

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

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

Docket No. 140135-WS

NOTICE OF FILING

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

/s/ Kenneth M. Curtin

Kenneth M. Curtin

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CERTIFICATE OF SERVICE

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

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/s/ Kenneth M. Curtin
Kenneth M. Curtin
Florida Bar No. 087319

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

NAME: Joe Misener DATE: 04/13/15

ADDRESS: 5935 Bear Drive

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

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

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

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CONSUMER QUESTIONNAIRE

NAME: JULIE SMITH DATE: 4-6-15

ADDRESS: 41038 BREAM CIR. LOT 123, Zephyrhills 33540

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

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

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

I've lived here 11 yrs and in that time I have not been able to drink the water from the tap. At times it smells like sulfur I've tested the water myself and when it should be reading close to zero, it reads closer to 100 in contaminates. It has ruined faucets and shower heads even when using the proper cleaner. Its unacceptable to pay high water bills yet have to purchase filters + bottled water.

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CONSUMER QUESTIONNAIRE

NAME: Bob & Pat Bennett DATE: Apr. 6/2015
ADDRESS: 6332 Utopia DR.

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

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

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

Concerns over suitability for drinking;
frequency discoloration of water &
continued need to flush monthly;
increasing costs associated with water
consumption as compared to others.

CONSUMER QUESTIONNAIRENAME: Peter CanosoDATE: 4/3/15ADDRESS: 5941 Beez Drive Zephyrhills, FL 33540

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

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

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

I find fees for water to be exorbitant. I pay \$84.00 for 3
months in Maine while paying \$100.00 + per month here. Also
find that we must purchase water to drink as local water
is not acceptable to us. also had difficult time in downloading
our recent bill.

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CONSUMER QUESTIONNAIRE

NAME: DAVID A. KESSLER DATE: 2-27-2015
ADDRESS: 5819 NAPLES DR. FOREST LAKE ESTATES

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

1. Do you drink the water provided by Labrador? Yes No
2. Do you buy bottled water or use a water cooler instead of drinking the water provided by Labrador? Yes No
3. Have you at your own cost purchased water filters or other water filtration systems due to the bad quality of the water provided by Labrador? Yes No
4. Does the water provided by Labrador have a bad taste at times? Yes No
5. Does the water provided by Labrador have a bad odor at times? Yes No
6. Does the water provided by Labrador have a bad color at times? Yes No
7. Have you experienced scaling or clogging of appliances, water heaters, pipes or other appliances due to the poor quality of the water provided by Labrador? Yes No *Put in a \$500⁰⁰ FILTRATION AND SOFTNER SYSTEM - PRIOR TO THAT WE DID.*
8. Have you experienced the lack of timely response by Labrador to service calls such as failure to timely respond to leaks? Yes No
9. Have you had billing disputes and issues with Labrador that have gone unresolved or where Labrador did not timely respond? Yes No
10. Even after Labrador has improvements to the wastewater facility, have you still experienced foul odors emanating from Labrador's wastewater facility? Yes No
11. Have you considered moving from the community due to the poor level of quality and service provided by Labrador? Yes No

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

THE WATER MAY MEET BACTERIA REQUIREMENTS, BUT THE TASTE, ODOR AND COLOR OF WATER ARE AN ISSUE. THEY NEVER HAVE TOLD ME WHY I MUST PAY \$3200 PER MONTH WHEN I AM NOT HERE. IN THE SUMMER THEY ONLY HAVE HALF THE WATER, WASTE, OR OTHERWISE, TO TREAT YET WE GET CHARGED FOR SOMETHING WE DO NOT USE. THE VILLAGE I LIVE IN, IN WISCONSIN HAS A POP. OF 813. WE HAVE A WATER TOWER, 2 6" WELLS METERS, A LARGE DISPOSAL AND TREATMENT PLANT, BUT OUR WATER IS ONLY HALF AS MUCH AND THEY SHUT OUR WATER OFF AND WE DO NOT PAY NOTHING EXCEPT A \$50.00 WATER TURN ON FEE. LESS PEOPLE TO SPREAD COST AROUND BUT LESS EXPENSIVE.