation states, for 3000 GALLONS of usage,

2007	Total Bill per month	\$55.81	0%
2008	" " " "	\$58.05	4%
2009 Inter	" " " "	\$69.81	25%
2009 Utility Request	" " " "	\$94.39	69%

The 2009 increase of 25% or 69% is way out of line with this economic time. PLEASE FIND ATTACHED March 5/09 PRESENTATION.

Thank you.

FPSC, CLK - CORRESPONDENCE  
 Administrative  
 Parties  
 Consumer  
 DOCUMENT NO. 00874-09  
 DISTRIBUTION: EVC GCD

Increase  
Increase  
Increase

Labrador Utilities Rate Increase Customer Meeting Mar 5 2009 6pm Docket # 080249-WS  
My name is Bob Humphrey and I would like to talk to you about four items I have concerns with.

6351 JESSUP DR Z-Hills 33540

1 Initial Customer notice dated Jan 23 2009 states the income as reported to FPSC for Water revenue as being \$172,175.00 and expense of \$224,715.00 for a loss of \$52,540. Wastewater revenue was reported as \$338,315.00 and expense of \$273,917.00 and as reported this was a net operating income of \$114,397.00. These figures do not add up, out by some \$50,000. My concern here is what has been filed in the Minimum Filing Requirements (MFR"s) by Labrador to the FPSC & how accurate are they .

2 I have received at least three customer notices from Labrador, they being dated Nov 14 2008, Jan 23 2009, and Feb 16 2009 all reporting current and proposed charges for Water and Wastewater but could not be tracked on our bills each month . In December 2008 there where three water rate changes for that month alone. My suggestion would be to include dates in these columns for Utility requested Rate and for Commission Approved Rates so we can apply this to our water bills. There is a lot of confusion build into all these notices and I wonder if that's the purpose, as most people cannot relate to this information.

3 Labrador's 2009 rate as it exists today is a 25.09 % increase from the bills we received in 2007. If Labrador gets it's final requested increase as stated in our customer notice letters this would represent an overall increase of 69.13% from our 2007 rates .This is a total that we can not bear . I would like to present to you charts that show our rise in both water and wastewater from 2007 to 2009 .,and a dollar breakout using an average 3000 gallons per month , in 2007 this total monthly bill was \$55.81 , in 2008 this total monthly bill was \$58.05 and 2009 current this total monthly bill is \$69.81 and if allowed the Utilities Final Rate request the total monthly bill would jump to \$94..39. My comment , Unbearable and Unbelievable.

4 The community of Forest Lake Estates is an over 55 years old senior community with most of it's resident's retired and living on fixed incomes such as Social Security and investments which we know have been hard hit this past year. I believe the cost of living increase for Social Security last year was around 5% .Having lived in this community since 1991 I have experienced many problems with our water before Labrador Utilities took over and since then with various odor causing problems , this winter has been one of the best as far as odor is concerned. I realize that this company has made improvements to this facility and should expect to recover their costs but a 69% increase is way out of line. Having said that, a fair rate of return this day and age would be in the 5% area which is much larger than any investments are now returning. These costs also apply to our Co-op owned facilities such as our recreation hall ,pool water ,showers , washrooms, and kitchen areas and these costs are applied by the Co-op in the form of rent increases and maintenance fees back to the residents. In summary your commission is called the Florida Public Service Commission and we, your public would hope that you are working towards our best interests.

Thank You.....Bob Humphrey.....6351 JESSUP Drive 813-780-7647 Lot 413

ZEPHYRHILLS FL 33540

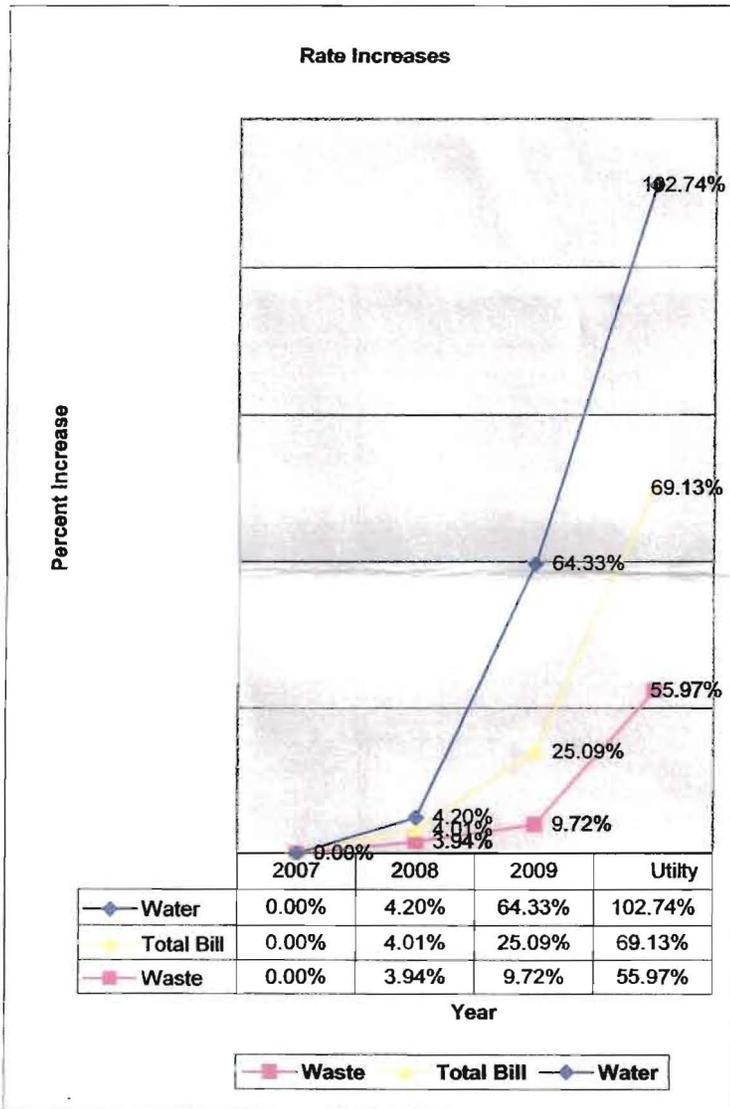
Doc # 000277-WS

Meter reading prior mth. 661000  
 Meter reading current mth. 664000  
 Gallons of usage 3000

Water	Water	Price /1000 gallons
2007 Rate	\$6.28	+ 3X \$3.14
2008 Rate Nov 12	\$6.55	+ 3X \$3.27
2009 Rate Feb 12	\$10.32	+ 3X \$5.16
Utility Req Final	\$12.75	+ 3X \$6.36

Waste	Waste	Price /1000 gallons
2007 Rate	\$12.09	+ 3X \$9.34
2008 Rate Nov 12	\$12.56	+ 3X \$9.71
2009 Rate Feb 12	\$13.26	+ 3X \$10.25
Utility Req Final	\$18.85	+ 3X \$14.57

		% of increase from 2007		
Bill for Water 2007	\$15.70	0.00%	Water	0.00%
Bill for Water 2008	\$16.36	4.20%	Water	4.20%
Bill for Water 2009	\$25.80	64.33%	Water	64.33%
Utility Requested Final	\$31.83	102.74%	Water	102.74%
Bill for Waste 2007	\$40.11	0.00%	Wastewater	0.00%
Bill for Waste 2008	\$41.69	3.94%	Wastewater	3.94%
Bill for Waste 2009	\$44.01	9.72%	Wastewater	9.72%
Utility Requested Final	\$62.56	55.97%	Wastewater	55.97%
Total Bill 2007	\$55.81	0.00%	Total Bill	0.00%
Total Bill 2008	\$58.05	4.01%	Total Bill	4.01%
Total Bill 2009	\$69.81	25.09%	Total Bill	25.09%
Utility Requested Final	\$94.39	69.13%	Total Bill	69.13%



**Dorothy Menasco**

080249

**From:** Dorothy Menasco  
**Sent:** Wednesday, May 27, 2009 1:09 PM  
**To:** 'diane beauregard'  
**Subject:** RE: docet # 080249-WS

FPSC, CLK - CORRESPONDENCE  
 \_\_\_Administrative\_\_\_ Parties  Consumer  
 DOCUMENT NO. 00874-09  
 DISTRIBUTION: \_\_\_\_\_

You are very welcome! Have a great day!

*Dorothy Menasco  
 Chief Deputy Commission Clerk  
 Florida Public Service Commission  
 Office of Commission Clerk  
 850-413-6770*

**From:** diane beauregard [mailto:dianebeau@wotl.ca]  
**Sent:** Wednesday, May 27, 2009 1:04 PM  
**To:** Dorothy Menasco  
**Subject:** Re: docet # 080249-WS

I thank you very much for your time to check on this. I have looked on the site and I have just thrown out the postcard. The title "Water Update" made me think that it had to do with the ongoing situation with Labrador Inc. Thank you once again.

Best Regards  
 Diane & Louis Beauregard

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

**From:** Dorothy Menasco  
**To:** dianebeau@wotl.ca  
**Cc:** Katie Ely ; Ann Cole ; Ralph Jaeger ; Curt Mouring ; Ruth McHargue ; Cheryl Bulecza-Banks ; Carol Purvis  
**Sent:** Wednesday, May 27, 2009 12:54 PM  
**Subject:** FW: docet # 080249-WS

Mr. and Ms. Beauregard:

We are in receipt of your e-mail below requesting information on receipt of a postcard titled "Water Update." After speaking with members of our office, staff, and legal department, we have determined that the postcard is not from the Florida Public Service Commission. However, I searched google.com for the telephone number you provided below and found that it may be a sales solicitation of some kind. This is one of the many websites that came up regarding same:

<http://phoneowner.info/Number.aspx/8662040720>

This correspondence will be placed in the consumer correspondence section of the Docket 080249. Please feel free to call our office if you have any questions.

*Dorothy Menasco  
 Chief Deputy Commission Clerk  
 Florida Public Service Commission  
 Office of Commission Clerk  
 850-413-6770*

5/27/2009

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**From:** Ruth McHargue  
**Sent:** Tuesday, May 26, 2009 1:47 PM  
**To:** Katie Ely  
**Cc:** Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
**Subject:** FW: docet # 080249-WS

It appears the customer is requesting information regarding the above docket.  
Ruth

---

**From:** Consumer Contact  
**Sent:** Tuesday, May 26, 2009 8:43 AM  
**To:** Ruth McHargue  
**Subject:** FW: docet # 080249-WS

To CLK

---

**From:** diane beauregard [mailto:dianebeau@wotl.ca]  
**Sent:** Monday, May 25, 2009 9:40 AM  
**To:** Consumer Contact  
**Subject:** docet # 080249-WS

I'm not sure if I am reaching the right place. We live for the winter months in Zephyrhills Florida, 6333 Utopia Dr., 33540. I did attend the meeting in March 2009 regarding the increase that Labrador Inc. is requesting and at that time I did fill in a comment sheet about this situation. I am back in Canada and I got a post card titled Water Update which asks me to contact within 72 hrs. I did try the 1-866-204-0720 but it does not work from Canada & I don't have another # to call. I am not sure if it comes from your department or not but it was apparently sent on April 27th. 2009 and I just received it on May 22, 2009. Could you please confirm whether your office sent this and what exactly it is all about. Thank you very much in advance for your prompt reply in this matter.

Diane & Louis Beauregard

**Dorothy Menasco**

**From:** Ralph Jaeger  
**Sent:** Wednesday, May 27, 2009 12:39 PM  
**To:** Dorothy Menasco  
**Subject:** RE: docet # 080249-WS

FPSC, CLK - CORRESPONDENCE  
 \_\_\_Administrative\_\_\_ Parties  Consumer  
 DOCUMENT NO. 00874-09  
 DISTRIBUTION: \_\_\_\_\_

I do not know where this comes from.

---

**From:** Dorothy Menasco  
**Sent:** Wednesday, May 27, 2009 12:29 PM  
**To:** Ralph Jaeger; Curt Mouring  
**Subject:** FW: docet # 080249-WS

Ralph and Curtis,

We aren't aware of any postcards being sent from our office on April 27th. Do you know if anything was sent from either of your offices? We need to respond to the consumer's message below. Thank you for your help.

Dorothy

---

**From:** Carol Purvis **On Behalf Of** Ann Cole  
**Sent:** Wednesday, May 27, 2009 12:13 PM  
**To:** Dorothy Menasco  
**Subject:** FW: docet # 080249-WS

Did someone take care of the customers request?

---

**From:** Ruth McHargue  
**Sent:** Tuesday, May 26, 2009 1:47 PM  
**To:** Katie Ely  
**Cc:** Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
**Subject:** FW: docet # 080249-WS

It appears the customer is requesting information regarding the above docket.  
 Ruth

---

**From:** Consumer Contact  
**Sent:** Tuesday, May 26, 2009 8:43 AM  
**To:** Ruth McHargue  
**Subject:** FW: docet # 080249-WS

To CLK

---

**From:** diane beaugard [mailto:dianebeau@wotl.ca]  
**Sent:** Monday, May 25, 2009 9:40 AM  
**To:** Consumer Contact  
**Subject:** docet # 080249-WS

I'm not sure if I am reaching the right place. We live for the winter months in Zephyrhills Florida, 6333

5/27/2009

Utopia Dr., 33540. I did attend the meeting in March 2009 regarding the increase that Labrador Inc. is requesting and at that time I did fill in a comment sheet about this situation. I am back in Canada and I got a post card titled Water Update which asks me to contact within 72 hrs. I did try the 1-866-204-0720 but it does not work from Canada & I don't have another # to call. I am not sure if it comes from your department or not but it was apparently sent on April 27th. 2009 and I just received it on May 22, 2009. Could you please confirm whether your office sent this and what exactly it is all about. Thank you very much in advance for your prompt reply in this matter.

Diane & Louis Beauregard

5/27/2009

**Dorothy Menasco**

---

**From:** Curt Mouring  
**Sent:** Wednesday, May 27, 2009 12:33 PM  
**To:** Dorothy Menasco  
**Subject:** RE: docet # 080249-WS

FPSC, CLK - CORRESPONDENCE  
 \_\_\_Administrative\_\_\_ Parties  Consumer  
 DOCUMENT NO. 00874-09  
 DISTRIBUTION: \_\_\_\_\_

I am not aware of anything sent out by the Commission but I am going to look into it.

Curt

---

**From:** Dorothy Menasco  
**Sent:** Wednesday, May 27, 2009 12:29 PM  
**To:** Ralph Jaeger; Curt Mouring  
**Subject:** FW: docet # 080249-WS

Ralph and Curtis,

We aren't aware of any postcards being sent from our office on April 27th. Do you know if anything was sent from either of your offices? We need to respond to the consumer's message below. Thank you for your help.

Dorothy

---

**From:** Carol Purvis **On Behalf Of** Ann Cole  
**Sent:** Wednesday, May 27, 2009 12:13 PM  
**To:** Dorothy Menasco  
**Subject:** FW: docet # 080249-WS

Did someone take care of the customers request?

---

**From:** Ruth McHargue  
**Sent:** Tuesday, May 26, 2009 1:47 PM  
**To:** Katie Ely  
**Cc:** Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
**Subject:** FW: docet # 080249-WS

It appears the customer is requesting information regarding the above docket.  
 Ruth

---

**From:** Consumer Contact  
**Sent:** Tuesday, May 26, 2009 8:43 AM  
**To:** Ruth McHargue  
**Subject:** FW: docet # 080249-WS

To CLK

---

**From:** Diane Beauregard [mailto:dianebeau@wotl.ca]  
**Sent:** Monday, May 25, 2009 9:40 AM  
**To:** Consumer Contact  
**Subject:** docet # 080249-WS

5/27/2009

I'm not sure if I am reaching the right place. We live for the winter months in Zephyrhills Florida, 6333 Utopia Dr., 33540. I did attend the meeting in March 2009 regarding the increase that Labrador Inc. is requesting and at that time I did fill in a comment sheet about this situation. I am back in Canada and I got a post card titled Water Update which asks me to contact within 72 hrs. I did try the 1-866-204-0720 but it does not work from Canada & I don't have another # to call. I am not sure if it comes from your department or not but it was apparently sent on April 27th. 2009 and I just received it on May 22, 2009. Could you please confirm whether your office sent this and what exactly it is all about. Thank you very much in advance for your prompt reply in this matter.

Diane & Louis Beauregard

5/27/2009

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  
09 MAY 26 PM 3:58  
COMMISSION  
CLERK

**DATE:** May 26, 2009

**TO:** Ann Cole, Commission Clerk - PSC, Office of Commission Clerk

**FROM:** <sup>ai</sup> Curt Mouring, Regulatory Analyst II, Division of Economic Regulation

**RE:** Docket No. 080249-WS, Application for water and wastewater rates in Pasco County by Labrador Utilities, Inc.

Attached is a document for inclusion in the correspondence file for Docket No. 080249-WS, Application for water and wastewater rates in Pasco County by Labrador Utilities, Inc.

The document is a one page letter dated May 22, 2009, to the Division of Economic Regulation, Office of Commission Clerk and Office of General Counsel from Eva Rush concerning the rate case for Labrador Utilities, Inc.

cc: Division of Economic Regulation (Bulecza-Banks, Daniel, Fletcher, Lingo, Rieger)  
Office of General Counsel (Jaeger)

FPSC, CLK - CORRESPONDENCE

Administrative  Parties  Consumer

DOCUMENT NO. 00874-09

DISTRIBUTION: \_\_\_\_\_

# MEMORANDUM

May 22, 2009

To: Office of Commission Clerk (Cole)  
Division of Economic Regulation  
(Mouring, Bulecza, Banks, Daniel, Fletcher, Lingo, Rieger)  
Office of The General Counsel (Jaeger)  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL, 32399-0850

From: Eva Rush  
5912 Jessup Dr.  
Zephyrhills, FL 33540-0819

Docket No. 080249-WS

First of all let me begin by thanking you for the telephone call Thursday, May 21, 2009, and for e-mailing the rate case report.

Needless to say I was stunned by your decision. With an economy in shambles and our people living on a fixed income in addition to the prospects of a minus CPI for the coming year I find the proposed increase in water/sewer rates outrageous. This increase is going to cause an additional hardship on the residents of this park.

After going over this report I can see that you did not believe the residents of the park at the PSC meeting, but you did believe Labrador Utilities Inc. This proves the power of big business and the influence they have in rate cases. You are doing an injustice to the residents of this park. You have given Labrador Utilities Inc. an open book to charge whatever increase they want and you rubberstamp it.

I have asked the residents why they did not complain more and they said we are tired of complaining as it does no good. Our complaints have fallen on deaf ears. The proposed increase supports their comments.

I ask where are all of you are at 6 AM in the morning when the rank odor starts and at 7 PM at night when the calls start complaining of the stated condition.

We expected a raise but a raise of this magnitude disappoints me. Our only salvation is the PSC Commissioners who will make the final decision. An increase of 65% in our water/sewer rates is unthinkable. Do the PSC Commissioners have our best interests at heart? Only time will tell.

Sincerely,  
Eva Rush



RECEIVED  
DIVISION OF  
ECONOMIC REGULATION

09 MAY 26 AM 9:38

RECEIVED  
FLORIDA PUBLIC SERVICE  
COMMISSION

**Katie Ely**

080249

**From:** Ruth McHargue  
**Sent:** Tuesday, May 26, 2009 1:50 PM  
**To:** Katie Ely  
**Cc:** Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
**Subject:** FW: Docket # 080249-WS  
**Attachments:** scan0001.jpg; scan0002.jpg

Please add to docket file.

**From:** Consumer Contact  
**Sent:** Tuesday, May 26, 2009 8:43 AM  
**To:** Ruth McHargue  
**Subject:** FW: Docket # 080249-WS

To CLK

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00874-09		
DISTRIBUTION: ECR GCU		

**From:** RobHmpr@aol.com [mailto:RobHmpr@aol.com]  
**Sent:** Sunday, May 24, 2009 1:03 PM  
**To:** Consumer Contact  
**Subject:** Docket # 080249-WS

Office of Commision Clerk,

I am writing concerning this water and sewer rate increase docket. On March 5, 2009, I made a presentation at this customer hearing and provided a copy of this presentation to your PSC staff.

I now would like to provide you copies of this presentation so it will get into the Commissioners hands for their June 2, 2009, Agenda meeting. I have noticed in your Details of Docket Number 080249 in the Parties of Record and interested Parties you show the "Labrador Utilities & Rose Law Firm " but no interested Persons. Since we had our March 5 2009 customer hearing I do know that their where about seven presentations and I would believe that would indicate to me that these are very interested persons from the Forest Lake Estates community.

In summary I will show the rates of water and sewer increases for 3000 gallons for the years of 2007,2008,2009 and the percent increase that is currently esablished.

2007 Total bill \$55.81

2008 Total bill \$58.05 4% increase

2009 Total bill \$69.81 25% increase

2009 Utility requested increase \$94.39 **69.13% increase** . In these economic times it seems a 25% or even an unbearable 69% increase is way out of line. Realizing the utility has made upgrades to this Plant I still feel our Public Service Commision should be more aware of these hard times and put these increases in line with this economy by protecting your **PUBLIC**.

Thank you .....RJ (bob) Humphrey robhmpr@aol.com

5/26/2009

MARCH 5/2009 CUSTOMER HEARING PRESENTATION PAGE 1 OF 2.

Labrador Utilities Rate Increase Customer Meeting Mar 5 2009 6pm Docket # 080249-WS  
My name is Bob Humphrey and I would like to talk to you about four items I have concerns with.

6351 JESSUP DR ZEPHYR HILLS 33540

1 Initial Customer notice dated Jan 23 2009 states the income as reported to FPSC for Water revenue as being \$172,175.00 and expense of \$224,715.00 for a loss of \$52,540. Wastewater revenue was reported as \$338,315.00 and expense of \$273,917.00 and as reported this was a net operating income of \$114,397.00. These figures do not add up, out by some \$50,000. My concern here is what has been filed in the Minimum Filing Requirements (MFR's) by Labrador to the FPSC & how accurate are they.

2 I have received at least three customer notices from Labrador, they being dated Nov 14 2008, Jan 23 2009, and Feb 16 2009 all reporting current and proposed charges for Water and Wastewater but could not be tracked on our bills each month. In December 2008 there where three water rate changes for that month alone. My suggestion would be to include dates in these columns for Utility requested Rate and for Commission Approved Rates so we can apply this to our water bills. There is a lot of confusion build into all these notices and I wonder if that's the purpose, as most people cannot relate to this information.

3 Labrador's 2009 rate as it exists today is a 25.09 % increase from the bills we received in 2007. If Labrador gets it's final requested increase as stated in our customer notice letters this would represent an overall increase of 69.13% from our 2007 rates. **This is a total that we can not bear.** I would like to present to you charts that show our rise in both water and wastewater from 2007 to 2009, and a dollar breakout using an average 3000 gallons per month, in 2007 this total monthly bill was \$55.81, in 2008 this total monthly bill was \$58.05 and 2009 current this total monthly bill is \$69.81 and if allowed the Utilities Final Rate request the total monthly bill would jump to \$94..39. My comment, **Unbearable and Unbelievable.**

4 The community of Forest Lake Estates is an over 55 years old senior community with most of it's resident's retired and living on fixed incomes such as Social Security and investments which we know have been hard hit this past year. I believe the cost of living increase for Social Security last year was around 5%. Having lived in this community since 1991 I have experienced many problems with our water before Labrador Utilities took over and since then with various odor causing problems, this winter has been one of the best as far as odor is concerned.

I realize that this company has made improvements to this facility and should expect to recover their costs but a 69% increase is way out of line. Having said that, a fair rate of return this day and age would be in the 5% area which is much larger than any investments are now returning. These costs also apply to our Co-op owned facilities such as our recreation hall, pool water, showers, washrooms, and kitchen areas and these costs are applied by the Co-op in the form of rent increases and maintenance fees back to the residents. In summary your commission is called the Florida Public Service Commission and we, your public would hope that you are working towards our best interests.

Thank You.....Bob Humphrey.....6351 JESSUP Drive 813-780-7647 Lot 413

ZEPHYR HILLS FL 33540

Doc # 080249-WS

Due 3/11/07

Meter reading prior mth. 661000  
 Meter reading current mth. 664000  
 Gallons of usage 3000

Water	Water	Price /1000 gallons
2007 Rate	\$6.28	+ 3 X \$3.14
2008 Rate Nov 12	\$6.55	+ 3 X \$3.27
2009 Rate Feb 12	\$10.32	+ 3 X \$5.16
Utility Req Final	\$12.75	+ 3 X \$6.36

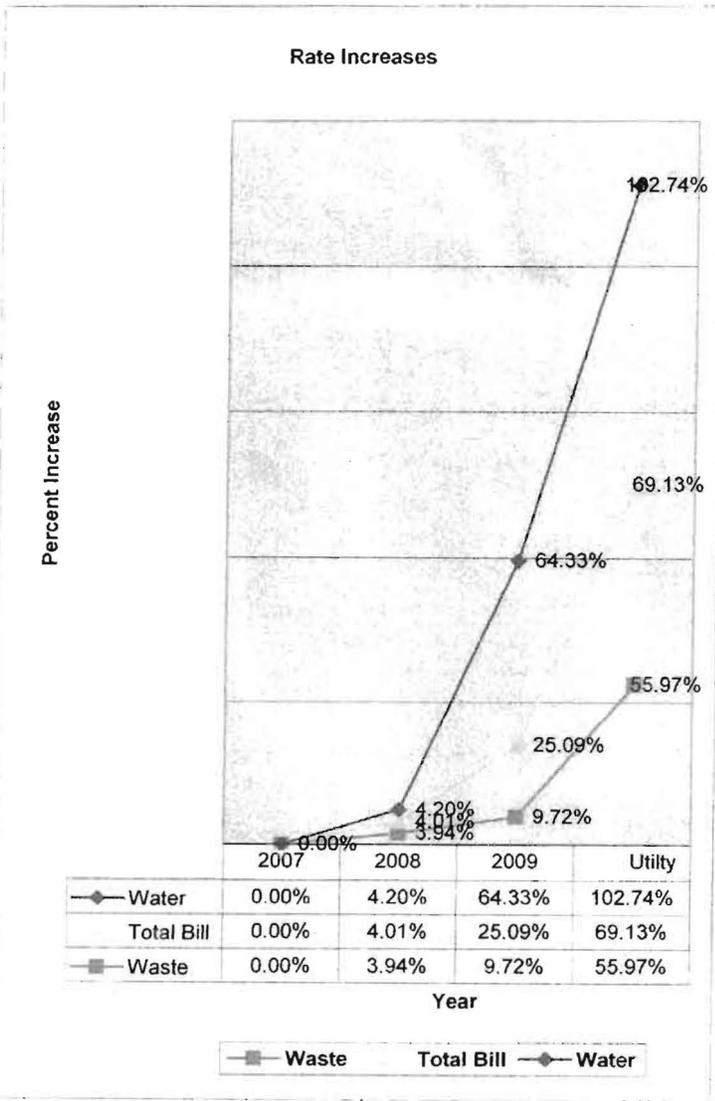
		% of increase from 2007
Bill for Water 2007	\$15.70	0.00%
Bill for Water 2008	\$16.36	4.20%
Bill for Water 2009	\$25.80	64.33%
Utility Requested Final	\$31.83	102.74%

Water		
2007	0.00%	2007
2008	4.20%	2008
2009	64.33%	2009
Utility	102.74%	Utility

Waste	Waste	Price /1000 gallons
2007 Rate	\$12.09	+ 3 X \$9.34
2008 Rate Nov 12	\$12.56	+ 3 X \$9.71
2009 Rate Feb 12	\$13.26	+ 3 X \$10.25
Utility Req Final	\$18.85	+ 3 X \$14.57

Bill for Waste 2007	\$40.11	0.00%
Bill for Waste 2008	\$41.69	3.94%
Bill for Waste 2009	\$44.01	9.72%
Utility Requested Final	\$62.56	55.97%
Total Bill 2007	\$55.81	0.00%
Total Bill 2008	\$58.05	4.01%
Total Bill 2009	\$69.81	25.09%
Utility Requested Final	\$94.39	69.13%

Wastewater		
2007	0.00%	2007
2008	3.94%	2008
2009	9.72%	2009
Utility	55.97%	Utility
<b>Total Bill</b>		
2007	0.00%	2007
2008	4.01%	2008
2009	25.09%	2009
Utility	69.13%	Utility



080249

State of Florida



RECEIVED-FPSC

# Public Service Commission

09 MAY 21 PM 3:50

CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

COMMISSION  
CLERK

**-M-E-M-O-R-A-N-D-U-M-**

**DATE:** May 22, 2009

**TO:** Ann Cole, Commission Clerk - PSC, Office of Commission Clerk

**FROM:** Stephen B. Fletcher, Public Utilities Supervisor, Division of Economic Regulation *SBF*

**RE:** Docket No. 080249-WS, Application for water and wastewater rates in Pasco County by Labrador Utilities, Inc.

Attached is a document for inclusion in the correspondence file for Docket No. 080249-WS, Application for water and wastewater rates in Pasco County by Labrador Utilities, Inc.

The document is a five page fax dated May 16, 2009, to Curt Mouring from Eva Rush concerning the sewer and water plants for Labrador Utilities, Inc.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00874-09		
DISTRIBUTION: _____		

**Jim and Eva**

---

**From:** "Jim and Eva" <jrush33@tampabay.rr.com>  
**To:** "CURT MOURING" <CMOURING@PSC.STATE.FL.US>  
**Sent:** Saturday, May 16, 2009 9:02 PM  
**Subject:** no subject

DOCKET NO. 080249-WS

RECEIVED YOUR LETTER DATED MAY 14TH.  
I AM SENDING YOU COPIES OF A LOG THAT I KEEP DAILY ON SEWER AND WATER PLANTS.  
FROM 5 TILL LATE AT NIGHT AND EARLY IN THE MORNING SMELL IS TERRIBLE.  
MIKE WILSON AND LEE FROM LABRADOR OR [UTILITIES INC.] HAVE TRIED TO SOLVE BUT SO FAR  
HAS NOT BEEN ABLE TO DO SO.

EVA RUSH

5/14/09

This is the log I keep.  
I can't say Labrador  
Utilities Inc has not  
tried but can't seem  
to correct the problem.

*Eva Rush*

RECEIVED  
FLORIDA PUBLIC SERVICE  
COMMISSION  
09 MAY 20 AM 9:24  
DIVISION OF  
ECONOMIC REGULATION

5/16/2009

**DECEMBER • 1998 •**

DECEMBER 1998						
S	M	T	W	T	F	S
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6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

**11**  
DEC

~~FRIDAY~~ Monday 11th  
of May

9  
10  
11  
12  
1

Sewer Plant 6:00 PM  
No smell

5/12/09

Found plant with  
Lee & Mike Wilson  
showed new filters

**12**  
DEC

SATURDAY

**13**  
DEC

SUNDAY

New piping & wiring  
for the fan  
filters last 8-10

man the  
Sledge in is date  
taken out and  
smell, Sumner  
every 2 months

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DECEMBER 1998						
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27	28	29	30	31		

**DECEMBER • 1998 •**

**MONDAY**  
CHANUKAH

**14**  
DEC

9 5/12/09 9:00 P.M.  
10 sewer plant smelling  
11 Pactor called me.  
12

1  
2 5/13/09 - Called Mike  
3 at 1:30 am told him  
4 about smell.  
5 also went & drove  
around sewer **TUESDAY**

**15**  
DEC

9 with Jim to see if  
10 smelled. Jim could  
11 smell nothing.  
12

1 5/13/09 - 5:30 P.M.  
2 Smelled - worked  
3 name.

4  
5 5/14/09 - Resid. with  
Jim & went lawn &  
did smell. Mike Wilson  
on way

21th  
y  
6:00 P.M.

with  
1:30  
P.M.

**SUNDAY**  
8-10

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the

DECEMBER • 1998 •

16  
DEC

WEDNESDAY

6:00 PM

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5

5/14/09 - checked  
sewer plant for  
smell - No smell

8:00 PM - got call  
smell began.

9:00 Smell ended.

17  
DEC

THURSDAY

5/15/09 - 7:30 AM

9  
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Called Mike Wilson  
Labrador reported  
last night's call.

DECEMBER 1998						
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5/1  
8:15  
John  
of 3  
13 1

SATURDAY

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DECEMBER 1998						
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**DECEMBER • 1998 •**

**FRIDAY 18**  
DEC

9 5/16/09

10 8:15 P.M.

11  
12 Johnston's called  
1 of sewer smell  
2 is terrible.  
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**SATURDAY 19**  
DEC

**SUNDAY 20**  
DEC

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080249

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

May 14, 2009

RECEIVED--FPSC  
09 MAY 14 PM 3:24  
COMMISSION  
CLERK

Eva Rush  
5912 Jessup Drive  
Zephyrhills, FL 33540

**Re: Labrador Utilities, Inc. - Docket No. 080249-WS**

Dear Ms. Rush:

Thank you for your letter dated May 6, 2009, in which you express your concern over the sewage spills and general quality of service being provided by Labrador Utilities, Inc. (Labrador or Utility). To ensure that the Commission staff and the Commissioners have knowledge of your concerns, your letter will be placed on the correspondence side of the docket file for all to review. The concerns raised in your letter will be addressed in the quality of service issue in the staff's recommendation to the Commission.

We understand your concerns regarding the Utility's quality of service and the proposed increases. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at [cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us)

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. 00874-09		
DISTRIBUTION: _____		

Sincerely,

Curt Mouring  
Regulatory Analyst II

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of Commission Clerk (Docket No. 080249-WS)  
Office of Public Counsel

State of Florida



Public Service Commission

1300 CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD  
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

080249

RECEIVED-FPSC  
MAY 13 PM 2:27

COMMISSION  
CLERK

**DATE:** May 13, 2009

**TO:** Ann Cole, Commission Clerk - PSC, Office of Commission Clerk

**FROM:** Stephen B. Fletcher, Public Utilities Supervisor, Division of Economic Regulation *SBF*

**RE:** Docket No. 080249-WS, Application for water and wastewater rates in Pasco County by Labrador Utilities, Inc.

Attached is a document for inclusion in the correspondence file for Docket No. 080249-WS, Application for water and wastewater rates in Pasco County by Labrador Utilities, Inc.

The document is a letter dated May 6, 2009, to Curt Mouring from Eva Rush concerning the rate hearing case.

FPSC, CLK - CORRESPONDENCE		
<input type="checkbox"/> Administrative	<input type="checkbox"/> Parties	<input checked="" type="checkbox"/> Consumer
DOCUMENT NO. <u>00874-09</u>		
DISTRIBUTION: <u>ECR GU</u>		

May 6, 2009

To: Mr. Curt Mouring  
Regulatory Analyst II  
Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, FL 32399-0850

From: Eva Rush  
5912 Jessup Dr.  
Zephyrhills, FL 33540-0819

Subject: PSC Docket NO. 080249-WS

RECEIVED  
FLORIDA PUBLIC SERVICE  
COMMISSION  
09 MAY -8 AM 9:26  
DIVISION OF  
ECONOMIC REGULATION

**(PASS THIS INFORMATION TO ALL PSC COMMISSIONERS)**

**I am writing this letter because I am concerned for the residents of Forest Lake Estates.**

**I woke up Tuesday morning thinking that 5 May, 2009, was going to be a beautiful day but "all hell broke loose".**

**I received a call from a resident who lives on Utopia Drive across from the water/sewer plant. They have lived there for 4 years and have to deal with the rank odor constantly being emitted from the water/sewer plant. They are contemplating on selling their home and leaving the park as they can no longer live under the present conditions.**

**This is a continuing problem that still needs to be addressed by the PSC. In fact, I am now asking the PSC to delay this rate hearing case for one year until Labrador Utilities proves they are capable of providing the service the residents of this park are paying for.**

**Is the PSC aware of the fact that we have had three sewage spills lately? The residents called Labrador Utilities who came and cleaned up the spill(s). The workers deny that there was a spill (s), however the residents saw the spill(s) on the ground. The residents of this park are 55 and older, but we still have our facilities are far from being senile.**

**The time to resolve this problem is now before any decision is reached on the rate hearing case. I want to thank you for all your help in the past.**

Sincerely,

  
Eva Rush

5/6/2009



ALBERT (GENE) MERCER  
6114 Spring Lake Circle  
Zephyrhills, Florida 33540  
Phone 813-312-3494

2010 12 17 7:25

UTILITIES, INC. OF FLORIDA  
AND AFFILIATED COMPANIES  
200 Weathersfield Avenue  
Altamonte Springs, Florida  
32714

May 4, 2009

To whom it might concern:

This is our twentieth year of residing in this home with the last five years being fulltime. Prior to retiring fulltime at 84 after a career of designing and teaching industrial hydraulics and three patents for devices handling human waste I feel qualified to offer the following system evaluation and history.

Because we appreciate the value and convenience of being able to have water at our fingertips and waste removal on demand the following modifications and use changes have been made or practiced.

- (1)...Reduced flushing water volume by reducing tank volume.
- (2)...Stopped using automatic lawn sprinkling system 5 years ago.
- (3)...We have created a more efficient and sanitary system of cleanliness by eliminating the shower.
- (4)...Our vehicle is washed at a car wash.
- (5)...We water our plants by carrying 1 gallon containers to eliminate the waste of a hose or sprinkler.
- (6)...Our dishwasher uses a thrifty 6 gallons never more than once a day.
- (7)...Our home is washed never more than once per year, the last time being 07-27-08 and was included in our billing of 08-15-08 \$56.36 and daily usage of 90 gallons. This indicates that house washing is not a major consumer.
- (8)...We wash clothing once a week with water at medium settings and cold water. Two normal loads and one light.
- (9)...Your employee checked our system 04-17-09 and found NO leaks.
- (10)..Our plumbing system was upgraded a few years ago by a Federal program to replace faulty material.
- (11)..My wife and I are the only occupants unless we include our dog.
- (12)..We consume bottled water only on an average of 40 gals. per month which adds a financial burden of \$ 31.60

PLEASE GO TO PAGE (2)

Being people in the later years of life, 80 and 90, we have developed a consistency of behavior that borders on ritual and we appear to be in conflict with UTILITIES, INC. Enclosed please find documentation to support our findings.

- (1)...A listing of 12 months of UTILITIES, INC. billings 2008.
- (2)...A listing of 3 months of UTILITIES, INC. billings 2009.
- (3)...A copy of April 12, 2009 UTILITIES, INC. billing.

The following is a copulation of the inconsistencies and the errors that have occurred during the 12 months of 2008 and the 4 months of 2009.

(2008 and 2009)

- (a)...6 monthly billings that average 31 days, 85 gallons per day, and a charge of \$53.39.
- (b)...6 monthly billings that average 30 days, 122 gallons per day, and a charge of \$80.84.
- (c)...2008 must have been LEAP YEAR for it had 366 billing days.
- (d)...During 2008 billing charges increased 34%.
- (e)...During 2008 water billing increased 37 gallons per day..
- (f)...During this year we switched to bottle water at a rate of 40 gallons per month because our medication would not tolerate borderline water as supplied by UTILITIES, INC. This was an added expense of \$31.60 per month.
- (g)...At one point we installed a kitchen water filter system and eventually discontinued using it as bottled water was more economical.
- (h)...Our toilet bowl must be cleaned every 3 or 4 days for the water level becomes apparent due to its tan color.
- (i)...Individual home owners have had their water tested and apparently had purity readings lower than UTILITIES, INC. which seems to indicate that distance from the source has some bearing.
- (j)...04-12-09 billing is an increase of 230% over the billing noted on item (a) as water volume.
- (k)...04-12-09 billing is an increase of 269% water charge.

- (l)...We find it necessary to chemically clean our dishwasher once a month because of lime buildup.
- (m)...We have had our sewerage lines purged twice at a cost to us of \$215.00.
- (n)...Our proximity to the pumping station apparently has had some influence on our system.
- (o)...This home came equipped with a garbage disposal which never has been used for that purpose.
- (p)...We have replaced a toilet seal twice which seems to share the timing of pump station activity.
- (q)...We add laundry bleach to our toilet tanks periodically to remove the buildup of sludge and lime.
- (r)...If sludge and lime can be bothersome to the rest of the plumbing it certainly must have an impact on the water meters. I believe that we still have the original meter so a meter change is perhaps due.
- (s)...12-15-08 billing begins: These are calendar days.  
12-15-08 to 01-12-09 = 29 days.  
01-13-09 to 02-12-09 = 31 "  
02-13-09 to 03-12-09 = 28 "  
03-13-09 to 04-12-09 = 31 "  
119 days
- (t)...01-12-09 billing charged with 32 days at \$2.43 per day.  
02-12-09 " " " 30 " " \$2.19 " "  
03-12-09 " " " 28 " " \$2.31 " "  
04-12-09 " " " 32 " " \$3.84 " "  
122 days
- (u)...Look back into the billing history of 6114 Spring Lake Circle and you will find misreading of the water meter, over charges, and other irritations. The time is overdue for a new meter and reciprocity of incorrect charges. Improved water quality would also be appreciated.

Sincerely,

Albert Eugene Mercer



CC: Utilities, Inc.  
Forest Lake Estates  
Florida Public Service  
Commission  
F.L.E.N.S.

UTILITIES, INC. WATER/SEWERAGE INVOICNG LOT 186

2008

DATE	BILLING	DAYS	WATER	GALLONS	DAILY	SEWERAGE	GALLONS
01-09	\$ 53.89	29	\$ 15.31	2,680	92	\$38.58	?
02-10	57.92	33	16.33	2,990	91	41.59	?
03-11	62.46	29	17.47	3,340	115	44.99	?
04-09	46.23	31	13.38	2,090	67	32.85.	?
05-11	53.12	30	15.12	2,620	87	38.00	?
06-09	62.59	30	17.50	3,350	112	45.09	?
07-23	135.83	31	16.92	3,170	102	43.34	3,170
08-15	52.73	30	15.03	2,590	86	37.71	2,590
09-14	56.36	32	15.93	2,870	90	40.43	2,870
10-13	78.30	30	21.46	4,560	152	56.84	4,560
11-12	73.76	30	20.32	4,210	140	53.44	4,210
12-14	72.65	30	24.43	3,440	115	48.22	3,440
	804.84	365	209.20	37,910		521.08	37,910

2009

01-12	77.80	32	28.35	3,440	108	49.45	3,440
02-12	65.65	30	24.41	2,730	91	41.24	2,730
03-12	64.58	28	24.05	2,660	95	40.53	2,660
04-12	122.90	32	48.14	7,330	229	74.76	7,330
	330.93	122	124.95	16,160		205.98	16,160

1 YEAR PROJECTION

	992.79	366	374.85	48,480	130	617.94	48,480
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080249

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

April 30, 2009

RECEIVED-FPSC  
09 MAY - 1 PM 1:36  
COMMISSION  
CLERK

Kirby G. Elliot  
5941 Utopia Drive  
Zephyrhills, FL 33540

FPSC, CLK - CORRESPONDENCE  
Administrative Parties X Consumer  
DOCUMENT NO. 08024-09  
DISTRIBUTION: \_\_\_\_\_

Re: Labrador Utilities, Inc. - Docket No. 080249-WS

Dear Mr. Elliot:

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 on the correspondence side of the docket file for all to review.

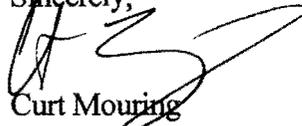
In your letter, you indicated that you are paying more for water and wastewater service when compared to the rates charged by other utilities in the surrounding area. Rates do vary between utilities for a variety of reasons. As utility rates are designed to cover the cost to run the utility and provide a reasonable return on the utility's investment, a multitude of factors will determine the level of rates to be charged. Such factors include: the type of water treatment method used, the level of debt and equity, the number of customers and the amount of plant that is being used to serve the customers. Some utilities may have older infrastructure that is almost fully depreciated, where some may have new expensive equipment that has not been depreciated much. Also, by statute we do not regulate any municipal or county owned utilities, therefore, we do not have information on their rates. However, there are also many differences between Commission-regulated water and wastewater utilities and municipally-owned utilities that affect rates. For example, municipally-owned systems do not have any income or property taxes and have access to low interest construction loans. Further a city or county may issue bonds to finance capital improvements. Municipally-owned systems often serve a varied customer base and may structure rates which result in general service customers paying more than their fair share of costs than residential customers. Also, cities and counties may subsidize their water and wastewater operations through electric rates or other sources.

It should also be noted that the Utility's rate structure is comprised of a Base Facility Charge (BFC) and a gallonage charge based on usage. The BFCs are designed to generate the required revenue to cover the Utility's fixed operating costs. These fixed costs incurred by the Utility regardless of whether seasonal customers are present or not. Examples of fixed costs include: routine maintenance expenses for the water and wastewater treatment plants, the water distribution facilities, as well as the wastewater collection facilities. This is why seasonal residents are charged the BFC through the summer months. If seasonal residents were not charged the BFC while they are gone, the fixed costs of maintaining the utility system would be unfairly allocated to the year round residents.

Kirby G. Elliot  
Page 2  
April 30, 2009

We understand your concerns regarding the Utility's proposed increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at [cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us).

Sincerely,



Curt Mouring  
Regulatory Analyst

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of Commission Clerk (Docket No. 080249-WS)  
Office of Public Counsel

080249

**MEMORANDUM**

**April 10, 2009**

**To: Department of Environmental Protection  
13051 North Telecom Parkway  
Temple Terrace, Fl, 33637-33637  
Attn: Mr. Frank Fulghum**

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

**From: Eva Rush  
5912 Jessup Dr.  
Zephyrhills, Fl 33540-0819**

**Subject: Sewer Plant Odor**

**Dear Sir,**

**I am notifying you today about the rank odor being emitted from the sewer treatment plant located at Forest Lake Estates, Zephyrhills, Florida, 33540. This has been a continuing problem for the past several years. I would appreciate you investigate this problem as soon as possible.**

**Sincerely,**

  
Eva Rush

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECR GLL

RECEIVED-FPSC  
09 APR 14 AM 9:42  
COMMISSION  
CLERK

# MEMORANDUM

April 10, 2009

To: Utilities, Inc. of Florida  
200 Wethersfield Avenue  
Altamonte Springs, Florida 32714

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

From: Eva Rush  
5912 Jessup Dr.  
Zephyrhills, Fl 33540-0819

Subject: Restricted Water Pressure

Dear Sir,

I am notifying you today about the restricted water pressure being experienced by residents of Forest Lake Estates, Zephyrhills Florida, 33540. Specifically, residents are limited to operating one appliance at a time that utilizes water due to the low water pressure in certain areas of our park. Additionally, we continuously receive complaints about the rank odor being emitted from the water/sewer treatment plant. Any assistance in these matters will be greatly appreciated.

Sincerely,

  
Eva Rush

UTILITY CENTER  
09 APR 14 11:07:19

RECEIVED-FPSC  
09 APR 14 AM 9:42  
COMMISSION  
CLERK

080249

April 6, 2009

Florida Public Service Commission  
2540 Shumard Oak Blvd  
Tallahassee, Fl, 32399-0850

From: Eva Rush  
5912 Jessup Dr.  
Zephyrhills, Fl 33540-0819

FPSC, CLK - CORRESPONDENCE  
Administrative Parties & Consumer  
DOCUMENT NO. 00824-09  
DISTRIBUTION: ECR GLL

RECEIVED-FPSC  
09 APR - 7 PM 3:00  
COMMISSION  
CLERK

Subject: Docket #080249-WS

Encl: (1) St Petersburg Times Newspaper Article  
Encl: (2) PSC Handout at our Park Meeting

This article appeared in enclosure (1) on April 3, 2009. I am sure the PSC is well aware of the recession we are in and the effect it having on the residents of Pasco County and our country in general.

Presently, the PSC is considering Labrador Utilities request for a water/sewer rate increase. This is in addition to the CPI increase they get each year.

There is something else that I have found to be erroneous. Specifically, enclosure (2), the PSC Special Report, Titled Labrador Utilities, Inc, dated March 2009, Article 4, states "The average monthly water and wastewater bill residential customers are \$12.40 and \$29.19, respectively". The correct figures are \$58.05 for 3000 gallons of water, not \$41.59 plus \$25.00 for drinking water. I sincerely hope the PSC considers this higher cost in the final analysis and how it is going to affect the residents in this park. Do we pay our electric bill, our water bill or buy our medicines for the month. The decision the PSC makes on the proposed increase will go a long way in determining our standard of living in the future.

Sincerely,



Eva Rush Chairwoman of the Protest against  
Labrador Utilities Water/Sewer Rates

Encl: (1) St Petersburg Times Newspaper Article  
Encl: (2) PSC Handout at our Park Meeting

APR 06 2009

Spend a day on Caladesi Island with the man who knows it best. In Gulf & Bay

# St. Petersburg Times

TAMPA EDITION

APR 06 2009

Florida's Best Newspaper Service Commission  
Division of SSC

tampabay.com

P ★★ Friday, April 3, 2009 | 50¢

## Retiree raises may go away

The recession threatens the annual cost-of-living increases in Social Security checks.

BY JEFF HARRINGTON  
Times Staff Writer

Balancing retirement finances is getting tougher for the 50 million Social Security beneficiaries, including 600,000 in the bay area.

The recession is projected to wipe out annual cost-of-living increases on Social Security

benefits for the next three years, something that hasn't happened since automatic adjustments pegged to inflation were adopted in 1975.

The Congressional Budget Office, which forecast the squeeze, also estimates in an admittedly sketchier projection that annual Social Security

increases could average a meager 2 percent after that, extending through 2019.

It's a frightening forecast for 59-year-old Christine Adkins, a social worker who lives in Weeki Wachee. She's not worried about herself, but for her 91-year-old mother, who increasingly relies on Social Security to pay for stay-

ing in a private home after her investments were decimated last fall.

And Adkins fears for the senior citizens she helps at Hernando-Pasco Hospice. Already, many are struggling after the value of their homes and savings fell sharply. Some, she said, have the added financial burden of aiding

relatives who have lost their jobs. Hernando County's unemployment rate of 12.7 percent is the highest among bay area counties and one of the highest statewide.

"A lot of my elderly people are really on fixed income," Adkins said. "When everything else goes up, if Social Security doesn't go

» See SOCIAL SECURITY, 7A

ENCLOSURE (1)

increase from

» SOCIAL SECURITY  
continued from 1A

# Retirees face Social Security slowdown

up a little they're really having problems."

The Social Security Administration is due to make the final decision on the 2010 cost-of-living adjustment in October based on inflation over the previous year. It would take effect three months later.

Just three months ago, Social Security beneficiaries enjoyed the biggest annual boost to their checks in more than a quarter century. With spiraling gas prices driving up the cost of living, Social Security checks were boosted 5.8 percent for 2009. That translated to another \$63 a month for the typical retiree.

Another economic reprieve is coming soon. As part of the stimulus program, the federal government in early May begins dispatching \$250 payments to people who receive Social Security and Supplemental Security Income benefits.

Dave Bruns, a spokesman for Florida AARP, said that one-time payment will go a long way, but he's troubled by the prospect of a multi-year freeze on cost-of-living increases.

"The most important number is that one-fifth of Floridians age 65 and older — one out of five — rely on Social Security alone. It's their only source of income," Bruns said. "So anything touching Social Security is a very, very serious issue for more than a million older Floridians."

In particular, Bruns said, rising Social Security benefits are crucial to help offset rising and sudden health care costs. "By far, the biggest contributor to the devastation of older Floridians finan-

cially is not the stock market; it's unexpected health care costs," he said. "That's the most common cause of bankruptcy."

The prospect of a payout freeze was included in Congressional Budget Office projections issued last week. That same report drew attention for predicting that the Social Security trust funds will collect just \$3 billion more in cash receipts than they will pay out in benefits in the fiscal year that begins next October. A year ago, before the recession struck, the office predicted an \$86 billion cash surplus.

With a \$2.4 trillion balance in the trust funds, there is little immediate impact on payouts caused by having a smaller surplus. But it cuts into the federal government's flexibility to tap into the funds to pay for other programs.

The long-term solvency of the Social Security system is linked to the depth and length of the current recession. But even an economic bounceback won't eliminate the severe strains caused by the looming retirement of 78 million baby boomers. Short of any major congressional overhaul or new taxes, Social Security is projected to deplete its reserves by 2041.

More immediate, though, is the budget crunch facing retirees if Social Security benefits remain flat in coming years.

Raisa Ferro, a retired registered nurse living in St. Petersburg, worries about those with health problems who face rising deductibles for their coverage. Exasperated, she's looking for some answers.

"What'll happen? We're not going to go out and rob a bank," she laughs. "We have to adjust to whatever happens. The cost of living has gone up tremendously, so what can you do? What can a senior citizen do? I don't know."

Times wires contributed to this report. Jeff Harrington may be reached at [harrington@sptimes.com](mailto:harrington@sptimes.com) or (727) 893-8242.

6-01

RE

APR 06 2009

Florida Public Service Co.  
Division of 820



Florida Public Service Commission

# SPECIAL REPORT

MARCH 2009

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

APR 06 2009

**Labrador Utilities, Inc.**

Florida Public Service Commission  
Division of CSC

DOCKET NO. 080249 - WS

On August 28, 2008, Labrador Utilities Inc. (Labrador or Utility) filed an application for increase in water and wastewater rates with the Florida Public Service Commission (PSC or Commission). Labrador is a Class B utility providing water and wastewater service to approximately 897 water and 892 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 will conduct a customer meeting to allow customer feedback about the Utility and the rate setting process. The Commissioners take customer comments, written and oral, into consideration in reaching a decision.

### **Customer Hearing**

Thursday, March 5, 2009, 6:00 p.m.

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

### **2 Why is Labrador requesting a rate increase?**

Labrador is requesting a rate increase to earn a fair rate of return on its investment and to cover increasing operating costs.

### **3 When was Labrador's last approved rate increase?**

The Utility's last approved rate increase was granted by Order No. PSC-04-1281-PAA-WS, issued on December 28, 2004, in docket number 030443-WS.

### **4 Presently, how much is the average monthly water and wastewater bill for residential customers?**

*continued on the back*

To check if a meeting has been canceled, look on the Commission's Web site ([www.floridapsc.com](http://www.floridapsc.com)) under the Hot Topics link on the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at (850) 413-6199.

ENCLOSURE (2)

RECEIVED

APR 06 2009

The average monthly water and wastewater bill for residential customers is \$12.40 and \$29.19, respectively.

**5 What if I can't make the customer hearing or prefer not to speak? Are there other ways to comment on the issue?**

Any person who wants to comment or provide information to the Commission regarding this matter may do so orally at the hearing or in writing. Correspondence will be placed in the docket file. Written comments should be mailed to:

*Florida Public Service Commission  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0950*

The PSC will also accept faxes and e-mails.

*Fax number: 1-800-511-0809*

*internet e-mail address:*

*contact@psc.state.fl.us*

**Please be sure to include the docket number, 080249-WS.**

Customer comments are placed on the consumer side of the docket file and are taken into consideration by the Commissioners in reaching their decision. In accordance with Florida Statutes, the PSC will also consider the utility's quality of service and other matters. If you have questions, call the Florida Public Service Commission's Division of

Service, Safety & Consumer Assistance at 1-800-342-3552

**6 Who can answer technical or legal questions?**

**For technical questions, contact:**

Curtis Mouring  
(850) 413-6427

Bart Fletcher  
(850) 413-7017

Patti Daniel  
(850) 413-6808

Stanley Rieger  
(850) 413-6970

**For legal questions, contact:**

Ralph Jaeger  
(850) 413-6234

**7 Where on the Internet can I obtain more detailed information?**

Detailed docket information is available on the PSC Web site at [www.floridapsc.com](http://www.floridapsc.com). Click on **Dockets and Filings/Dockets** and then type in the docket number 080249.

**8 When will the PSC make a decision?**

The PSC staff is scheduled to file a recommendation with the Commission on April 9, 2009. The Commissioners are expected to vote on this matter at the April 21, 2009 Agenda Conference.

080249

STATE OF FLORIDA

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

March 24, 2009

LaVern Johnson  
6309 Utopia Drive  
Zephyrhills, FL 33540

Re: Labrador Utilities, Inc. - Docket No. 080249-WS

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: \_\_\_\_\_

RECEIVED-FPSC  
09 MAR 25 PM 2:24  
COMMISSIONER  
CLERK

Dear Mr. Johnson:

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 on the correspondence side 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.

We understand your concerns regarding the Utility's proposed increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at [cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us)

Sincerely,

Curt Mouring  
Regulatory Analyst II

LaVern Johnson  
Page 2  
March 24, 2009

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of Commission Clerk (Docket No. 080249-WS)  
Office of Public Counsel

080249

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

RECEIVED-FPSC  
09 MAR 25 PM 2:24  
COMMISSION  
CLERK

Public Service Commission

March 24, 2009

Andrea Martlock  
5917 Utopia Drive  
Zephyrhills, FL 33540

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: \_\_\_\_\_

Re: Labrador Utilities, Inc. - Docket No. 080249-WS

Dear Ms. Martlock:

Thank you for your email 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 on the correspondence side 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.

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We understand your concerns regarding the Utility's proposed increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at [cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us).

Andrea Martlock  
Page 2  
March 24, 2009

Sincerely,

A handwritten signature in black ink, appearing to read 'Curt Mouring', written over the word 'Sincerely,'.

Curt Mouring  
Regulatory Analyst

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of Commission Clerk (Docket No. 080249-WS)  
Office of Public Counsel

080249

STATE OF FLORIDA

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

March 24, 2009

Barbara Chatterson  
5946 Jessup Drive  
Zephyrhills, FL 33540

Re: Labrador Utilities, Inc. - Docket No. 080249-WS

Dear Mrs. Chatterson:

FPSC, CLK - CORRESPONDENCE  
Administrative Parties / Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: \_\_\_\_\_

RECEIVED-FPSC  
09 MAR 25 PM 2:24  
COMMISSIONER  
CLERK

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 on the correspondence side of the docket file for all to review.

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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.

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We understand your concerns regarding the Utility's proposed increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at [cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us)

Barbara Chatterson  
Page 2  
March 24, 2009

Sincerely,

A handwritten signature in black ink, appearing to read 'Curt Mouring', written over a horizontal line.

Curt Mouring  
Regulatory Analyst II

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of Commission Clerk (Docket No. 080249-WS)  
Office of Public Counsel

080249

STATE OF FLORIDA

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NATHAN A. SKOP



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

March 24, 2009

RECEIVED-FPSC  
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COMMISSION  
CLERK

Eldon Durkee  
5807 Naples Drive  
Zephyrhills, FL 33540

Re: Labrador Utilities, Inc. - Docket No. 080249-WS

FPSC, CLK - CORRESPONDENCE  
Administrative Parties ~~Consumer~~  
DOCUMENT NO. 00874-09  
DISTRIBUTION:

Dear Mr. Durkee:

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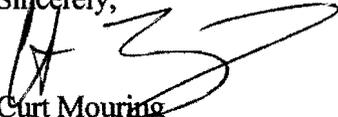
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We understand your concerns regarding the Utility's proposed increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at [cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us)

Eldon Durkee  
Page 2  
March 24, 2009

Sincerely,

A handwritten signature in black ink, appearing to read "Curt Mouring", written over the printed name.

Curt Mouring  
Regulatory Analyst II

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of Commission Clerk (Docket No. 080249-WS)  
Office of Public Counsel

080249

STATE OF FLORIDA

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NANCY ARGENZIANO  
NATHAN A. SKOP



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

March 24, 2009

Peter and Barbara Norkus  
6114 Twilight Drive  
Zephyrhills, FL 33540

Re: Labrador Utilities, Inc. - Docket No. 080249-WS

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  
DOCUMENT NO. 00874-09  
DISTRIBUTION: \_\_\_\_\_

RECEIVED-FPSC  
09 MAR 25 PM 2:24  
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CLERK

Dear Mr. & Mrs. Norkus:

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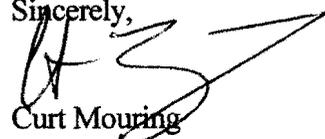
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Peter and Barbara Norkus  
Page 2  
March 24, 2009

Sincerely,

A handwritten signature in black ink, appearing to read 'Curt Mouring', written over the printed name.

Curt Mouring  
Regulatory Analyst II

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of Commission Clerk (Docket No. 080249-WS)  
Office of Public Counsel

080249

STATE OF FLORIDA

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

March 24, 2009

RECEIVED-FPSC  
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COMMISSION  
CLERK

Frances Cooper  
5831 Naples Drive Lot 614  
Zephyrhills, FL 33540

FPSC, CLK - CORRESPONDENCE

Re: Labrador Utilities, Inc. - Docket No. 080249-WS ~~Administrative Parties~~ Consumer

DOCUMENT NO. 00874-09

Dear Mr. Cooper:

DISTRIBUTION: \_\_\_\_\_

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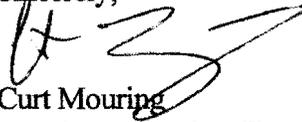
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Frances Cooper  
Page 2  
March 24, 2009

Sincerely,

A handwritten signature in black ink, appearing to read "Curt Mouring", written over the printed name.

Curt Mouring  
Regulatory Analyst II

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of Commission Clerk (Docket No. 080249-WS)  
Office of Public Counsel

080249

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

March 24, 2009

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COMMISSION  
CLERK

John Strong  
5931 Benz Drive  
Zephyrhills, FL 33540

FPSC, CLK - CORRESPONDENCE  
Administrative Parties X Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: \_\_\_\_\_

Re: Labrador Utilities, Inc. - Docket No. 080249-WS

Dear Mr. Strong:

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 on the correspondence side of the docket file for all to review.

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John Strong  
Page 2  
March 24, 2009

Sincerely,

A handwritten signature in black ink, appearing to read 'Curt Mouring', with a large, sweeping flourish extending to the right.

Curt Mouring  
Regulatory Analyst II

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of Commission Clerk (Docket No. 080249-WS)  
Office of Public Counsel

080249

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

March 24, 2009

RECEIVED-FPSC  
09 MAR 25 PM 2: 24  
COMMISSION  
CLERK

Lewis and Janet Beekman  
5939 Utopia Drive  
Zephyrhills, FL 33540

Re: Labrador Utilities, Inc. - Docket No. 080249-WS

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00824-09  
DISTRIBUTION: \_\_\_\_\_

Dear Mr. & Mrs. Beekman:

Thank you for your email 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 on the correspondence side of the docket file for all to review.

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It should also be noted that the Utility's rate structure is comprised of a Base Facility Charge (BFC) and a gallonage charge based on usage. The BFCs are designed to generate the required revenue to cover the Utility's fixed operating costs. These fixed costs incurred by the Utility regardless of whether seasonal customers are present or not. Examples of fixed costs include: routine

Lewis and Janet Beekman

Page 2

March 24, 2009

maintenance expenses for the water and wastewater treatment plants, the water distribution facilities, as well as the wastewater collection facilities. This is why winter residents are charged the BFC through the summer months.

We understand your concerns regarding the Utility's proposed increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at [cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us).

Sincerely,

A handwritten signature in black ink, appearing to read 'Curt Mouring', written over a horizontal line.

Curt Mouring  
Regulatory Analyst

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of Commission Clerk (Docket No. 080249-WS)  
Office of Public Counsel

Katie Ely

080249

**From:** Curt Mouring  
**Sent:** Tuesday, March 24, 2009 8:59 AM  
**To:** 'pfhannon@yahoo.com'  
**Cc:** Ruth McHargue; Katie Ely; Bart Fletcher; Cheryl Bulecza-Banks  
**Subject:** Re: Labrador Utilities, Inc. - Docket No. 080249-WS

FPSC, CLK - CORRESPONDENCE  
 Administrative Parties / Consumer  
 DOCUMENT NO. 00874-09  
 DISTRIBUTION: \_\_\_\_\_

Dear Mr. Hannon:

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 on the correspondence side of the docket file for all to review.

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We understand your concerns regarding the Utility's proposed increases. Labrador filed for interim relief. 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. As the time frame to process the interim request is 60 days, the statute dictates that the company need only make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

We understand your concerns regarding the Utility's proposed increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at [cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us)

3/24/2009

***Curt Mouring***

Florida Public Service Commission  
Regulatory Analyst  
Phone: (850)413-6427  
Fax: (850)413-6428  
[cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us)

Katie Ely

080249

**From:** Ruth McHargue  
**Sent:** Monday, March 23, 2009 3:40 PM  
**To:** Katie Ely  
**Cc:** Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
**Subject:** FW: Docket #080249-WS Labrador Utilities, Inc.

FPSC, CLK - CORRESPONDENCE  
 \_Administrative\_ Parties  Consumer  
 DOCUMENT NO. 00874-09  
 DISTRIBUTION: EUR GCL

Please add to docket file.

---

**From:** Consumer Contact  
**Sent:** Monday, March 23, 2009 1:37 PM  
**To:** Ruth McHargue  
**Subject:** FW: Docket #080249-WS Labrador Utilities, Inc.

To CLK for docket 080249

---

**From:** Paul Hannon [mailto:pfhannon@yahoo.com]  
**Sent:** Monday, March 23, 2009 10:44 AM  
**To:** Consumer Contact  
**Subject:** Docket #080249-WS Labrador Utilities, Inc.

To: Florida Public Services Commission

The request from Labrador Utilities, Inc. to increase both water and wastewater rates to its customers at Forest Lake Estates in Pasco County is without merit.

Having attended the Customer Hearing in March 5, 2009 and as a customer with standing, it is apparent to me and, hopefully, to the Commission that the petitioner's request for an increase to the extent requested, is unwarranted. I join the other customers who attended the meeting in expressing our complete dissatisfaction over the quality of the water provided and the delivery of service especially to the wastewater processing by Labrador.

The odor and taste of the water provided is unsatisfactory. The vast majority of customers in attendance at the public meeting shared in their dissatisfaction of the water quality. Most expressed that they are not using the water for drinking and cooking. As a utility, Labrador has a public obligation to provide adequate service at a reasonable cost. The proposed rates, if unchallenged, will provide sub par water and wastewater service at extraordinary cost.

In discussions with some neighbors, I find that most would agree to a **modest** increase if the water quality were improved to the point where the customer would feel comfortable with the provided water by using it for drinking and cooking purposes. It is hard to imagine that this situation exists less than 3 miles from Zephyrhills, the city that prides itself on its water.

The wastewater service also needs to be improved by eliminating the odors coming from the processing facility adjacent to the affected Forest Lake Estates community. Again, I believe the community would find more acceptable a **modest** increase to wastewater service if this were accomplished.

3/23/2009

As the public guardian of these basic human services, I join my neighbors in asking that you apply an even hand as you deliberate the application for the rate increase.

Paul F. Hannon  
5248 Naples Drive  
Forest Lake Estates  
Zephyrhills, FL 33540

**Katie Ely**

080249

**From:** Curt Mouring  
**Sent:** Monday, March 16, 2009 11:39 AM  
**To:** 'ggallant4@tampabay.rr.com'  
**Cc:** Ruth McHargue; Katie Ely; Cheryl Bulecza-Banks; Bart Fletcher  
**Subject:** Re: Labrador Utilities, Inc. - Docket No. 080249-WS

Dear Mr. Gallant:

Thank you for your email 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 on the correspondence side of the docket file for all to review.

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***Curt Mouring***

Florida Public Service Commission  
 Regulatory Analyst  
 Phone: (850)413-6427  
 Fax: (850)413-6428  
[cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us)

FPSC, CLK - CORRESPONDENCE  
Administrative Parties Consumer  
 DOCUMENT NO. 00874-09  
 DISTRIBUTION: \_\_\_\_\_

3/16/2009

**Katie Ely**

080249

**From:** Curt Mouring  
**Sent:** Monday, March 16, 2009 11:35 AM  
**To:** 'carlyle420@gmail.com'  
**Cc:** Ruth McHargue; Katie Ely; Cheryl Bulecza-Banks; Bart Fletcher  
**Subject:** Re: Labrador Utilities, Inc. - Docket No. 080249-WS

Dear Mr. Hirschinger:

Thank you for your email 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 on the correspondence side of the docket file for all to review.

In response to your concerns regarding the Utility's claim of average monthly bills being \$12.40 and \$29.19 for water and wastewater respectively, these figures are based on average consumption for all of the Utility's customers and the rates in effect during the Utility's test year of 2007.

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.

We understand your concerns regarding the Utility's proposed increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at [cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us).

***Curt Mouring***

Florida Public Service Commission  
 Regulatory Analyst  
 Phone: (850)413-6427  
 Fax: (850)413-6428  
[cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us)

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
 DOCUMENT NO. 00874-09  
 DISTRIBUTION: \_\_\_\_\_

3/16/2009

**Katie Ely**

FPSC, CLK - CORRESPONDENCE

Administrative Parties ~~Consumer~~

080249

**From:** Curt Mouring  
**Sent:** Monday, March 16, 2009 11:32 AM  
**To:** 'cherylm827@aol.com'  
**Cc:** Ruth McHargue; Katie Ely; Kimberley Pena; Cheryl Bulecza-Banks; Bart Fletcher  
**Subject:** Re: Labrador Utilities, Inc. - Docket No. 080249-WS

DOCUMENT NO. 00874-09

DISTRIBUTION: \_\_\_\_\_

Dear Ms.Martel:

Thank you for your email 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 on the correspondence side of the docket file for all to review.

In response to your concerns regarding why there was no formal head count taken at the customer meeting, staff determines a general rough count of customers in attendance. Based on estimates taken by multiple staff members as well as maximum occupancy rating of the Forest Lake Estates Community Clubhouse, we have estimated that at least 450 people were in attendance. Though this is not an exact figure, it does provide the commission with a good sense of the scale of customer concern, and this estimate will be reflected in the staff's recommendation to the Commission.

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.

In your letter, you indicated that you are paying more for water and wastewater service when compared to the rates charged by other utilities in Pasco County. Rates do vary between utilities for a variety of reasons. As utility rates are designed to cover the cost to run the utility and provide a reasonable return on the utility's investment, a multitude of factors will determine the level of rates to be charged. Such factors include: the type of water treatment method used, the level of debt and equity, the number of customers and the amount of plant that is being used to serve the customers. Some utilities may have older infrastructure that is almost fully depreciated, where some may have new expensive equipment that has not been depreciated much. Also, by statute we do not regulate any municipal or county owned utilities, therefore, we do not have information on their rates. However, there are also many differences between Commission-regulated water and wastewater utilities and municipally-owned utilities that affect rates. For example, municipally-owned systems do not have any income or property

3/16/2009

taxes and have access to low interest construction loans. Further a city or county may issue bonds to finance capital improvements. Also, cities and counties may subsidize their water and wastewater operations through electric rates or other sources.

It should also be noted that the Utility's rate structure is comprised of a Base Facility Charge (BFC) and a gallonage charge based on usage. The BFCs are designed to generate the required revenue to cover the Utility's fixed operating costs. These fixed costs incurred by the Utility regardless of whether seasonal customers are present or not. Examples of fixed costs include: routine maintenance expenses for the water and wastewater treatment plants, the water distribution facilities, as well as the wastewater collection facilities. This is why winter residents are charged the BFC through the summer months.

We understand your concerns regarding the Utility's proposed increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at [cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us).

***Curt Mouring***

Florida Public Service Commission  
Regulatory Analyst  
Phone: (850)413-6427  
Fax: (850)413-6428  
[cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us)

080249

RECEIVED-FPSC  
09 MAR 16 AM 9:31  
COMMISSION  
CLERK

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

# Labrador Utilities, Inc.

DOCKET NO. 080249 - WS

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECR GCL

Name Frances Cooper  
Address 5831 Naples DR Lot 614  
Jepphubb FL 33540

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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.

①

3/5/09	CONSUMER COMMENTS
To Whom it may Concern -	
my name is Frances Cooper	
5831 Naples DR Lot 614	
Jepphubb FL 33540	
I attended the meeting tonight, I didnt	
get up to speak - all the speakers were	
very good, got right down to the	
point about our water, we all have	
the same problems. We have water	
that not good for <u>drinking</u> - I buy my	
water witch is extra money I have to	
chish out every week, When I have family	
or guests they also don't drink the	
<u>water</u> , it also cost extra money to buy	
more water. the only thing the water	
is good for is - <u>Washing Clothes</u> -	
<u>taking showers dishes + etc</u>	

Fold and tape -- see back for address

over →

3/5/09

(2)

if we have a leak or drip we have  
to be very carefull or our water bill  
is high, all + all its all about  
the water that we can't cook + drunk  
even all the renters buy there waters  
in plain English the water is no good

thank you  
Frances Cooper

my neighbor signature, they all fill the same  
about the water

Elsie Butler  
Howard Bryan  
Gwen Bryan  
Betty Sauter

080249

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECR-GCL

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

# Labrador Utilities, Inc.

DOCKET NO. 080249 - WS

COMMISSION  
CLERK

09 MAR 16 AM 9:26

RECEIVED-FPSC

Name John Strong  
Address 5931 Benz Dr. Zephyrhills  
Fl. 33540

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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 have in our home an NSA Bacteriostatic Water Treatment Filter Unit Model # 300H (National Safety Associates Ltd.) The filter starts out white & within a month it is brown to rust looking. If we didn't have this unit we would not be able to drink this water, along with the horrible smell.

It's very unfair for all residents to have to pay this outrageous water bill plus have to invest in a filter system or have to buy water weekly.

I feel we should look into having the water brought to the park. It's at Chaucer 54 now. Zephyrhills could be persuaded to help us bring water to the park and they could collect the monthly fee and we could all get rid of filters etc.



Annette Strong  
or John Strong  
5931 Benz Pl  
Zephyrhills, FL 33540

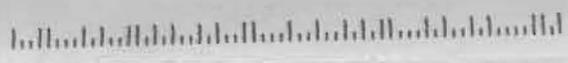
TAMPA FL 335  
SAINT PETERSBURG FL  
13 MAR 2009 PM 1 T



09 MAR 16 PM 7:55  
REGISTRATION CENTER

Florida Public Service Commission  
Division of the Commission Clerk and Administrative Services  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

32399+0850



Fold Here

Tape

Fold Here

080249

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

# Labrador Utilities, Inc.

DOCKET NO. 080249 - WS

RECEIVED-FPSC  
09 MAR 16 AM 9:24  
COMMISSION  
CLERK

FPSC, CLK - CORRESPONDENCE  
Administrative Partic.  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECR GCL

Name Dennis + Marie Cannon

Address 6113 Twilight Dr  
Zephyrhills, FL 33540

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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 are from a small town in the midwest & our water, waste, and trash pickup runs \$50.00 a month. We purch'd in Forest Lake E. April-2008. In Nov-2008 we returned. Our water bill runs over \$100<sup>00</sup> a month for 2 people. We replaced shower heads and all sink nozzles with water saver nozzles. Because of poor water we installed a water softener, chlorine filter, and a P.O. for \$450<sup>00</sup>. We changed our lifestyle to conserve more \$ and yet we are paying more. The bill is outrageous! The commissioners should take your usage and apply it to our rates and see what you would be paying. Has Labrador U. revealed how much money they have collected for NO SERVICE? We paid approx'ly \$150<sup>00</sup> for nothing. Take the \$150<sup>00</sup> times the snowbirds and what amt. do they collect for nothing? With the no service in summer + with a rate increase we will be looking at \$250<sup>00</sup> to \$280<sup>00</sup> for nothing. This should be stopped in our opinions. Our community spoke loud and clear when ~~the~~<sup>we</sup> attended the March 5 meeting. Labrador Utilities should not receive any increases but should be ordered to reduce their rates and ReFUND some money to residents of the park. Also, very important, when did Labrador U. purchase the <sup>water</sup> waste treatment plant? At what cost? What is their annual profit? What kind of raises do they receive? Please help us little guys. Thank you. Respectfully,  
D+M

Fold and tape -- see back for address

080249 - PM

RECEIVED--FPSC  
09 MAR 16 AM 9:18  
COMMISSION  
CLERK

Docket No. 090240 WS

My last 2 bills were \$79.00 and \$75.00. I live alone, do not have plants to water, and do not water the grass. I wash 3 loads of laundry every week- 2 are small loads and 1 is a large load. I run the dishwasher 1 time a week. I shower 4 days a week. I have a very good bladder therefore, do not have the need to flush the toilet often. They are saying I use about 3800 gallons a month. This is not right. I am expecting and even bigger bill next month because I washed a case of strawberries this month. I will have to move, with the water bills like this! I cannot understand how someone living in the Keys that has water piped down to them, can get a bill for \$10.00 a month and I am paying this outrageous amount.

Quite a while back there was a big leak at the meter. It was on a weekend and I called and they came out to fix it on Monday. I do not see why they should be guaranteed a specific rate of return for mismanagement of their business. I know everyone is being bailed out by the government for bad management, but it is time we stopped this and made people and businesses pay the consequences.

Sincerely distressed  
*Andrea Martlock*

Andrea Martlock  
5917 Utopia Dr.  
Zephyrhills FL 33540  
Forest Lakes Estates

Docket 090240WS  
doesn't exist. Placed  
in 080249, the only  
open docket dealing  
w/ Forest Lakes. per  
Dorothy.

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECL GCL

080249

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

# Labrador Utilities, Inc.

DOCKET NO. 080249 - WS

RECEIVED-FPSC  
09 MAR 13 AM 8:19  
COMMISSION  
CLERK

FPSC, CLK - CORRESPONDENCE  
Administrative  Parties  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECR GCU

Name Barbara Nicholson  
Address 5818 Naples Dr.  
Jephyville Fl. 33540

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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 feel the rates do not reflect the service or quality of the water here at Forest Lake. I wonder what the rationale could be for the increase. I would like to know what the profit margin is for Labrador and the profit to the parent Co. I would also like to know the amounts the increased % that you spoke of is automatic each 3 months. I would also like to know the procedure for bonuses to CEO's and employee packages in relation to the expenses of the companies. It seems unrealistic to have such a high increase in

Fold and tape -- see back for address

B-211 rates

Labrador Utilities Rate Increase Customer Meeting Mar 5 2009 6pm Docket # 080249-WS  
My name is Bob Humphrey and I would like to talk to you about four items I have concerns with.

RECEIVED-FPSC  
09 MAR 12 AM 9:04  
COMMISSION  
CLERK

1 Initial Customer notice dated Jan 23 2009 states the income as reported to FPSC for Water revenue as being \$172,175.00 and expense of \$224,715.00 for a loss of \$52,540. Wastewater revenue was reported as \$338,315.00 and expense of \$273,917.00 and as reported this net operating income of \$114,397.00. These figures do not add up , out by some \$50,000. My concern here is what has been filed in the Minimum Filing Requirements (MFR's) by Labrador to the FPSC & how accurate are they .

2 I have received at least three customer notices from Labrador, they being dated Nov 14 2008, Jan 23 2009, and Feb 16 2009 all reporting current and proposed charges for Water and Wastewater but could not be tracked on our bills each month . In December 2008 there where three water rate changes for that month alone. My suggestion would be to include dates in these columns for Utility requested Rate and for Commission Approved Rates so we can apply this to our water bills. There is a lot of confusion build into all these notices and I wonder if that's the purpose, as most people cannot relate to this information.

3 Labrador's 2009 rate as it exists today is a 25.09 % increase from the bills we received in 2007. If Labrador gets it's final requested increase as stated in our customer notice letters this would represent an overall increase of 69.13% from our 2007 rates .**This is a total that we can not bear .** I would like to present to you charts that show our rise in both water and wastewater from 2007 to 2009 ,and a dollar breakout using an average **3000 gallons per month** , in 2007 this total monthly bill was \$55.81 , in 2008 this total monthly bill was \$58.05 and 2009 current this total monthly bill is \$69.81 and if allowed the Utilities Final Rate request the total monthly bill would jump to \$94.39. My comment , **Unbearable and Unbelievable.**

4 The community of Forest Lake Estates is an over 55 years old senior community with most of it's resident's retired and living on fixed incomes such as Social Security and investments which we know have been hard hit this past year. I believe the cost of living increase for Social Security last year was around 5% .Having lived in this community since 1991 I have experienced many problems with our water before Labrador Utilities took over and since then with various odor causing problems , this winter has been one of the best as far as odor is concerned. I realize that this company has made improvements to this facility and should expect to recover their costs but a 69% increase is **way out of line.** Having said that, a fair rate of return this day and age would be in the 5% area which is much larger than any investments are now returning. These costs also apply to our Co-op owned facilities such as our recreation hall ,pool water ,showers , washrooms, and kitchen areas and these costs are applied by the Co-op in the form of rent increases and maintenance fees back to the residents. In summary your commission is called the Florida Public Service Commission and we, **your public** would hope that you are working towards our best interests.

Thank You.....Bob Humphrey.....6351 JESSUP Drive 813-780-7647 Lot 413  
ZEPHYRHILLS, FL

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECR GCL

Water and Sewer Rates

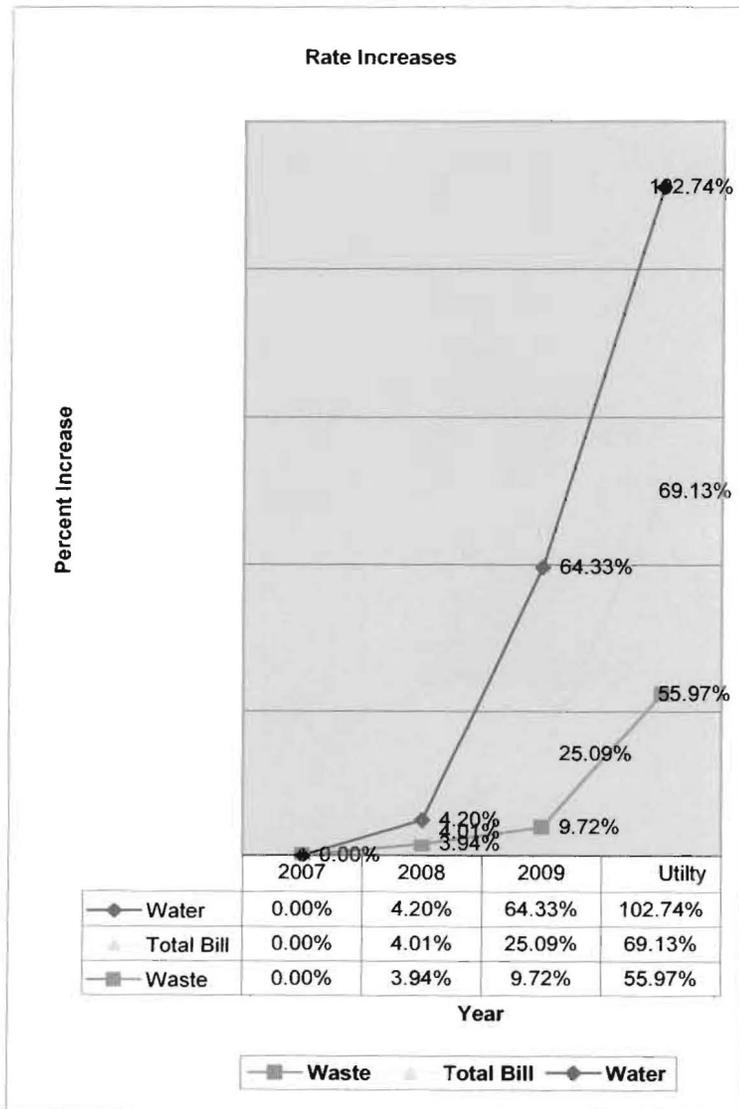
Due 3/11/07

Meter reading prior mth. 661000  
 Meter reading current mth. 664000  
 Gallons of usage 3000

Water		Price /1000 gallons				% of increase from 2007		Water	
2007 Rate	\$6.28	\$3.14	Bill for Water 2007	\$15.70	0.00%	0.00%	2007		
2008 Rate Nov 12	\$6.55	\$3.27	Bill for Water 2008	\$16.36	4.20%	4.20%	2008		
2009 Rate Feb 12	\$10.32	\$5.16	Bill for Water 2009	\$25.80	64.33%	64.33%	2009		
Utility Req Final	\$12.75	\$6.36	Utility Requested Final	\$31.83	102.74%	102.74%	Utility		

Waste		Price /1000 gallons				Wastewater	
2007 Rate	\$12.09	\$9.34	Bill for Waste 2007	\$40.11	0.00%	0.00%	2007
2008 Rate Nov 12	\$12.56	\$9.71	Bill for Water 2008	\$41.69	3.94%	3.94%	2008
2009 Rate Feb 12	\$13.26	\$10.25	Bill for Water 2009	\$44.01	9.72%	9.72%	2009
Utility Req Final	\$18.85	\$14.57	Utility Requested Final	\$62.56	55.97%	55.97%	Utility
<b>Total Bill 2007</b>				\$55.81	0.00%	<b>Total Bill</b>	
<b>Total Bill 2008</b>				\$58.05	4.01%	0.00%	2007
<b>Total Bill 2009</b>				\$69.81	25.09%	4.01%	2008
<b>Utility Requested Final</b>				\$94.39	69.13%	25.09%	2009
						69.13%	Utility



0024-1

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: FCR, GLL

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

# Labrador Utilities, Inc.

DOCKET NO. 080249 - WS

RECEIVED-FPSC  
09 MAR 11 AM 8:19  
COMMISSION CLERK

Name Edmond Helms Turbe  
Address 5807 Naples Dr  
Zephyrhill, FL 33540

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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

This note is to protest the large increase in water rates.

We are retired and on a fixed income. We keep our water use as low as possible because the water bill is already a large part of our expenses. We do not wash our car or water the lawn - just the minimum necessary usage.

Then we are advised to buy drinking water because this water is barely safe to drink. We hope this rate increase will not be approved.

080249

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECRGCL

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

# Labrador Utilities, Inc.

DOCKET NO. 080249 - WS

COMMISSION  
CLERK

09 MAR 11 AM 8:18

RECEIVED-FPSC

Name Mrs Barbara Chatterson

Address 5946 Jessup Dr. Lot 522

Zephyrhills Fl. 33540

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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
Sirs:
I find I have to buy water because of the taste and smell of this water, often I dont fell like even having a shower because of the smell of the water, I use bottled water for cooking also. brushing my teeth.
I feel because of the poor quality of the wates this increase is not warranted its excessive for all who are on a fixed income
Barbara Chatterson

080249

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

# Labrador Utilities, Inc.

DOCKET NO. 080249 - WS

FPSC, CLK - CORRESPONDENCE  
Administrative Parties Consumer  
DOCUMENT NO. 00814-09  
DISTRIBUTION: EUGIL  
RECEIVED-FPSC  
09 MAR 11 AM 8:16  
COMMISSION CLERK

DISTRIBUTION CENTER  
09 MAR 11 AM 7:38

03-08-09

Name PETER A & BARBARA J. NORKUS  
Address 6114 TWILIGHT DR.  
ZEPHYRHILLS FLA. 33540

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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 PETER A. NORKUS OF 6114 TWILIGHT DR. ZEPHYRHILLS FL. 33540 WOULD LIKE TO EXPRESS MY OPINION OF UTILITIES INC. RATE INCREASE. I MYSELF AT ONE TIME RENTED A UNIT JUST IN FRONT OF SAID PLANT. THE PLANT IS NOISY AND AT TIMES SMELLY. I RETIRED FROM MASS. WATER RESOURCE AUTH. OF FAME!! IT IS MY BELIEF THE PLANT IS BASICALLY RUNNING WITH BAILING WIRE AND DUCT TAPE REPAIRS. UNABLE TO WALK THRU THE PLANT AND LAND TRACK THIS IS MERELY A BORDER OBSERVATION. THE QUALITY OF H2O MYSELF AND MY SPOUSE HAVE MEDICAL ISSUES THAT WE HAVE PURCHASED COLLIGAN COMPLETE H2O SYSTEM TO THE PRICE OF \$5K.

P.S. *Mours Truly*  
*Peter A. Norkus*

Fold and tape -- see back for address



## Important Notice Enclosed

---

P.S. WE COULD ALL SAVE A TREE BY NOT WASTING A TITLE PAGE!!

- EACH PIECE OF PAPER COST A PIECE OF
- 1 A TREE
  - 2 ELECTRICITY
  - 3 WATER TO PRODUCE.

ALONG WITH EXCESSIVE WASHING OF HOUSES, DRIVEWAYS AND SIDEWALKS!!



2335 Sanders Road  
Northbrook, IL 60062

PETER NORKUS  
8 SWIFT BEACH RD UNIT 42  
WAREHAM MA 02571

Katie Ely

080249

**From:** Ruth McHargue  
**Sent:** Monday, March 09, 2009 2:23 PM  
**To:** Katie Ely  
**Cc:** Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
**Subject:** FW: water and wastewater rate increase

Please add to docket file.

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

**From:** Consumer Contact  
**Sent:** Monday, March 09, 2009 11:34 AM  
**To:** Ruth McHargue  
**Subject:** FW: water and wastewater rate increase

FPSC, CLK - CORRESPONDENCE  
Administrative Parties ~~Consumer~~  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECR GCL

To CLK

For docket 080249

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

**From:** lyle hirschinger [mailto:carlyle420@gmail.com]  
**Sent:** Monday, March 09, 2009 10:55 AM  
**To:** Consumer Contact  
**Subject:** water and wastewater rate increase

In regard to Labrador utilities rate increase currently under consideration, I would like to call to attention to Labrador's claim of average monthly water and wastewater bills of \$12.40 and \$29.19 respectively. Something fishy here, for every family of two including myself, that I talk to, is experiencing combined water and wastewater bills of \$61 to \$74 a month for 2600 to 3200 gallons of water usage in a month. Could it be that Labrador is including snowbirds not present but paying minimum monthly rates in the computation of their monthly average claim? If such, a distortion in the form of an understated average monthly water and wastewater bill would help make their case for Labrador's outrageous rate increase request.

Labrador utilities is quite adept at rolling fee increases into monthly minimum bills and gallonage use penalties. I urge you to once again deny their entire rate and fee increase request.

Address:

5912 Benz Pl  
Forest Lake Estates  
Zephyrhills, Fl 33540

Lyle Hirschinger

Katie Ely

080249

From: Ruth McHargue  
Sent: Monday, March 09, 2009 12:22 PM  
To: Katie Ely  
Cc: Dorothy Menasco; Ann Cole; Cheryl Bulecza-Banks  
Subject: docket correspondence

add to docket file

FPSC, CLK - CORRESPONDENCE  
Administrative Parties X Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECR GCL

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

From: Consumer Contact  
Sent: Monday, March 09, 2009 9:31 AM  
To: Ruth McHargue  
Subject: FW: E-Form Other Complaint TRACKING NUMBER: 18740

To CLK

For docket 080249

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

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]  
Sent: Friday, March 06, 2009 5:16 PM  
To: Consumer Contact  
Subject: E-Form Other Complaint TRACKING NUMBER: 18740

Complaint filed with PSC

Select County: PASCO  
CUSTOMER INFORMATION

Name: George Gallant  
Telephone: 813-779-0642  
Email: ggallant4@tampabay.rr.com  
Address: 6168 Jessup Dr.Box 511 Zephyrhills 03540

BUSINESS INFORMATION

Business Account Name: Labrador Utilities, Inc.  
Account Number: 1259800000  
Address: Labrador Utilities Inc. P.O. Box 160609 Altamonte Springs Florida 32716-0609

COMPLAINT INFORMATION

Complaint: Other Complaint against Labrador Utilities, Inc.  
Details:

Yesterday the 5th of March ,we had meeting at the Forrest Lakes club house concerning the application for in wafer and wastewater in Pasco County by Labrador Utilities Inc, At the meeting,Consumers complaned about the problems we ar having with the tast and oder and a times the color of our water.There were over 400 people in the hall.There was a call for a show of hands asking how manny people bought water or filtered their water and over 95% raised there Hands.

If Labrador is in complience,Why do we have to take these actions so we can drink and cook with water that we are already paying for.They asking for an increase when they arnt giving the services we are already paying for.

This morning I drew water the color yellow.I hope that the compants you received will show you that they dont deserve the increase.

Thank you for your time.

George Gallant

080249

FPSC, CLK - CORRESPONDEN  
Administrative Parties  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECR GCL

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

DOCKET NO. 080249 - WS

RECEIVED-FPSC  
09 MAR -9 AM 10:07  
COMMISSION  
CLERK

Name Lewis + Janet Beckman  
Address 5939 Utopia Dr.  
Zephyrville, Fla. 33540

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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 would like to know why we have to pay charges for water + sewer for 12 mo, when we are only here for 6 mo. It does not seem fair people who use water all year pay the same amt as people who live here half the time.
The quality of water is <sup>bad</sup> taste bad + is lead for you, in spite of the fact Labrador keeps saying it is okay + makes the grade. Also frequently you can smell the sewer, if not the sewer odor you can smell the chemicals that are used in the sewer plant

Fold and tape -- see back for address

080249

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: FCGCL

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

# Labrador Utilities, Inc.

DOCKET NO. 080249 - WS

COMMISSION  
CLERK

09 MAR - 9 AM 11: 16

RECEIVED-FPSC

Name DIANE & LOUIS BEAUREGARD

Address 6333 UTOPIA DRIVE

ZEPHYRHILLS FL. 33540 (813) 780-2379

If you want to let the Public Service Commission know how you feel about this case, you may fill out 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 are greatly discouraged with the request that Labrador is asking for, which is unrealistic and will ultimately unfortunately force people to sell their homes because they can not afford the raise they are asking for. We have to go out and buy water to drink etc. The smell of the water is not appealing whatsoever. Life almost 3/4 of the residents or more go back up North for approx. 6-7 months during the summer months. During this time period, Labrador is collecting money from us for absolutely no water being used. It is terrible that Retired Seniors will have to consider selling their homes because of rising costs as Labrador is doing.

Thank You

Fold and tape -- see back for address

**Katie Ely**

080249

**From:** Ellen Plendl  
**Sent:** Monday, March 09, 2009 8:55 AM  
**To:** Kimberley Pena  
**Cc:** Katie Ely  
**Subject:** email

**Attachments:** FW: Labrador Utilities, Docket No. 080249-WS; RE: Labrador Utilities, Docket No. 080249-WS



FW: Labrador RE: Labrador  
Utilities, Docket. Utilities, Docket..

Docket 080249-WS

Email received and response sent.

FPSC, CLK - CORRESPONDENCE  
Administrative Parties / Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: \_\_\_\_\_

**Katie Ely**

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**From:** Consumer Contact  
**Sent:** Monday, March 09, 2009 8:45 AM  
**To:** Randy Roland; Ellen Plendl  
**Subject:** FW: Labrador Utilities, Docket No. 080249-WS  
**Attachments:** Florida Public Service Commission.docx

Addressed to Commissioner

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**From:** Jack Beresford [mailto:jberesford1@tampabay.rr.com]  
**Sent:** Saturday, March 07, 2009 12:41 PM  
**To:** Consumer Contact  
**Subject:** Labrador Utilities, Docket No. 080249-WS

Att'n Commissioner Nathan A. Skop.

Sincerely; John Beresford.  
[jberesford1@tampabay.rr.com](mailto:jberesford1@tampabay.rr.com)

3/9/2009

Florida Public Service Commission,  
Office of Commission Clerk,  
2540 Shumard Oak Bl'vd.,  
Tallahassee,  
Florida.  
32399-0850.

**Case Regarding Labrador Utilities, Inc.**

**Docket No. 080249-WS**

**Att'n Commissioner Nathan A. Skop.**

During the meeting of March 5, 2009 at Forest lake Estates, many points were brought up that are really not pertinent to the question at hand. I would like to focus on points that I think are at the base of the problem.

**Quality of service and the product.**

**Reasons for requesting such an absurd increase in rate.**

From the meeting you were subjected to many complaints from improper billing, accusatory attitudes from their staff and phone personnel. To be told that your water is going to be disconnected because you have indicated that an error has occurred in your bill and that you must pay or else. There are countless examples of similar attitudes.

The product we are told is potable. If this is so, I suggest that the water standards set for Florida are gravely out of line and should be improved on greatly. This has been an on going problem, far before Labrador Utilities purchased the Water treatment plant and as such was readily apparent to anyone wishing to purchase this business. Obviously those in charge of the purchase didn't consider the ramifications to correct the problem.

The plant had been operating from the beginning of the development and apparently at a profit. When Labrador took over the plant we were paying \$15.00 per month for our water. After Labrador took over, their bent was to increase revenue any way possible. They went to great expense to rejuvenate all of the water meters and institute a water rate to cover their expenses and bottom line and not to improve the quality of the water or rid us of the stench that comes from the waste water treatment plant.

Why did they have to make exorbitant rate increases? 1- Their Return on Investment was never considered when they purchased the facility and 2- they were experienced in the ways to lobby Government and get what they wanted. Had they done their

homework, they never would have paid the price they did for the facility and we would not be going through the pain we are now.

Are their demands reasonable? Absolutely not. Every resident in our park has had investments go bad on them and are having to live with them. The majority of the investments have been greatly reduced through no fault of their own. Not so with Labrador Utilities. They made this investment with their eyes wide open and now think that we are the ones to bail them out.

I was disappointed in your engineer's response to the question, what substantial improvements did you observe from 2007 to 2009? His answer was typically political and non-committal. Obviously there wasn't anything substantial to report. Assumption: more smoke and mirrors. My biggest disappointment was that you were even down here to consider giving them an increase. Where is the logic in giving an increase of 102% over a two year period? Or doesn't logic enter into such decisions? This is not and should not be treated like a negotiation or bargaining session as it appears to have been in 2007. They ask for an exorbitant amount knowing full well that you will cut them back and still give them too much.

Ask them the question. With the present return on your investment, how much would you expect to receive for the whole installation? The answer you will get is not as much as they paid for it in the first place. In other words, they have failed to manage their resource and investment at the expense of Forest Lake estates.

My perspective on this whole matter is total mismanagement from the purchase date to the present day.

Please don't make Forest Lake Estates the scape-goats for their bad investment decisions and bad management. I agree with the state allowing interim increase every 6 months, but when is enough enough?

Sincerely;

John. Beresford,

5833 Naples Drive,

Zephyrhills, Fl.

33540.

E-mail Address. [jbberesford1@tampabay.com](mailto:jbberesford1@tampabay.com)

**Katie Ely**

---

**From:** Ellen Plendl  
**Sent:** Monday, March 09, 2009 8:54 AM  
**To:** 'jberesford1@tampabay.rr.com'  
**Subject:** RE: Labrador Utilities, Docket No. 080249-WS

Mr. John Beresford  
jberesford1@tampabay.rr.com

Dear Mr. Beresford:

This is to acknowledge receipt of your email to Florida Public Service Commissioner Nathan Skop regarding Labrador Utilities, Incorporated (Labrador Utilities). Given the nature of your concerns, Commissioner Skop feels it would be appropriate for specialized staff of the Division of Service, Safety and Consumer Assistance to respond directly to you.

You expressed a concern about Labrador Utilities' application for an increase in water and wastewater rates in Pasco county. We appreciate your comments regarding the petition and will add your correspondence to Docket No. 080249-WS.

You also expressed a concern about water quality. You may contact the Florida Department of Environmental Protection to discuss water quality concerns, by using the following information:

Florida Department of Environmental Protection Office of Citizen Services 3900  
Commonwealth Boulevard M.S. 49 Tallahassee, Florida 32399

Telephone: 850-245-2118  
Facsimile: 850-245-2128

If you have any questions or concerns please call me at 1-800-342-3552 or by fax at 1-800-511-0809.

Sincerely,

Ellen Plendl  
Regulatory Specialist  
Florida Public Service Commission  
Division of Service, Safety, & Consumer Assistance  
1-800-342-3552 (phone)  
1-800-511-0809 (fax)

Katie Ely

080249

**From:** Ruth McHargue  
**Sent:** Friday, March 06, 2009 2:01 PM  
**To:** Katie Ely  
**Cc:** Kimberley Pena; Cheryl Bulecza-Banks  
**Subject:** FW: docket number, 080249-WS.

FPSC, CLK - CORRESPONDENCE  
Administrative Parties ~~Consumer~~  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECR GCL

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**From:** Consumer Contact  
**Sent:** Friday, March 06, 2009 1:30 PM  
**To:** Ruth McHargue  
**Subject:** FW: docket number, 080249-WS.

To CLK

For docket 080249

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**From:** cherylm827@aol.com [mailto:cherylm827@aol.com]  
**Sent:** Friday, March 06, 2009 1:29 PM  
**To:** Consumer Contact  
**Subject:** docket number, 080249-WS.

Last night I attended the customer hearing regarding Labrador Utilities, Inc.'s application for a rate increase and I wanted to throw out a few things that occurred to me after leaving the meeting.

First, I'm wondering why there was no "head count" taken other than the list of people who signed up to speak. To me, looking out at the sea of people gathered in that room spoke powerfully of the seriousness of this issue. One speaker, the woman who circulated the petition, mentioned that we are a community of retired folks, many of us living on fixed incomes, tenuously at best, and this ongoing water situation is causing stress, worry, health and money problems for people who came here to retire, relax and enjoy their senior years. Ever since Labrador purchased the water rights to this park, the price has increased rapidly while quality and service remain at a stand still.

Additionally, there were also several questions asked that received a unanimous response, I hope these will be apparent in the recording of the meeting.

I spoke to Mr. Rieger regarding the price we pay for our water as compared to the price our fellow townspeople pay for city water looking for someone to help me understand how it can be so skewed. He told me it's "apples and oranges" basically and I wonder why that is legal? Seems like something akin to price gouging...or like we're being held prisoners since we have no other options. My Mom lives less than two miles down the road and pays less than \$30.00 for 3000 gallons of water. This month, I paid **\$33.91 for 670 gallons**. The town/county won't bring water to us so we have Labrador or we sell and move. Now, I'm a year round resident, but I heard someone ask why Labrador charges winter residents the base rate through the summer months. The answer, I believe, was that the revenues from the summer customers wasn't enough to cover operating costs. I can't help but wonder how Labrador

3/9/2009

will handle covering the ir operating costs when Forest Lake Estates becomes a ghost town when so many residents decide to cut their losses and move on to greener (because we can afford to water our lawn once a week) pastures!

Thank you for your time,

Cheryl Martel  
6233 Utopia Drive  
Forest Lake Estates

813-788-2373

---

**A Good Credit Score is 700 or Above. See yours in just 2 easy steps!**

080249

RECEIVED-FPSC

09 MAR -2 AM 10:17

COMMISSION  
CLERK

LaVern Johnson  
6309 Utopia Drive  
Zephyrhills, FL 33540

February 26, 2009

Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Dear Sir:

I refer to Docket No. 080249-WS, Labrador Utilities, Inc. I own a home and a land share In Forest Lake Estates. Labrador Utilities have in the past years, since taking ownership of The water and sewer , raised our rates from \$15.00 a month to over \$66.00. I paid \$66.88 Last month. A 400 % increase. Now they wish to almost double that rate. Why; because they Are a monopoly and we have no recourse. The Public Service Commission is the only entity That can help us! I believe they, as any business, should receive a fair percentage profit. You Tell me. What is fair? A eight hundred percent raise over the years is not fair. This new rate Will have a negative impact on home sales and eventually decrease the value of this community. These people have no conscience and will continue to bleed us for everything they can possibly Get out of us. Be their conscience for them or we are at their mercy.

Sincerely,



LaVern Johnson

FPSC, CLK - CORRESPONDENCE  
Administrative Parties  Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECR, GCL

080249

COMMISSIONERS:  
MATTHEW M. CARTER II, CHAIRMAN  
LISA POLAK EDGAR  
KATRINA J. MCMURRIAN  
NANCY ARGENZIANO  
NATHAN A. SKOP

STATE OF FLORIDA



TIMOTHY DEVLIN, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900

Public Service Commission

February 27, 2009

Eva Rush  
5912 Jessup Drive  
Zephyrhills, FL 33540

FPSC, CLK - CORRESPONDENCE  
Administrative Parties ~~Consumer~~  
DOCUMENT NO. 00874-09  
DISTRIBUTION: \_\_\_\_\_

RECEIVED-FPSC  
09 FEB 27 PM 3:23  
COMMISSION  
CLERK

Re: Labrador Utilities, Inc. - Docket No. 080249-WS

Dear Ms. Rush:

Thank you for your petition from the homeowners of Forest Lake Estates in which you expresses your concern over the 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 petition has been placed on the correspondence side of the docket file for all to review. Further, with respect to the billing concerns addressed in your letter, we will be investigating the issue. If we have any questions for the customer, we will contact her directly.

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.

We understand your concerns regarding the Utility's proposed increases. Labrador filed for interim relief. 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. As the time frame to process the interim request is 60 days, the statute dictates that the company need only make a prima facie showing that it is earning outside the range of reasonableness as established in the company's previous rate case. The interim increase is, however, subject to refund

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PSC Website: <http://www.floridapsc.com>

Internet E-mail: [contact@psc.state.fl.us](mailto:contact@psc.state.fl.us)

Eva Rush  
February 27, 2009  
Page 2

with interest based on the commercial paper rate. The interim increase will be refunded to the extent that the Commission finds that it was not warranted.

As you may be aware, the Commission will hold a customer meeting at the Forest Lake Estates Community Clubhouse on March 5, 2009 from 6:00 p.m. to 10:00 p.m. and customers are encouraged to attend and offer comments.

We understand your concerns regarding the Utility's proposed increases. I hope the above information has been helpful. If you have any additional questions, or require further assistance, please call me at (850) 413-6427 or e-mail me at [cmouring@psc.state.fl.us](mailto:cmouring@psc.state.fl.us)

Sincerely,



Curt Mouring  
Regulatory Analyst II

cc: Division of Economic Regulation (Bulecza-Banks, Fletcher)  
Office of Commission Clerk (Docket No. 080249-WS)  
Martin S. Friedman, Rose, Sundstrom & Bentley, LLP  
Office of Public Counsel

080249

**MEMORANDUM**

RECEIVED-FPSC  
09 FEB 16 AM 9:16

January 30, 2009

COMMISSION  
CLERK

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

FPSC, CLK - CORRESPONDENCE  
Administrative Parties / Consumer  
DOCUMENT NO. 00874-09  
DISTRIBUTION: ECR, GCU

**From: Eva Rush  
5912 Jessup Dr.  
Zephyrhills, FL 33540-0819**

**Subject: PSC Docket NO. 080249-WS**

**This Petition from the homeowners of Forest Lake Estates, Zephyrhills, FL, is being sent to you to protest the rate increase that Labrador Utilities Inc., has proposed in Docket NO. 080249, dated November 14, 2008.**

**When we are granted an all park meeting we will provide the PSC Staff with data we think will prove Labrador does not deserve this raise in water/sewer rates.**

Sincerely,  
  
Eva Rush

# FOREST LAKES ESTATES WATER PETITION

COURT FILED  
FEB 20 2009

**We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.**

NAME	LOT #	DATE
Judi COOPER	#870	2-12-09
MARIE COHYER	823	2-12-09
SUSAN PIEPENBERG	27	2-12-09
Marian Ballietto	821	2-12-09
BRAD TORRENS	320	2-12-09
HAROLD MCGINNESS	254	2-12-09
Stan. Strafeld	167	2-12-09
Richard Dresser	29	2-12-09
Carey Nickerson	708	2-12-09
Helene Thorsen	91	2-12-09
Margaret O'Donnell	193	2-12-09
Frank E. De Marco	99	2-12-09
John Elmer	819	2-12-09
Bernard R. St...	354	2-12-09
Paul Wang Marshfield	437	2-12-09

# FOREST LAKES ESTATES WATER PETITION

**We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.**

NAME	LOT #	DATE
James S. Smith	828	2/12/09
Olivera Ellering	274	2/12/09
Joan Richards	307	2/12/09
Rick Chubham	743	2/12/09
Robert G. Zeller	82	2/12/09
W. F. Farnsworth	324	2/12/09
Clifford Seville	86	2-12-09
Donald C. Walcott	238	2-12-09
Edwin W. Kover	341	2-12-09
Richard C. Greene	30	02/12/09
Jane H. Kazmer	94	2/12/09
Patricia Pope	596	2/12/09
Jerry Vignier	277	2/12/09
Barbara Michalson	587	2/12/09



# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
William & Yvonne Thompson	198	2-3-09
Bettina Deven & Susan Parham	197	2-8-09
Bob Johnson	192	2-6-09
Sidney & Connie DeVain	189	2-6-09
William Morris	181	2-6-09
Mary E. Lane	208	2-6-09
Patricia S. Lane	171	2-6-09
Helen Baker	177	2-6-09
Ronald O Keener	173	2-6-09
Marilyn E. Hooley	165	2-6-09
Janet E. Gussell	62	2-6-09
Annette Wright	154	2-6-09
Dale Brantley	156	2/6/09
Betty Frame	163	2-7-09
Richard K. Fox	164	2-7-09
Roni Nancy Thompson	168	2-6-09
John Riley	175	2-6-09
E. Adams	179	2-6-09
Judy Thiess	183	2-6-09

# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
Ed Stone	530	2-4-09
Elizabeth Manning	529	2/4/09
Margaret Sheak	517	2/4/09
Laura C Beckner	510	2/4/09
Jean Atkins	515	2/4/09
Eugene Paton	516	2/4/09
Roxanne Smith	527	2/4/09
Karen West	524	2/4/09
Ida Beaulieu	499	2/4/09
Dan Ward	535	2/4/09
Maudie Dillie	493	2/4/09
Kathy Healey	491	2/4/09
Richard A. Shaffer	486	2/4/09
Andrea E Martlock	479	2/4/09
Vel Sumner	474	2/4/09
Deborah Gope	471	2/4/09
JW Boucher	457	2/4/09
John O'Shea	464	2/4/09
Hilary Gopic	471	2/4/09

# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
James R. Spencer	543	2-4-2009
Michael C. Sorenson	542	2-4-2009
Cliff J. D.	541	2-4-2009
Ruthy Battist	540	2-4-2009
W. H. Hagan	539	2-4-2009
Myr. H. W. W.	536	2-4-09
Ron K. K.	531	2-4-09
Owen R. D.	537	2-4-09
Phil Sacratini	485	2-9-09
Eddie Flink	472	2-9-09
Bart Hogg	443	2-9-09
Don Timmins	450	2-9-09
Lorraine L.	466	2-9-09
Maria L.	538	2-9-09
George Lemmle	533	2-9-09
Don Adams	525	2-9-09
Mary L.	526	2-9-09
Darlene Chapman	458	2-9-09

# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
Jarvis Costello	567 (BENZ)	2-3-09
Arum Zadus	559 Benz	02/03/09
Phyllis Waley	568	2/3/09
Doug Atkins	583	2/3/09
Lorissa McPherson	584	2/3/09
Don & Ida Smith	591	2/3/09
Henry & Geraldine St	592	2/3/09
John Strong	616	2/3/09
Berry Glenn	608	2/3/09
Betty L. Rust	609	2/3/09
Roy Edmund	637	2/3/09
George F Beverage	646	2/3-09
Don & Carol G	653	2.3.09
Walter & Golda	661	2-3-09
Shirley Beckman	662	2-3-09
Geraldine Plummer	663	2-3-09
Robert Lyles	664	2-3-09
Bruce Lode	666	2-3-09
John Bruce	575	2-3-09

# FOREST LAKES ESTATES WATER PETITION

**We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.**

NAME	LOT #	DATE
Joy Lotacki	561	2-3-09
Helen Mastrangelo	566	2-3-09
Carmen Krost	569	2-3-09
Ayle Hirschinger	574	2-3-09
Earl Maxwell	585	2-3-09
Melie Hostetter	593	2-3-09
Astor Elhage	598	2-3-09
Gregory Sipe	601	2-3-09
Dean Brown	607	2/3/09
Stepida Stinson	615	2/3/09
Rose Marie Tinsman	617	2/3/09
Sarah Cole	622	2/3/09
Fuzzy Mercer	626	2/3/09
Hannah Peshin	631	2/3/09
Carmella Longo	639	2/3/09
Robert Haggitt	644	2/3/09
Bernice Rogers	647	2/3/09
Chloe Alicia Dool	652	2-3-09
Robert S. Macy	655	2-3-09





**FOREST LAKES ESTATES WATER**  
**PETITION**

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
Therence Brander	152	1-31-09
Barbara Norkus	153	1-31-09
Jean Erler	148	1-31-09
Anne Butnik	155	1-31-09
Jackie Banner	224	1-31-09
Donna Cooper	547	2/3/09
Donald May	540	2/1/09
Christina Thomas	447	2/1/09
Sheryl Elliott	549	2/2/09
Theresa Doree	448	2/1/09
Bill Perez	552	2-1-09
Donald Vinson	681	2-1-09
Carol Lajeunesse	228	2/1/09
Walter	221	2/1-09
Betty Hughes	142	2/1/09
J.P.	176	2-1-09
John Sines	139	2-1-09
Gene Breslich	33	2/01/09
Elke Bean	135	2-1-09

# FOREST LAKES ESTATES WATER PETITION

**We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.**

NAME	LOT #	DATE
Barbara K. O'Brien	545 <del>546</del>	1/31/09
Barbara K. O'Brien	546	1/31/09
Judy A. Bironik	550	1/31/09
Joseph Dettlering	551	1-31-09
Charles Cupp	674	1-31-09
Esther Bergeron	675	1-31-09
Dolores Evans	602	1-31-09
Betty J. Dudgeon	682	1-31-09
Frank E. Campbell	676	1/31/09
Constance M. Connor	677	1/31/09
Mary Paglar	230	1/31/09
Jean King	256	1/31/09
W. H. Kealy	225	1/31/09
Frank T. Leach	223	1/31/09
Bruce Keller	222	1-31-09
Dennis A. Cannon	147	1-31-09
Jim Adams	140	1-31-09
Dorothy Quigley	138	1-31-09
Phil John O'Brien	137	2-1/09

# FOREST LAKES ESTATES WATER PETITION

**We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.**

NAME	LOT #	DATE
Margaret Burgilleri	136	1/31/09
Louis Rich	134	1-31-09
Cathy Haverstick	133	1-31-09
Nori Craveny	132	1-31-09
Em. Ly Haggus	111	1-31-09
Raymond Douglas	108	1-31-09
Shelby Lounsbury	114	1-31-09
2110 Taylor	90	1-31-09
Art	131	1-31-09
Athena Brander	130	1-31-09
Athena Brander	117	1-31-09
Annelle Shumerson	118	1-31-09
Patricia A. Lindt	129	1-31-09
Camille M Cooper	155	1-31-09
Shelby Marion	122	1-31-09
Julie Smith	123	1-31-09
Dan J. Breen	125	1/31-09
Edward J. Brestolnie	127	1/31/09
Janis L. Bolton	145	1-31-09

5th  
Pres

48

# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
Linda Krebs	232	2-6-08
Don Albrecht	237	2-6-08
Judy Howell	248	2-6-09
Madison Pittman	253	2-6-09
Robert Thompson	264	2-6-09
Carolyn & Shona	280	2-6-09
Betty Westcott	285	2-6-09
Maureen Lennane	293	2-6-09
Therence Jersett	300	2-6-09
Edna Soule	295	2-6-09
Marge McLeod	309	2-6-09
Richard & Evelyn	759	2-6-09
Lizette Castwood	760	2-6-09
Melvin A. York	761	2-6-09
John A. Pendergast	762	2-6-09
RO McKinley	763	2-6-09
Mary Mlynick	764	2/6-09
Nancy H. Taylor	767	2/6-9
Paul Gaudet	765	2/6/9

# FOREST LAKES ESTATES WATER PETITION

**We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.**

NAME	LOT #	DATE
Richard E. Cairn	766	2/6/09
Mary Lindemuth	768	2/6/09
John F. DeLorenzo	772	2-6-09
John DeLorenzo	362	2-6-09
Henry Sullivan	976	2-6-09
Carole Egibson	310	2-6-09
Ann Brandt	294	2-6-09
Robert Brandt	294	2-6-09
Michael Laski	288	2-6-09
Sandra Laski	287	2-6-09
John Laski	286	2-6-09
Shirley G. Noel	271	2-6-09
Nancy Miller	270	2-6-09
John Miller	262	2-6-09
SYDNEY SADLER	246	2/6/09
Carol Cvedek	240	2/6/09
RONALD LANGITIC	256	2/6/09
Phyllis Cypress	261	2/6/09
Carole	263	2/6/09



# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
<i>Pauline Simard</i>	<i>356</i>	<i>2-5-09</i>
<i>Kevin + <del>John</del> Michael</i>	<i>850</i>	<i>2-6-09</i>
<i>Bill Fisher</i>	<i>845</i>	<i>2-6-09</i>
<i>Keith O'Dell</i>	<i>26</i>	<i>2-6-09</i>
<i>Bryth Wagner</i>	<i>25</i>	<i>2-6-09</i>
<i>Richard Warner</i>	<i>24</i>	<i>2-6-09</i>
<i>Andre Fud</i>	<i>22</i>	<i>2-6-05</i>
<i>Glendon Coffey</i>	<i>57</i>	<i>2-6-09</i>
<i>Royal Hoach</i>	<i>58</i>	<i>2-6-09</i>
<i>Betty Blanchard</i>	<i>52</i>	<i>2-6-09</i>
<i>Tena Bease</i>	<i>31</i>	<i>2-6-09</i>
<i>William K. Lewis</i>	<i>32</i>	<i>2-6-09</i>
<i>Nancy Moulton</i>	<i>35</i>	<i>2-6-09</i>
<i>Joanne Prior</i>	<i>49</i>	<i>2-6-09</i>

*Xt and St*

# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
Phyllis Moore	640	2/3/09
Jane Sallowe	602	2/3/09
Mary G. Wood	648	2/3/09
Elsie Butler	659	2/3/09
Harry Burnham	672	2/3/09
Frank Hart	669	2/3/09
J. Meader	667	2/3/09
Selma Biese	670	2/2/09
Alphonse LaPorte	658	2-3-09
Bonita Mickle	657	2-3-09
Bob Mickle	657	2-3-09
Keith MacMillan	646	2-3-09
<del>Jane MacMillan</del>	<del>647</del>	<del>2-3-09</del>
Jane Embury	635	2-3-09
<del>Carlson Embury</del>	<del>635</del>	<del>2-3-09</del>
<del>Ralph Embury</del>	<del>632</del>	<del>2-3-09</del>
<del>Frank Embury</del>	<del>627</del>	<del>2-3-09</del>
Mary Allison	620	2-3-09
Mickey Hall	619	2-3-09



# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
Mary Bensford	618	Feb 3, 2009
<del>_____</del>	612	" " "
Ronald Matthews	613	Feb 3, 2009
Walter A. Liff		2-3-09
Kay Tichettella	643	2/3/09
M. Bass	673	Feb 4/09
Genevieve Rivest	668	Feb 4/09
Linda Sadler	633	2/4/09
John Cook	604	2/4/09
Joyce Pastork	603	2/4/09
Joe Mone	597	2/4/09
Camille Henton	594	2/4/09
Sharon J. Hewitt	586	2/4/09
Camille Henton	587	2/5/09
Don Kayman	581	2/5/09
Judith Bluelagan	580	2/5/09
Edward J. Lewis	571	2/5/09
Blair Ducker	565	2/5/09
Pam Isop...	562	2/5/09

Brightbill

20

600

# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
Sharon Hamm	418	2/2/09
Angela Embro	417	2/2/09
George P. Fitzgault	416	2/2/09
Otto Phipps	415	2/2/09
M. J. Dubois	414	2/2/09
Bob Humphrey	413	2/2/09
Jilly Inglin	410	2-2-09
Bertha Faulkner	777	2-2-09
Harold Storch	750	2-2-09
Margaret Amisera	# 779	2-2-09
Marilyn Morgan	# 781	2-2-09
Louisa Marcelle	784	2-2-09
Marilyn Clark	786	2-2-09
Charles E. Paulson	393	2-2-09
Marilyn Preston	394	2-2-09
Dorothy Campbell	395	2-2-09
Mary Oatman	396	2-2-09
Casie B. McDonald	397	2-2-09
Lynne Fletcher	398	2-2-09

# FOREST LAKES ESTATES WATER PETITION

**We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.**

NAME	LOT #	DATE
Donna Cushman	790	Feb. 2/09
Sharon S. Russell	789	2 Feb-09
Linda T. J. J. J.	788	2-2-09
Don E. Demason	444	2-2-09
Elizabeth G. Gallant	442	2-2-09
Amber Roy	441	2-2-09
Patricia W. Beas	440	2/2/09
Clarence Pidemine	438	2/2/09
David T. Manheffer	437	2/2/09
David B. Bantle	436	2/2/09
Marilyn Brown	435	2/2/09
Bonnie Bussard	433	2/2/09
Shoreen Wall	432	2/2/09
Lois Zindel	430	2/2/09
Frank Roy	429	2/2/09
Jean Schmidt	428	2/2/09
Nancy J. J. J.	423	2/2/09
Paul G. G. G.	421	2/2/09
Herb Cozzin	419	2/2/09

# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
Sharon A. Koenig	460	01-31-09
Robert Duval	452	01-31-09
Sheldon Brody	454	1/31/09
Jean Molloy	519	1-31-09
G. Lehmann	453	1-31-09
Betty Court	462	1-31-09
Frank Scotto	495	1-31-09
Donald K. Stuenkel	514	1-31-09
<del>Elizabeth Brooks</del>	513	1-31-09
Barbara Clatterson	522	1-30-09
Debra Menning	507	1-31-09
Rosie Moore	508	2-1-09
Doris M. Johnson	521	2-2-09
Betty Swaffer	476	2-2-09
Bonnie Vallone	482	2-2-09
Barbara Schultz	484	2/2/09
Harold Kight	481	3/2/09
M. L. K. Hyslop	475	2/3/09
Jean Belinski		2/3/09

# FOREST LAKES ESTATES WATER PETITION

**We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.**

NAME	LOT #	DATE
Lois Licker	518	Jan 31/09
Thomas A. Muller	509	JAN 31 2009
Francis M. Housker	506	1-31-09
Alcohol Pumping	503	1-31-09
Virginia Dicks	500	1-31-09
Dean Talente	497	1-31-09
M. J. Mills Sr	494	1-31-09
Thom Thome	487	1-31-09
Bob Eator	483	1-31-09
Mary Mahon	490	1-31-09
Paul Lerner	495	1-31-09
Bill Koeder	502	1-31-09
Fred Hall	501	1-31-09
Ruth Bryson	489	1-31-09
Leo & Birdman	488	1-31-09
Roan & Lee Serie	468	1-31-09
Robert Hat Mullins	478	1-31-09
John Cassara	461	1-31-09
Eric Kusch	467	1-31-09

# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
Beverly Zinduski	443	2/2/09
John Roulet	778	2/2/09
Jacqueline Neas	794	2/2/09
William Morris	783	2/3/09
Shirley Hitchcock	786	2/3/09
Barbara Kuyte	399	2/3/09
Joan Allison	400	2/3/09
Thera Skovakas	402	2/03/09
Sharon Bloom	434	2/03/09
David Broadbridge	403	2/03/09
Robert Sjo	404	2/03/09
Lance Churkin	405	2/02/09
Pauline Wellington	407	2/02/09
Louise McLean	406	2/03/09
Stev Sjo	796	2-03-09





# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
Jeanne Kramer	725	2/3/09
Ralph Milton	729	2/3/09
John T. Zin	732	2/3/09
Clair McPhee	738	2/3/09
Barbara Saunders	740	2/3/09
Roy P. Terry	742	2-3-09
Helen M. Barr	747	2-3-09
Anthony	749	2-3-09
Walter Bell	750	2-3-09
Joan Belinski	752	2-3-09
Robert Jones	705	2-3-09
Paul Cherniak	748	2-3-09
Gabe Nauter	746	2-3-09
Bud Khranski	744	2-3-09
Art Bignas	735	2-3-09
Terence Kitchcock	733	2-3-09
Elizabeth M. Lyon	728	2-3-09
Laurie Lyons	730	2-3-9
Walter Bailey	728	2-3-9

# FOREST LAKES ESTATES WATER PETITION

**We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.**

NAME	LOT #	DATE
<i>E. J. Russell</i>	727	2/3/09
<i>D. J. Moss</i>	724	2/4/09
<i>Kurt Deane</i>	721	2-4-09
<i>Beatrice Spence</i>	720	2/4/09
<i>Walter Mays</i>	717	2/4/09
<i>Jean Ellis</i>	715	2/4/09
<i>Robert Wilson</i>	714	2/4/09
<i>Lorinda Goye</i>	710	3/4/08
<i>Loren Little</i>	709	2-4-09
<i>Virginia Swank</i>	706	2-4-09
<i>Gracie Beverly</i>	704	2-4-09
<i>Barbara Reynolds</i>	695	2-4-09
<i>JoAnn + Paul Plummer</i>	690	2-4-09
<i>Tom + Diane Smetana</i>	868	2-4-09
<i>Denise Hunter</i>	685	2/4/09
<i>Rudy Nickerson</i>	688	2/4/09
<i>Tom E. Herrick</i>	692	2-4-09
<i>Richard Burt</i>	693	2-4-09
<i>Ann Haffley</i>	707	2-4-09



# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

NAME	LOT #	DATE
EDWARD A. PELI	370	2-4-08
Kenneth N. Doud	374	2-6-08
Wayne A. Dixon	47	2-6-08
Beverly Hutchins	61	2-6-09
Linda Norris	60	2-6-09
Don Taylor	69	2-6-09
Gary Kemnitz	72	2-6-09
Doreen A. Belliel	16	2/6/09
Mary E. Walter	74	2/6/09
Beth Keizer	59	2/6/09
Sandra Perceci	75	2/6/09
Roberta Sims	11	2/6/09
Hope Fox	10	2/6/09
Frances Bond	9	2/6/09
Neil R. Duncan Jr.	8	2/6/09
Randall Hammond	377	2/6/09
Yvonne L. Chess	2	2/6/09
Paul Schurdtz	1	2/6/09
Debra C. Hastings	14	2/6/09

# FOREST LAKES ESTATES WATER PETITION

**We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.**

NAME	LOT #	DATE
Maxine L. Laith	48	2-6-09
Veronica M. Briffitts	17	<del>2-6-09</del>
Jennie V. Justice	3	26-09
Eleanr Robertson	375	Feb. 06/09
Gail Colanach	376	2/6/09
Ron McRaney	382	2/6/09
Victorie Keffler	383	2/6/09
Richard E. Page	381	2/6/09
Susan Williams	384	2/6/09
Jack R. Quaintance	386	2/6/09
Pamela Marsh	51	2/6/09
Robert Mast	390	2/6/09
Alice Starr	360	2/6/09
Wm Radcliff	361	2/6/09
Darlene VanHove	365	2/6/09
Susan Hyde	368	2-6-09
John Treisman	369	2-6-09
Liz Sutton	13	2-7-09
Mike Gorsic	68	2-7-09



# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

	NAME	LOT #	DATE
1	Stanley Barack	838	2/4/08
2	Ben Everitt	840	2/4/09
3	Gunn Lucas	841	2/4/09
4	Livida Ursini	842	2/4/09
5	Chilena Wilson	849	2/4/09
6	Norman B. Waples	852	2/4/09
7	May Louise	853	2/4/09
8	Bob & Mary Barber	854	2/4/09
9	Eric	855	2/4/09
10	Thomas Smith	857	2/4-09
11	Heidi	858	2/4-09
12	Janet Dawson	859	2/4/09
13	Adrienne Durkee	862	2/4/09
14	Frank K. Kademacher	863	2-4-09
15	Margaret A. Rose	827	2-4-09
16	Ann Taylor	865	2-4-09
17	Caroline P. Campbell	869	2-4-09
18	Diana F. M.	828	2-4-09
19	Babara Johnson	829	2-4-09

# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

	NAME	LOT #	DATE
1	Chaise Allaire	302	Feb 4-09
2	Angelina Buck	830	2-4-09
3	Jeanne Johnson	831	2-4-09
4	Evelyn Sperry	856	2-4-09
5	Anna Wilkerson	836	2-4-09
6	Berrie Rodgers	839	2-4-09
7	Jerry Kordofant	848	2-4-09
8	Robert A. Pl...	860	2-6-09
9	ERWIN KLEPSCHE	864	5-6-09
10	Mary Wynn	6734-867	FEB 5 05
11	Joseph Bedard	822	2/6/09
12	Graec Conigan	871	2/6/09
13	Steph - Gray	872	2/6/09
14	Robert E. Keating	818	2/6/09
15	Aitha Brian	874	2/6/09
16	Edouard M...	875	2/6/09
17	Ed 477 Keeg...	815	2/6/09
18	Dorelyn Ciampaglia	877	2/6/09
19	Joseph ...	878	2/5/09

Smells from Sewerage Plant lawsuit open.

# FOREST LAKES ESTATES WATER PETITION

We the residents of FLE PROTEST the INCREASE in the WATER and WASTEWATER rates that Labrador Utilities Inc. are seeking in Docket #080249-WS.

	NAME	LOT #	DATE
1	Cynthia Jones	820	2-5-09
2	Roy Laakso	873	2-5-09
3	David Mercu	<sup>812</sup> 6127 Utopia Dr.	2-5-09
4	Robert Braden	810	2-5-09
5	Juganone Parker	84	2-5-09
6	Deus. Jalut	807	2/5/09
7	Marin C. Hazelinga	804	2/5/09
8	Armond Dobb	803	2/5/09
9	Debra Hood	802	2/5/09
10	Joe Wilda	801	2/5/09
11	Carla D. Amrose	754	2/5/09
12	Louis Beauregard	837	2/6/09
13	Henda Siequist	834	2/6/09
14	Paul L. Horak	832	2/6/09



**Kimberley Pena**

080249

**From:** Ruth McHargue  
**Sent:** Thursday, February 12, 2009 3:53 PM  
**To:** Ruth Nettles  
**Cc:** Kimberley Pena; Cheryl Bulecza-Banks  
**Subject:** FW: Labrador Inc. water & waste increase

FPSC, CLK - CORRESPONDENCE  
 \_\_Administrative\_\_ Parties ~~X~~ Consumer  
 DOCUMENT NO. 00874-09  
 DISTRIBUTION: ECR.GCL

Please add to docket file.

---

**From:** Consumer Contact  
**Sent:** Thursday, February 12, 2009 3:07 PM  
**To:** Ruth McHargue  
**Subject:** FW: Labrador Inc. water & waste increase

Protest to Docket. To CLK

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**From:** Diane Beauregard [mailto:beauregard.diane@yahoo.com]  
**Sent:** Thursday, February 12, 2009 2:57 PM  
**To:** Consumer Contact  
**Subject:** Labrador Inc. water & waste increase

To Whom it May Concern:  
 Docket number (080249-WS)

As a customer of Labarador Inc. I find that it is quite a lot of an increase for us. I feel that we are already being charged an enormous amount for the use of the water and waste. Therefore we do not agree with the request for the funds stipulated in the letter that I received on Saturday, January 30th. 2009, dated January 23, 2009 I thank you in advance for the opportunity to voice our opinion in this matter.

Thank you

Louis & Diane Beauregard  
 6333 Utopia Drive  
 Zephyrhills, Florida 33540

2/12/2009

**MEMORANDUM**

RECEIVED-FPSC

09 FEB -4 AM 9:45

COMMISSION  
CLERK

2009 FEB 11 AM 7:17

January 30, 2009

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

**CONSUMER**

From: Eva Rush  
5912 Jessup Dr.  
Zephyrhills, FL 33540-0819

Subject: High Water Bills

Enclosure (1) Copy of Water Bill

I am sending the PSC Commission a copy of a recent water bill (enclosure 1) that was sent by Labrador Utilities, Altamonte Springs, Florida to a widow in Forest Lake Estates, Zephyrhills, FL, 33540-0819. Her bill stated that she used 31,000 gallons of water for a 30 day period. That is a daily usage of over 1033 gallons a day. Labrador maintenance personnel checked for leaks and for a possible flaw in the water meter. No discrepancies were found. To be charged for this amount of water is outrageous. It is impossible for one person to use this amount of water for a 30 day period.

A call was placed to the Billing Office at Altamonte Springs, Florida explaining the circumstances of what occurred and to get relief from an exorbitant bill. They refused and would not hear of adjusting the bill. This is just one example of a homeowner receiving a high water bill. We have others who have had the same problem with excessive water bills.

Homeowners who receive a high usage water bill due to no fault of their own have no recourse. They have to pay the bill. Talking to the water company is useless, as they are rude, uncooperative and are not interested with what you have to say.

These are problems we are experiencing with Labrador Utilities and will be addressed in our park wide meeting with the PSC staff. These will be in addition to our protests regarding PSC DOCKET NO. 080249-WS dated November 14, 2008.

DOCUMENT NUMBER-DATE

00874 FEB-4 8

FPSC-COMMISSION CLERK

Sincerely,

A handwritten signature in black ink, appearing to read "Eva Rush". The signature is written in a cursive style with a large initial "E".

**Eva Rush**

**Chairwoman of the Protest against  
Labrador Utilities Water/Sewer Rates**

**Enclosure (1) copy of 31,000 gallon water bill**



<b>Bill Date</b> 12/14/2008	<b>Account Number</b> 0507800000	<b>Due Date</b> 1/5/2009
--------------------------------	-------------------------------------	-----------------------------

Name **DONELDA BREIGHT** Primary Telephone # (813) 780-6907  
 Service Address **6126 SPRING LAKE CIR, ZEPHYRHILLS, FL, 33540**

**Residential Water Service**

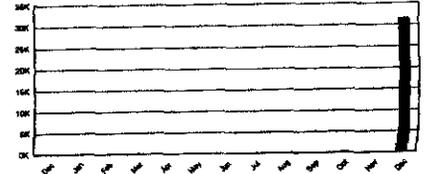
Water Base Charge	\$9.03
12,620 gallons at \$0.00327 per gallon	\$41.27
12,620 gallons at \$0.00534 per gallon	\$67.39
6,310 gallons at \$0.00516 per gallon	\$32.56
<b>Total Residential Water Service</b>	<b>\$150.25</b>

**Residential Wastewater Service**

Wastewater Base Charge	\$13.17
Maximum Usage Charge up to 6,000 gallons	\$61.14
<b>Total Residential Wastewater Service</b>	<b>\$74.31</b>

**Meter Reading** Meter # **33256640**  
 Current **48570** 12/06/2008  
 Previous **17020** 11/06/2008 E  
 Usage **31550 Gallons**  
 Number of Days: **30**

**Consumption History**  
in gallons



Current Charges

**\$224.56**



<b>Bill Date</b> 12/14/2008	<b>Account Number</b> 0507800000	<b>Due Date</b> 1/5/2009
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Name **DONELDA BREIGHT** Primary Telephone # (813) 780-6907  
 Service Address **6126 SPRING LAKE CIR, ZEPHYRHILLS, FL, 33540**

**Residential Water Service**

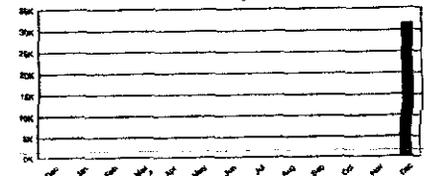
Water Base Charge	\$9.03
12,620 gallons at \$0.00327 per gallon	\$41.27
12,620 gallons at \$0.00534 per gallon	\$67.39
6,310 gallons at \$0.00516 per gallon	\$32.56
<b>Total Residential Water Service</b>	<b>\$150.25</b>

**Residential Wastewater Service**

Wastewater Base Charge	\$13.17
Maximum Usage Charge up to 6,000 gallons	\$61.14
<b>Total Residential Wastewater Service</b>	<b>\$74.31</b>

**Meter Reading** Meter # **33256640**  
 Current **48570** 12/06/2008  
 Previous **17020** 11/06/2008 E  
 Usage **31550 Gallons**  
 Number of Days: **30**

**Consumption History**  
in gallons



Current Charges

**\$224.56**

*1/27/09 - called*

*272.52*