

COMMISSIONERS:  
ART GRAHAM, CHAIRMAN  
LISA POLAK EDGAR  
RONALD A. BRISÉ  
EDUARDO E. BALBIS  
JULIE I. BROWN

STATE OF FLORIDA



RECEIVED - FPSC  
MARSHALL WILLIS, DIRECTOR  
DIVISION OF ECONOMIC REGULATION  
(850) 413-6900  
11 OCT 25 PM 3:00

COMMISSION  
CLERK

## Public Service Commission

October 25, 2011

Mr. Martin S. Friedman  
Rose, Sundstrom & Bentley, LLP  
766 N. Sun Drive, Suite 4030  
Lake Mary, FL 32746

**Re: Docket No. 110264-WS - Application for increase in water and wastewater rates in Pasco County by Labrador Utilities, Inc.**

Dear Mr. Friedman:

Staff needs the following information to complete our review of the application filed by Labrador Utilities, Inc. (Utility or Labrador).

1. In review of the secondary contaminants testing results found in Volume Three of the Utility's filing, iron is found to be at 0.63 mg/l. This amount exceeds the 0.3 mg/l maximum contaminate level (MCL) as set by the Florida Department of Environmental Regulations (FDEP). Although not exceeding the MCL's, elevated levels of color, odor, and total dissolved solids are also of concern. In review of the customer complaints filed with Labrador as found in Volume Three of the Utility's filing, complaints concerning the water quality for taste, rust spots on clothing, odor, and color, appear common. Please explain what Labrador is doing to minimize the water quality problems experienced by the customers.
2. Does the Utility have any plans, such as additional plant improvements, to improve the water quality situation at the Labrador system? If so, please explain in detail.
3. Sewer odor complaints are another common grievance filed with the Utility. What is the Utility doing to minimize the odor situation at the Labrador system? Please explain in detail.
4. Please describe the steps taken when a customer complains of high usage or a possible leak on the customer's side of the meter.
5. Does Labrador have a system for monitoring possible leaks? If so, please explain in detail.
6. Does Labrador offer customers a credit or an adjustment to their bill if the customer can demonstrate that excessive usage was due to a leak on the customer's side of the meter which has now been repaired? If so, please explain in detail.

DOCUMENT NUMBER-DATE

07853 OCT 25 =

FPSC-COMMISSION CLERK

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

An Affirmative Action / Equal Opportunity Employer

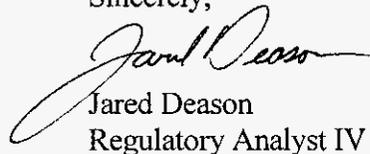
PSC Website: <http://www.floridapsc.com>

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

Mr. Martin S. Friedman  
Page 2  
October 25, 2011

Please submit the above information to the Office of Commission Clerk by November 28, 2011. If you have any questions, please contact Bart Fletcher by phone at (850) 413-7017 or by e-mail at [bfletcher@psc.state.fl.us](mailto:bfletcher@psc.state.fl.us).

Sincerely,



Jared Deason  
Regulatory Analyst IV

cc: Division of Economic Regulation (Maurey, Fletcher, Daniel, Rieger, Stallcup, Thompson)  
Office of the General Counsel (Brown)  
Office of Commission Clerk (Docket No. 110264-WS)  
Office of Public Counsel